



TRAFFORD NEIGHBOURHOOD PLAN

Making a positive difference in Trafford

Onward will seek to make a positive difference in Trafford by supporting customers who require our help, improving the environment around our schemes and ensuring that our apartment blocks are modern, welcoming and safe.

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).



TRAFFORD

Onward manages 459 properties in Trafford which include general needs apartment blocks, family houses and sheltered and supported units. The majority of properties are located in Timperley, including Eversley Court, Oakleigh Court and Ridgeway Park. We experience high demand for affordable housing in the area.

As part of our commitment to customers in Trafford, we are keen to ensure that our properties and schemes are well maintained and managed. Our key partners in Trafford include Trafford Council, One Trafford waste management and the local police who we work with to tackle crime and antisocial behaviour.

“ It’s early days but I have heard from other residents that they Onward do and act on a lot. ”



WHAT CUSTOMERS ARE TELLING US ABOUT TRAFFORD

Feedback from customers in Trafford 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	
Service charges	<ul style="list-style-type: none">• 43% of customers are satisfied that service charges provide value for money• Half of customers are satisfied with the grounds maintenance service• 44% of customers are satisfied with the cleaning service• Just over half of customers are satisfied with the condition of internal communal spaces
Repairs and maintenance services	<ul style="list-style-type: none">• 67% of customers are satisfied with how Onward deals with repairs and maintenance issues• 15% of customers are dissatisfied with the quality of their home
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• The three most important neighbourhood issues were identified as being rubbish dumping and littering, drug misuse and drug dealing, and noisy neighbours• Trafford has the highest number of reported ASB cases across all of our neighbourhoods in Greater Manchester
Trust	<ul style="list-style-type: none">• 44% of customers feel that Onward listens to their views and acts on customer feedback• 37% of customers do not trust Onward to put something right if it goes wrong



“ Very pleased with our new housing manager. He is very helpful. ”

“ Information about planned works is not passed onto tenants. ”

We will be delivering over 50 new kitchens in the neighbourhood by March 2021.

Onward is also aware that there are schemes and spaces around properties in Trafford that need improving and that there are some issues of anti-social behaviour. 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 Trafford. 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 in Trafford	<ul style="list-style-type: none"> • Improve our repairs service so that more repairs are completed in time and to a satisfactory standard • Delivery property improvements in Trafford, including over 50 new kitchens in the neighbourhood by March 2021
Improve the appearance of our schemes	<ul style="list-style-type: none"> • Carry our cyclical painting to a number of schemes and homes over the next three years • Carry out environmental improvement works to areas surrounding a number of schemes
Improve waste management at some of our schemes in Trafford	<ul style="list-style-type: none"> • Work in partnership with One Trafford to assess the feasibility of improving waste management, in particular at Oakleigh Court, Hatro Court and Eversley Court
Continue to address antisocial behaviour	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Ensure tenancy conditions are being met • Work with partners to tackle ASB an crime in our neighbourhood
Tackle poverty and support customers to maximise their income	<ul style="list-style-type: none"> • Support customers facing financial hardship, debt and benefit cuts, and help manage and sustain their tenancies and finances through the work of the Financial Inclusion team • Support residents who need our help to access employment or training opportunities



DELIVERING OUR COMMITMENTS

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

