

Preston North

OUR LOCAL OFFER

Our vision is to make a positive difference in Preston North to support the growth of the neighbourhood through a large development and engage with our residents through social activities.

Preston North Neighbourhood	
Type of Neighbourhood	Defined, spread across the northern part of Preston
Category	Growth – we will look to increase our stock and the supply of affordable housing to meet local demand
Number of Onward Properties	256 (206 Gen Needs, 23 Sheltered, 1 Supported, 26 Home Ownership)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN PRESTON NORTH:



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 NORTH:

1. To work closely with local residents to develop a sustainable community at Lockside
2. To contribute to Preston's aims to increase housing delivery through its status as a Housing Growth Zone
3. Support Preston City Council to deliver the Customer Charter on the Goosnargh development
4. Promotion of employment and training support and opportunities.

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