



PRESTON AVENHAM NEIGHBOURHOOD PLAN

Making a positive difference in Preston Avenham

Onward seeks to make a positive difference in Preston Avenham by supporting the development of a clean and safe neighbourhood.

We are committed to providing visible and responsive services in the area, as well as working with partners, stakeholders and the local community to improve the area as a desirable place to live.

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).



PRESTON AVENHAM

Onward manages 452 homes in Preston Avenham including high-rise blocks, flats and family homes located on the Avenham Estate and in Frenchwood.

We are committed to partnership working so we can remain in touch with the issues that matter to local people most. As such, we have excellent relationships with Preston City Council, other housing providers, the police, Preston Fire Service, the local school and other organisations to deliver local initiatives which make a positive difference in the neighbourhood.

“ I have only been with Onward 12 months in this time I have been satisfied with the service provided. ”



WHAT CUSTOMERS ARE TELLING US ABOUT PRESTON AVENHAM

Feedback from customers in Preston Avenham gathered from our STAR survey revealed that residents are satisfied and believe that their home offers value for money. The feedback also revealed that the following topics are most important to customers in the area. 25% of customers in Preston Avenham took part in the survey.

Topic	
Repairs and maintenance services	<ul style="list-style-type: none">• 3/4 customers are satisfied with the quality of their home• A significant number of customers highlighted the repairs and maintenance services as a key concern• We recorded customer demand for more information about the repairs service
Trust and customer engagement	<ul style="list-style-type: none">• Customers would like Onward to listen to them and act on customer feedback• A quarter of customers would like to engage more with Onward in the future
Service charges	<ul style="list-style-type: none">• Less than half of customers believe that service charges provide value for money• 72% of residents feel that rent provides value for money
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• Customers told us that we could do more to make them feel safe in their homes• Drug misuse, drug dealing and noisy neighbours were identified as the most important ASB issues



“ I wish we had a shower. I live in a tower block and would be a lot better if we had a shower in the property. ”

“ We have a wonderful team working in Avenham. They are a credit to you. Thank you so much. ”

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 Preston Avenham. In doing so, we aim to deliver on the promises set out within our Customer Charter.

Our aims	What we will do
Improve, manage and maintain the environment	<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• Encourage customers to maintain high standards in their gardens and take action when tenants do not keep their gardens clear and tidy• Arrange 'Action Days' to encourage customers to get involved in maintaining neighbourhood and reduce levels of fly tipping• Deliver property improvements in Preston Avenham by March 2021 at 25 properties, including replacing boilers, windows and doors.
Continue to address ASB	<ul style="list-style-type: none">• Encourage reporting and respond effectively to reports of ASB• Ensure tenancy conditions are being met
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none">• Increase our presence in the neighbourhood• Continue to develop our partnership with The Foxton Centre to support the housing needs of vulnerable people in the community• Continue to work with Preston City Council and the Neighbourhood Policing team
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• Communicate repairs appointments via text message• Evaluate our long-term strategy for the high-rise schemes to ensure that these homes are safe and affordable places to live



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Preston Avenham 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.

