

# Tameside

## OUR LOCAL OFFER

Our vision is to make a positive difference in Tameside by delivering new homes and improving the physical environment and appearance of existing schemes

Tameside Neighbourhood	
Type of Neighbourhood	Dispersed across Tameside
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	388 (310 General Needs, 32 Older Persons, 8 supported, 38 Leasehold)

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN TAMESIDE 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 TAMESIDE:

1. Improve and more effectively manage and maintain our existing properties across the neighbourhood
2. Contribute to creating a wealthier and more economically active Tameside
3. Increase the number of new and affordable properties available in Tameside, including the development of the former Samuel Laycock school site
4. Support the continued development of Stalybridge as a location of choice for residents and businesses
5. Encourage reporting and take effective enforcement action in relation to antisocial behaviour in and around our schemes in Tameside

## 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)