

Hattersley & Mottram

OUR LOCAL OFFER

Our vision is to make a positive difference in Hattersley and Mottram by continuing the area's regeneration through supporting a thriving community, improving the physical environment and growing and continuing to diversify the housing stock

Hattersley & Mottram Neighbourhood	
Type of Neighbourhood	Concentrated in Hattersley and Mottram
Category	Regeneration – priority regeneration area
Number of Onward Properties	1,483 (1,324 Gen Needs, 134 Older Persons, 25 Leasehold)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN HATTERSLEY AND MOTTRAM 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 HATTERSLEY AND MOTTRAM:

1. Improve and more effectively manage and maintain the environment across the neighbourhood
2. Support the local community and the development of a wealthier and economically active area
3. Ensure that the Hub is better utilised and more welcoming and accessible for local residents and partner agencies
4. Continue to increase and diversify the area's housing stock and commercial offer
5. Tackle antisocial behaviour and positively promote the local area
6. Listen to and work with local people, giving them an opportunity to influence the ongoing regeneration of the area

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