

Salford West

OUR LOCAL OFFER

Our vision is to make a positive difference in Salford West by ensuring that we provide high quality services to our customers and that schemes are kept safe, clean and attractive

Salford West Neighbourhood	
Type of Neighbourhood	Defined in the west of Salford
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	241 (127 General Needs, 50 Older Persons, 51 Supported, 13 Leasehold)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN SALFORD WEST 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 WEST:

1. Explore options to relocate utility meters at St Paul's Court
2. Explore options to improve the appearance of Salford West schemes including Halton Bank and St Simon Street
3. Endeavour to meet the housing needs of local people including through supporting downsizing and helping to rehouse families living in temporary accommodation
4. Review and improve the services provided to older residents across Salford West

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