

# Halton

## OUR LOCAL OFFER

Our vision is to make a positive difference through strong partnership working, improving the quality, range and choice of housing and contributing to a cleaner, safer and more vibrant neighbourhood with a shared sense of community.

Halton Neighbourhood	
Type of Neighbourhood	Dispersed throughout Halton
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	154 General Needs , 82 Supported and 20 leasehold properties

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN HALTON 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 HALTON:

1. Support customers to better manage their finances and maximise their incomes. Promoting the use of affordable credit through Halton Credit Union.
2. Working in partnership to have a co-ordinated and collaborative approach to community safety tackling anti-social behaviour, domestic abuse and knife crime
3. Develop an environmental plan for Halton that aims to improve and make better use of existing green spaces and improve cleanliness of the neighbourhood.
4. Ensure that our existing properties meet the needs of our customers.
5. Deliver key messages around access to employment and training opportunities to all customers in Halton.

## 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)