



CHESHIRE EAST NEIGHBOURHOOD PLAN

Making a positive difference in Cheshire East

Onward will seek to make a positive difference in Cheshire East by providing high-quality affordable housing and by supporting customers to achieve a great quality of life.

INTRODUCTION TO YOUR NEIGHBOURHOOD PLAN

Onward's purpose is to make a positive difference in the communities we serve. We recognise that each community is unique and requires different services and support. As such, we have developed a Neighbourhood Plan which sets out our service commitments to you and your local area. In developing the plan we sought customer feedback, particularly through our most recent Survey of Tenants and Residents (STAR).



CHESHIRE EAST

Onward manages 510 properties in Cheshire East which include a mixture of apartment blocks and family houses. We also manage a large number of supported housing units, a small number of home ownership properties and some sheltered properties.

We are committed to partnership working in the neighbourhood so we can remain in touch with the issues that matter to local people most. As such, we have excellent relationships with the local authority, other registered housing providers, local councillors, the police and a number of managing agents and support providers.

Cheshire East is a growth neighbourhood and Onward are actively pursuing a number of development opportunities in the area. We have delivered several new family homes and town centre apartments in recent years and we actively search for new sites. We believe we play a key role in contributing to the growing demand for social housing across Cheshire East.

“ The repairs on my home have been reported too many times but never completed. ”

We have a repairs improvement plan in place.



WHAT CUSTOMERS ARE TELLING US ABOUT CHESHIRE EAST

Feedback from customers in Cheshire East gathered from our STAR survey revealed that residents are generally satisfied with the quality of their homes and neighbourhoods. The feedback also revealed that the following topics are most important to customers in the area.

Topic	
Service charges	<ul style="list-style-type: none">• 52% of customers are satisfied that service charges provide value for money• 59% of customers are satisfied with the grounds maintenance service• 41% of customers are satisfied with the cleaning service• 52% of customers are satisfied with the condition of internal communal areas
Repairs and maintenance services	<ul style="list-style-type: none">• 52% of customers are satisfied with the repairs service• Almost 2/3 customers highlighted the repairs and maintenance service as key priorities
Environment and environmental services	<ul style="list-style-type: none">• Rubbish dumping and littering was identified as the most important neighbourhood issue
Trust	<ul style="list-style-type: none">• Just over 1/3 customers feel that Onward listens to their views and acts on customer feedback• 40% of customers do not trust Onward to put something right if it goes wrong



“ The scheme manager is excellent. ”

“ Youths hanging around car park. ”

We want to work with residents to improve the local environment.

Onward is also aware that Cheshire East experiences issues with access to affordable housing and that some schemes require improvements. We would like to assure customers that we are committed to doing what we can to tackle these issues.

OUR COMMITMENT TO YOU

Using customer feedback gathered from the STAR survey, we have agreed the following objectives to help tackle the issues which are most important to customers in Cheshire East. In doing so, we aim to deliver on the promises set out within our Customer Charter.

Our aims	What we will do
Seek to build more affordable homes across Cheshire East	<ul style="list-style-type: none"> • Build over 400 homes in Basford, near Crewe which will include affordable rent homes, shared ownership homes and homes for sale • Grow our stock in areas such as Congleton where we are delivering schemes at Falcon Rise and Back Lane
Tackle poverty and support customers to maximise their income	<ul style="list-style-type: none"> • Respond to economic challenges by providing access to financial advice and support • Work with the Financial Inclusion team to support customers facing financial hardship, debt and benefit cuts, and help manage and sustain their tenancies and finances
Improve the condition of existing properties	<ul style="list-style-type: none"> • Improve our repairs service so that more repairs are completed in time and to a satisfactory standard • Deliver a range of property improvements in Cheshire East
Improve the appearance and safety of schemes in Cheshire East	<ul style="list-style-type: none"> • Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers • Work in partnership with internal services and external partners to improve the services delivered across our schemes, especially communal cleaning • Improve the security in and around our schemes



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Cheshire East through newsletters, reports and regular updates on the Onward website. We also pledge to keep you updated on future plans for the area.

GET INVOLVED

At Onward we want to make sure our customers' voice is at the heart of everything we do. As such, we invite you to join our Customer Engagement Community. The community is a group of customers who are regularly invited to take part in surveys, feedback and other engagement activities. Our CEC members are also entered into a monthly prize draw to win £50 of high street vouchers. For more information, get in touch with our Customer Engagement team at customerengagement@onward.co.uk

For more information about Onward and our plans for your neighbourhood, visit the Onward website, chat to us on 0300 555 0600 or email us at customerservices@onward.co.uk. Alternatively, speak with one of our friendly Onward colleagues in your neighbourhood.

