

Trafford

OUR LOCAL OFFER

Our vision is to make a positive difference in Trafford by improving the neighbourhood, quality of our properties and the life chances of our customers

Trafford Neighbourhood	
Type of Neighbourhood	Dispersed across Trafford
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	459 (343 General Needs, 24 Older Persons, 37 Supported, 55 Leasehold)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN TRAFFORD 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 TRAFFORD:

1. Explore options to improve landscaping and the external appearance of our schemes in Trafford
2. Promote House Exchange and other rehousing options to ensure that people are able to access the housing that best meets their needs
3. Investigate opportunities to grow our stock in Trafford, increasing the amount of affordable housing in a high demand area
4. Improve waste disposal arrangements at schemes in the neighbourhood
5. Increase our presence on schemes so that we are regularly listening to and acting on customer views

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