

Oldham South

OUR LOCAL OFFER

Our vision is to make a positive difference in Oldham South by supporting the development of a cleaner, greener and wealthier neighborhood, through strong partnership working and intensive housing management.

Oldham South Neighbourhood	
Type of Neighbourhood	Concentrated in Limeside, Hollinwood
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	707 (645 Gen needs, 60 older persons, 2 supported)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN OLDHAM SOUTH 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 SOUTH:

1. Improve and more effectively manage and maintain the physical environment across the Avenues and Hollins estate.
2. Contribute towards creating a wealthier, more economically active Oldham South neighbourhood
3. Improve the internal condition of existing properties
4. Work to ensure that local people are housed in suitable properties which meet their needs in terms of size and type
5. Increase ongoing engagement with the local community and improve the long term sustainability of the Avenues Community Centre

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