

County

OUR LOCAL OFFER

Our Vision for County is to make a positive difference by improving the quality, range and choice of housing and contribute to making the area clean, vibrant and safe with a shared sense of community pride.

County Neighbourhood	
Type of Neighbourhood	Concentrated
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	938 general needs, 35 housing for older people and 12 supported properties

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN COUNTY 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 COUNTY:

1. Proactively work with Liverpool City Region to influence use of the Goodison Road site.
2. Agree a strategy to diversify tenure and property type in the County neighbourhood
3. Deliver pathways to employment and training opportunities for County customers
4. Work in partnership to have a co-ordinated and collaborative approach to community safety tackling antisocial behaviour, domestic abuse and drug related activities.
5. Understand the issues for our Older and Vulnerable customers in County and agree initiatives to support them.
6. Support customers to maximise their incomes and effectively manage their finances.

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