

Ribble Valley Villages

OUR LOCAL OFFER

Our vision is to make a positive difference in the Ribble Valley Villages to help support the sustainability of the villages and expand our stock throughout the borough.

Ribble Valley Villages Neighbourhood	
Type of Neighbourhood	Dispersed across Ribble Valley
Category	Growth – we will look to increase our stock and the supply of affordable housing to meet local demand
Number of Onward Properties	428 (158 Gen Needs, 249 Sheltered, 0 Supported, 21 Home Ownership)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN RIBBLE VALLEY VILLAGES:

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 RIBBLE VALLEY VILLAGES:

1. To continue to support the growth of Ribble Valley Villages neighbourhood through the development of potential new schemes and make the best use of our stock
2. Help improve access to internet connection and mobile phone signal
3. Increase number of properties with access to main gas supply and address fuel poverty
4. Look at ways to increase parking and condition of access roads on most schemes

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