

# Westhoughton

## OUR LOCAL OFFER

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

Westhoughton Neighbourhood	
Type of Neighbourhood	Concentrated in two estates in Westhoughton, Bolton
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	408 (327 General Needs, 24 Older Persons, 7 Supported, 50 Leasehold)

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

1. Improve and more effectively manage and maintain the physical environment and appearance of the Pewfist and Mortons schemes
2. Contribute towards creating wealthier, more economically active and cohesive communities living in Westhoughton neighbourhood.
3. Effectively invest in improvements to our properties to increase the sustainability of our stock in Westhoughton.
4. Provide proactive support to help customers to more effectively manage their tenancies.
5. Address community safety Issues and ensure that residents feel safer in their local area

## 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)