

Warbreck

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.

Warbreck Neighbourhood	
Type of Neighbourhood	Dispersed
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	140 General Needs and 20 Supported Housing

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN WARBRECK 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 WARBRECK:

1. Work in partnership to have a co-ordinated and collaborative approach to community safety tackling anti-social behaviour, domestic abuse and drug related activities
2. Continue with the door replacement programme in the Rice Lane area
3. Ensure that our existing properties meet the needs of current and prospective customers.
4. Review all of our Supported Schemes to ensure that they continue to be fit for purpose.
5. Continue to promote Warbreck as an area of choice for people to live.

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