

Picton

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.

Picton Neighbourhood	
Type of Neighbourhood	Defined area within Lodge Lane, Chatsworth and Wavertree/Picton.
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	476 General Needs, 78 Supported Housing and 16 leasehold properties

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN PICTON 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 PICTON:

1. Work in partnership with the Picton multi-agency group to reduce crime and ASB and agree ways to engage and raise awareness within the community.
2. Promote referral pathways for employment and training
3. Investigate storage solutions for wheelie bins to the front curtilage on Cecil Street
4. Support customers to better manage their finances and maximise their incomes. Promoting the use of affordable credit through Credit Unions.
5. Promote Onward's Digital Portal to new and existing customers.
6. Review all of our Supported Schemes to ensure that they continue to be fit for purpose

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