

# Morecambe & Lancaster

## OUR LOCAL OFFER

Our vision is to make a positive difference in Morecambe and Lancaster by maintaining a clean and green neighbourhood and provide excellent services.

| Morecambe & Lancaster Neighbourhood |  |
|-------------------------------------|--|
| Type of Neighbourhood               | Defined, spread across Morecambe and Lancaster                     |
| Category                            | Core - we will seek to deliver excellent services to our customers |
| Number of Onward Properties         | 109 (71 Gen Needs, 38 Sheltered, 0 Supported, 0 Home Ownership)    |

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN MORECAMBE & LANCASTER :



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 MORECAMBE & LANCASTER :

1. To ensure that schemes across Morecambe & Lancaster are kept to a high standard of cleanliness and tidiness
2. Sustain and develop partnerships within Morecombe and Lancaster and the neighbourhood
3. Help tenants to support their tenancy and reduce void turnover through tenancy audits
4. Resolve the boundary wall at Greenfield Court

## 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)