

# Speke & Garston

## 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.

<b>Speke &amp; Garston Neighbourhood</b>	
Type of Neighbourhood	Concentrated in Speke and Garston.
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	485 General Needs, 34 Supported Housing and 55 leasehold properties

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN SPEKE & GARSTON 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 SPEKE & GARSTON:

1. Work in partnership as part of the Speke and Garston multi-agency group that aims to reduce crime and ASB and agree ways to engage and raise awareness within the community.
2. Arrange 3 skip days in partnership with other Landlords and Liverpool City Council.
3. Work with Liverpool City Council to improve the appearance of vacant land near York Street.
4. Deliver key messages around access to employment, training, health and wellbeing
5. Support customers to better manage their finances and maximise their incomes. Promoting the use of affordable credit through Credit Unions.
6. Deliver the development of 12 new units of Supported Housing and review existing Supported Housing to ensure it continues to be fit for purpose.

## 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)