

Longridge

OUR LOCAL OFFER

Our vision is to make a positive difference in Longridge by strengthening our partnership arrangements to ensure customers have an enjoyable place to live with good access to services,

Longridge Neighbourhood	
Type of Neighbourhood	Defined, spread across Longridge
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	165 (83 Gen Needs, 78 Sheltered, 0 Supported, 4 Home Ownership)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN LONGRIDGE 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 LONGRIDGE:

1. To develop effective partnership links and increase the profile of Onward within Longridge
2. To ensure that schemes across Longridge are kept to a high standard of cleanliness and tidiness
3. Help improve access to internet connection and mobile phone signal
4. Work with RVBC and partners to reduce antisocial behaviour in Longridge

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