



OUR LOCAL OFFER

Our Vision is to make a positive difference by investing in our existing stock and looking to develop our portfolio and diversify our tenure base. By working in partnership we aim to develop a cleaner safer, and vibrant area with a shared sense of community.

| Wirral Neighbourhood | |
|-----------------------------|---|
| Type of Neighbourhood | Dispersed stock across Wirral |
| Category | Growth – we will look to increase our stock and the supply of affordable housing to meet local demand |
| Number of Onward Properties | 292 General Needs, 164 Sheltered, 105 Supported and 127 leasehold properties |

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN WIRRAL 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 WIRRAL:

1. Work with existing Environmental Groups and Wirral Borough Council to ensure that our schemes are clean and tidy and present a positive image.
2. Review all of our sheltered and supported schemes to ensure that they continue to be fit for purpose
3. Continue to explore opportunities to provide new housing across Wirral and deliver new developments at Mill House Lane 28 apartments and Field Road 13 apartments.
4. Start on site with Onward's first Extra Care Scheme in Wirral.
5. Promote Onward's digital portal with new and existing customers.

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