



RIVERS NEIGHBOURHOOD PLAN

Making a positive difference in Rivers

Onward will seek to make a positive difference in Rivers by supporting the neighbourhood's thriving community and working in partnerships to improve the local environment.

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).



RIVERS

Onward manages more than 900 properties in Rivers which is a large estate located in Whitefield. The range of properties includes houses, flats and maisonettes. We also manage a large number of garages and open spaces in the area.

As an important stakeholder in Rivers, 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 Greater Manchester Police, Rivers & Hillock Community Association, Eden Garden Allotments and local councillors which help us in providing support services and valuable resources to customers in the area.

“ Estate pavements and roads are very bad and lots of rubbish. ”

We want to do what we can to improve the local environment.



WHAT CUSTOMERS ARE TELLING US ABOUT RIVERS

Feedback from customers in Rivers gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods, and that tenants believe Onward colleagues are helpful. The feedback also revealed that the following topics are most important to customers in the area.

Topic	
Repairs and maintenance services in 2019	<ul style="list-style-type: none"> • Less than 2/3 customers are satisfied with how Onward deals with repairs and maintenance issues • The repairs and maintenance services were identified as the top priorities for customers
Environment and Environmental Services	<ul style="list-style-type: none"> • Fly tipping and dog fouling were identified as the top two neighbourhood issues • 67% of customers are dissatisfied with the overall appearance of the neighbourhood • 59% of customers are satisfied with the grounds maintenance service • Less than 50% of customers are satisfied with the internal and external cleaning service • 63% of customers feel that estate service charges offer value for money • We recorded a significant number of comments about the quality of services provided by the local council and the condition of land managed by the council
Antisocial behaviour (ASB)	<ul style="list-style-type: none"> • 23% of customers who reported ASB were satisfied with how the case was handled • Drug misuse and drug dealing was identified as the third highest neighbourhood issue, followed by noisy neighbours
Trust	<ul style="list-style-type: none"> • Less than 25% of customers that made a complaint are satisfied with how their complaint was handled • Just under 50% of customers feel that Onward listens to their views and acts on customer feedback



“ There is some antisocial behaviour. ”

We are committed to continue to address any ASB in the neighbourhood.

“ Overall Onward have been great landlords and offer good communication and a good service. ”

Onward is also aware that there are schemes and spaces around properties in Rivers that need improving. We would like to assure customers that we are committed to tackling 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 Rivers. In doing so, we aim to deliver on the promises set out within our Customer Charter.

Our aims	What we will do
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 property improvements in Rivers including bathroom and kitchen replacements to over 50 properties by March 2021 • Improve the function of the garages which we operate • Continue with a wide ranging and regular inspection regime of 80 blocks on the estate
Improve, manage and maintain the environment	<ul style="list-style-type: none"> • Address fly tipping and improve waste management • Work with the council to ensure that council-owned land is well-maintained • Take tenancy enforcement action to address issues in the neighbourhood • Encourage customers to maintain high standards of their gardens and take action when tenants do not keep their gardens clear and tidy
Continue to address ASB	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Work closely with the police and other agencies to address incidents of drug dealing and drug misuse
Provide more new affordable homes.	<ul style="list-style-type: none"> • Deliver more affordable housing in and around the neighbourhood where opportunities arise
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Support ongoing work by the Hillock Residents Association and other community groups • Continue to support the Eden Garden Allotments • Develop more links with key partners in the area such as the police, the local authority, schools and community groups
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> • 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



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Rivers 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.

