

Preston Queen Street

OUR LOCAL OFFER

Our vision is to make a positive difference in Preston Queen Street by regenerating the area, improving the quality of homes to create a thriving community, growing and diversifying the housing offer, improving the physical environment and addressing ongoing issues of poverty and socio-economic deprivation.

Preston Queen Street Neighbourhood	
Type of Neighbourhood	Concentrated in the Queen Street area of Preston
Category	Regeneration – priority regeneration area
Number of Onward Properties	328 (298 Gen Needs, 0 Sheltered, 15 Supported, 15 Home Ownership)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN PRESTON QUEEN STREET 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 QUEEN STREET:

1. Considering the options that may be available to ensure the long term future of the estate for our customers working in partnership with Preston City Council, Homes England and other partners
2. Supporting the communities we work with by regenerating the areas they live in listening to and working with local people, giving them an opportunity to influence the neighbourhood
3. Works with partners to reduce pockets of anti-social behaviour and support vulnerable customers
4. To improve the overall environment and appearance of Queen Street

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