

# Princes Park

## 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.

Princes Park Neighbourhood	
Type of Neighbourhood	Concentrated in Liverpool 1 and Liverpool 8 areas
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	914 General Needs, 70 Sheltered, 69 Supported Housing and 30 leasehold properties

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN PRINCES PARK 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 PRINCES PARK:

1. Work in partnership with the Liverpool 8 multi-agency group to reduce crime and ASB and agree ways to engage and raise awareness within the community.
2. Work with North West Housing and Riverside to improve the road surface of Belvidere Terrace
3. Support Liverpool City Council to transition from wheelie bin to bag refuse collection.
4. Review all of our Sheltered and Supported Schemes to ensure that they continue to be fit for purpose.
5. Support customers to maximise their incomes and effectively manage their finances.
6. Agree a strategy to diversify tenure and property type in the Princes Park neighbourhood

## 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](mailto:customerservices@onward.co.uk)