

Oldham North

OUR LOCAL OFFER

Our vision is to make a positive difference in Oldham North by working jointly with partners to create positive spaces and thriving communities across the neighbourhood.

Oldham North Neighbourhood	
Type of Neighbourhood	Defined across the northern part of Oldham
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	500 (428 Gen Needs, 72 Leasehold)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN OLDHAM NORTH 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 OLDHAM NORTH:

1. Improve the appearance of our schemes across Oldham North
2. Contribute towards creating a wealthier, more economically active Oldham North neighbourhood
3. Work closely with partners to help to address crime and antisocial behaviour in Chadderton and Westwood
4. Tackle fly tipping and work with partners to improve the physical environment across Oldham North

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