

Everton

OUR LOCAL OFFER

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

Everton 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	422 General Needs, 44 Housing for Older People, 10 Supported Housing and 17 leasehold properties

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN EVERTON 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 EVERTON:

1. Work in partnership to have a co-ordinated and collaborative approach to community safety tackling anti-social behaviour, domestic abuse and drug related activities
2. Explore opportunities to improve the kerb appeal of our properties in St Domingo Grove.
3. Carry out regular walkabouts to identify and address environmental issues such as fly-tipping.
4. Review all of our Sheltered and Supported Schemes to ensure that they continue to be fit for purpose.
5. Deliver key messages around access to employment and training opportunities to our customers in Everton.

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