

Murdishaw

OUR LOCAL OFFER

Our Vision is to make a positive difference by supporting the regeneration of Murdishaw through strong partnership working, improving the quality, range and choice of housing and contribute to making the area clean, vibrant and safe with a shared sense of community.

Murdishaw Neighbourhood	
Type of Neighbourhood	Concentrated in Murdishaw
Category	Regeneration – priority regeneration area
Number of Onward Properties	482 General Needs, 15 Supported and 45 leasehold properties

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN MURDISHAW 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 MURDISHAW:

1. Support Halton Borough Council in their campaign to reduce fly tipping and dog fouling in Murdishaw
2. Increase access to employment in Murdishaw through Local Labour Agreements and the creation of apprenticeship opportunities for young people.
3. Continue to invest in our existing properties by replacing 180 roofs in Murdishaw
4. Deliver the Jolly Brewer Development of 18 new build properties in Murdishaw
5. Develop a materplan for the area in partnership with Riverside and Halton Borough Council.

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