



OUR LOCAL OFFER

Our vision is to make a positive difference by improving the quality, range, choice of housing and through strong partnerships contribute to improving customers' affordability and making the area clean, vibrant and safe with a shared sense of community.

Sefton Neighbourhood	
Type of Neighbourhood	Concentrated
Category	Growth – we will look to increase our stock and the supply of affordable housing to meet local demand
Number of Onward Properties	275 General Needs, 92 Supported Housing, 41 leasehold properties and the May Logan Healthy Living Centre

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN SEFTON 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 SEFTON:

1. Deliver a programme of NHS Health Checks at the May Logan Centre.
2. Work with customers, Sefton MBC and Environmental services to improve refuse management at blocks of flats.
3. Work closely with Sefton MBC and other RSL's to develop the Linacre Masterplan.
4. Continue to explore opportunities to deliver new affordable housing across the borough.
5. Support customers to better manage their finances and maximise their incomes

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