

# North Liverpool

## 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.

North Liverpool Neighbourhood	
Type of Neighbourhood	Dispersed
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	332 General Needs, 79 Supported Housing, 58 Supported Housing and 28 leasehold properties

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN NORTH LIVERPOOL 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 NORTH LIVERPOOL:

1. Deliver key messages around access to employment, training, health and wellbeing
2. Review all of our Sheltered and Supported Schemes to ensure that they continue to be fit for purpose.
3. Work in partnership to have a co-ordinated and collaborative approach to community safety tackling anti-social behaviour, domestic abuse and drug related activities
4. Understand the issues for our Older and Vulnerable customers and agree initiatives to support them.
5. Ensure that our existing properties meet the needs of current and prospective customers.

## 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)