

Kirkdale

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.

Kirkdale Neighbourhood	
Type of Neighbourhood	Concentrated
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	632 General Needs, 14 Supported Housing and 33 leasehold properties

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN KIRKDALE 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 KIRKDALE:

1. Deliver key messages around access to employment and training opportunities to all customers in Kirkdale.
2. Continue to promote Kirkdale as an area of choice for people to live.
3. Support customers to better manage their finances and maximise their incomes.
4. Agree a strategy to diversify tenure and property type in the Kirkdale neighbourhood
5. Work with partners to agree a plan to improve the Chirkdale Park site.
6. Work in partnership to have a co-ordinated and collaborative approach to community safety tackling antisocial behaviour, domestic abuse and drug related activities

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