

# Great Harwood & Rishton

## OUR LOCAL OFFER

Our vision is to make a positive difference in Great Harwood & Rishton in terms of people's homes, quality of life and access to opportunities so they can get the best out of living in the neighbourhood.

Great Harwood & Rishton Neighbourhood	
Type of Neighbourhood	Defined, spread across Great Harwood & Rishton
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	469 (334 Gen Needs, 122 Sheltered, 3 Supported, 10 Home Ownership)

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN GREAT HARWOOD & RISHTON:



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 GREAT HARWOOD & RISHTON:

1. Review fencing and boundary provision in the neighbourhood
2. Look at options to reduce flooding to individual gardens
3. Improve availability of parking for identified areas in the neighbourhood.
4. Review of services delivered and charged including window cleaning, communal gardening and cleaning

## 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](mailto:customerservices@onward.co.uk)