

Kensington & Fairfield

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.

St Helens Neighbourhood	
Type of Neighbourhood	Defined
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	191 General Needs and 36 Supported Housing

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN KENSINGTON & FAIRFIELD 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 KENSINGTON & FAIRFIELD:

1. Work in partnership to have a co-ordinated and collaborative approach to community safety tackling anti-social behaviour and crime.
2. Support customers to maximise their incomes and effectively manage their finances.
3. Ensure that our properties meet the needs of our current and prospective customers.
4. Investigate opportunities to improve the external appearance, physical environment and appeal of Kensington/Fairfield Neighbourhood
5. Deliver key messages around access to employment and training opportunities to our customers in Kensington/Fairfield
6. Review all of our Supported Schemes to ensure that they continue to be fit for purpose

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