



OUR LOCAL OFFER

Our vision is to make a positive difference in Handforth by maintaining a high quality of life for our customers, helping residents to access relevant services and improving the quality and management of homes and open spaces

Handforth Neighbourhood	
Type of Neighbourhood	Concentrated in Handforth
Category	Growth – we will look to increase our stock and the supply of affordable housing to meet local demand
Number of Onward Properties	563 (448 General Needs, 1 Older Persons, 23 Supported, 91 Leasehold)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN HANDFORTH 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 HANDFORTH:

1. Improve the maintenance and management of green spaces across Handforth
2. Improve waste management services at the three Tower Blocks
3. Support ambitions to improve parking across the neighbourhood
4. Continue to improve the management and maintenance of the Tower Blocks
5. Support local community development and help local people to access relevant services
6. Pursue opportunities to deliver new homes in the area to meet local need

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