

# Salford East

## OUR LOCAL OFFER

Our vision is to make a positive difference in Salford East by working in partnership to improve the environment, quality of our homes and life chances of our customers

Salford East Neighbourhood	
Type of Neighbourhood	Concentrated in Broughton, Salford
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	797 (695 General Needs, 24 Older Persons, 7 Supported, 50 Leasehold)

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN SALFORD EAST 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 SALFORD EAST:

1. Tackle low level antisocial behaviour within the local area
2. Improve the appearance of schemes and the local environment
3. Endeavour to meet the housing needs of local people, including supporting downsizing and helping to rehouse families living in temporary accommodation
4. Support local residents into employment and training
5. Help to address poverty in the local area

## 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)