

South Ribble

OUR LOCAL OFFER

Our vision is to make a positive difference in South Ribble to support the growth of the neighbourhood and develop a sustainable wealthier place to live.

South Ribble Neighbourhood	
Type of Neighbourhood	Dispersed across South Ribble
Category	Growth – we will look to increase our stock and the supply of affordable housing to meet local demand
Number of Onward Properties	329 (166 Gen Needs, 83 Sheltered, 0 Supported, 80 Home Ownership)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN SOUTH RIBBLE:



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 SOUTH RIBBLE:

1. To ensure that Onward standard offer relating to employment, community funding, tenancy support and financial inclusion is promoted across South Ribble
2. To continue to support the growth of the South Ribble neighbourhood through the development of potential new schemes
3. Help tenants to support their tenancy and reduce void turnover through tenancy audits
4. To develop effective partnership links and increase the profile of Onward within South Ribble

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