

Rochdale

OUR LOCAL OFFER

Our vision is to make a positive difference in Rochdale by working co-operatively with partners to support residents to prosper and to increase the range and quality of housing stock in the borough.

Rochdale Neighbourhood	
Type of Neighbourhood	Dispersed across Rochdale
Category	Growth – we will look to increase our stock and the supply of affordable housing to meet local demand
Number of Onward Properties	870 (448 General Needs, 275 Older Persons, 50 Supported, 97 Leasehold)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN ROCHDALE 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 ROCHDALE:

1. Review all of our schemes for Older People to ensure that they continue to be fit for purpose for local people
2. Explore opportunities to deliver new housing across the borough and deliver the new Cedar Avenue development in Heywood
3. Ensure that our existing properties meet the needs of local people
4. Support the Council’s ambitions to increase employment and improve access to opportunities for residents
5. Support local residents to maximise their incomes and manage the switch to Universal Credit

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