

Preston Avenham

OUR LOCAL OFFER

Our vision is to make a positive difference in Preston Avenham to maintain a safe and compliant neighbourhood where people want to live.

Preston Avenham Neighbourhood	
Type of Neighbourhood	Concentrated in Preston Avenham
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	452 (375 Gen Needs, 32 Sheltered, 9 Supported, 36 Home Ownership)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN PRESTON AVENHAM 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 PRESTON AVENHAM:

1. Work with partners to reduce antisocial behaviour and support customers in need
2. Introduce stronger messaging around income management and Financial Inclusion support at sign-up
3. To review and improve the biomass heating and payment system in the tower blocks
4. Review our approach to letting properties within the tower blocks

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