

Rivers

OUR LOCAL OFFER

Our vision is to make a positive difference in Rivers by maintaining the neighbourhood as a great place to live, with a thriving community, high quality environment and safe and secure properties

Rivers Neighbourhood	
Type of Neighbourhood	Concentrated in Whitefield, Bury
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	974 (873 General Needs, 12 Older Persons, 2 Supported, 87 Leasehold)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN RIVERS 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 RIVERS:

1. Address issues of fly tipping and improve waste management across the estate
2. Improve the quality of the physical environment of the Rivers neighbourhood
3. More effectively manage, invest in, and promote our garage stock across the area
4. Work to ensure that local people are housed in suitable properties which meet their needs in terms of size and type
5. Pursue new opportunities to grow our housing stock in and around the Rivers neighbourhood
6. Continue to develop a joined up approach to services across the neighbourhood, supporting community groups and working alongside partner organisations

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