

Windmill Hill

OUR LOCAL OFFER

Our vision is to make a positive difference and consolidate our position in Windmill Hill through strong partnership working that enhances the life chances of our customers and creates a clean, safe and vibrant neighbourhood with a shared sense of community.

Windmill Hill Neighbourhood	
Type of Neighbourhood	Concentrated in Windmill Hill
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	760 General needs and 1 supported property

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN WINDMILL HILL 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 WINDMILL HILL:

1. Ensure that our existing properties in Windmill Hill meet the needs of local people. Tackle low demand and high turnover of properties in Norton Hill.
2. Improve security of the external communal space at the rear of the Norton Hill flats.
3. Support customers to better manage their finances and maximise their incomes. Promoting the use of affordable credit through Halton Credit Union.
4. Develop an environmental plan for Windmill Hill that aims to improve and make better use of existing green spaces and improve cleanliness of the neighbourhood.
5. Working in partnership to have a co-ordinated and collaborative approach to community safety tackling anti-social behaviour and domestic abuse.

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