

# Manchester

## OUR LOCAL OFFER

Our vision is to make a positive difference in Manchester by ensuring that our customers have a great quality of life in high quality accommodation and are able to access economic and social opportunities across the City

Manchester Neighbourhood	
Type of Neighbourhood	Dispersed across Manchester
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	613 (397 General Needs, 63 Older Persons, 57 Supported, 96 Leasehold)

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN MANCHESTER 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 MANCHESTER:

1. Review our sheltered schemes and consider options to improve them to ensure that they continue to meet the needs of older people
2. Progress opportunities to grow our stock across the City, including additional extra care provision
3. Support objectives to address homelessness and eradicate rough sleeping in the city
4. Support customers across Manchester to maximise and manage their income more effectively
5. Improve the appearance of our apartment blocks across the city
6. Work in partnership to improve parking around our schemes in Hulme

## 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](mailto:customerservices@onward.co.uk)