

Stockport

OUR LOCAL OFFER

Our vision is to make a positive difference in Stockport by improving the appearance of our schemes, strengthening our local partnerships and increasing the number of affordable housing available in this high demand neighbourhood

Stockport Neighbourhood	
Type of Neighbourhood	Dispersed across Stockport
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	936 (456 General Needs, 170 Older Persons, 94 Supported, 216 Leasehold)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN STOCKPORT 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 STOCKPORT:

1. Improve waste management at schemes in the neighbourhood
2. Promote House Exchange and other rehousing options to ensure that people are able to access the housing that best meets their needs
3. Support customers to better manage their finances and maximise their incomes
4. Pursue opportunities to deliver new housing in Stockport that meets local demand

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