

Clitheroe

OUR LOCAL OFFER

Our vision is to make a positive difference in Clitheroe by maintaining excellent services to ensure all customers can access services required and to support the development of growth in the Clitheroe area

Clitheroe Neighbourhood	
Type of Neighbourhood	Concentrated in Clitheroe
Category	Growth – we will look to increase our stock and the supply of affordable housing to meet local demand
Number of Onward Properties	726 (356 Gen Needs, 276 Sheltered, 11 Supported, 83 Home Ownership)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN CLITHEROE INCLUDE:

1. Customer service – we will listen to our customers and provide the relevant support and advice when they need us
2. Repairs & compliance – we will deliver an excellent repairs service and keep properties safe and in a good condition for our customers
3. Planned works – we will continue to invest in your home in line with the Onward Home Standard
4. Environment – we will invest in creating positive spaces in our neighbourhoods
5. Tenancy support – we will provide a support service to help vulnerable customers to remain independent



IN ADDITION, WE WILL WORK WITH CUSTOMERS AND PARTNERS TO ACHIEVE THE FOLLOWING IN CLITHEROE:

1. To continue to support the growth of the Clitheroe neighbourhood through the development of potential new schemes and make the best use of our stock
2. Deliver a high level service in relation to support through partnership working
3. Review lettings policy and promote Clitheroe as a place to live
4. Promote take-up of Pension Credit amongst customers of pensionable age

WORKING WITH YOU

We are keen to work with local residents and groups who share these ambitions for the local area and would like you to hold us to account.

If you have any views, ideas or want to work with us on achieving these aims, contact us today. Call 0300 555 0600 or email: customerservices@onward.co.uk