

St Michaels

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 making the area clean, vibrant and safe with a shared sense of community.

St Michaels Neighbourhood	
Type of Neighbourhood	Dispersed across Aigburth, Kelton Park and Sefton Park
Category	Growth – we will look to increase our stock and the supply of affordable housing to meet local demand
Number of Onward Properties	342 General Needs, 46 Housing for Older People, 28 Supported Housing and 16 leasehold properties

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN ST MICHAELS 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 ST MICHAELS:

1. Review all of our Sheltered and Supported Schemes to ensure that they continue to be fit for purpose.
2. Continue to explore opportunities to provide affordable housing in the St Michaels Neighbourhood.
3. Work in partnership with Liverpool City Council on a campaign to improve the take up of recycling in the Sefton Park area
4. Explore the feasibility of an allotment or community garden in the Windbourne Road area.
5. Promote the use of the Onward Digital Portal for new and existing customers

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