



OUR LOCAL OFFER

Our vision is to make a positive difference by maintaining the quality, range, choice of housing and through strong partnerships contribute to making the area clean, vibrant and safe with a shared sense of community.

Croxteth Neighbourhood	
Type of Neighbourhood	Concentrated
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	115 General Needs, 205 Housing for older people and 12 Supported properties

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN CROXTETH 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 CROXTETH:

1. Review all of our Sheltered and Supported Schemes to ensure that they continue to be fit for purpose.
2. Work in partnership with local community police to give reassurance and have presence, particularly around our Sheltered Housing schemes.
3. Identify opportunities to increase digital inclusion amongst our older customers
4. Continue to raise customer awareness around fire safety.
5. Work with local health and social care agencies to hold inclusion activities in our Sheltered Schemes.

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