



Neighbourhood Plans

Caernarfon and Llyn Peninsula

Transforming lives with great homes, quality services and support.

NWH seeks to make a difference to people's lives, by providing homes to be proud of and creating communities in which they can thrive.

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

NWH'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 Customer Satisfaction Survey.

Neighbourhood: Caernarfon & Peninsula

We have 287 properties in this neighbourhood, with the majority being in Caernarfon and the rest of the stock located in various surrounding areas. In terms of supported housing, Gwynedd dispersed have units housing individuals with various support needs and the outreach and resettlement team are helping to resettle up to 60 rough sleepers. We experience average demand for properties in this area and would say there is a low turnover of housing stock.

We are committed to partnership working so we can remain in touch with the issues that matter to local people most. We have excellent relationships with Cyngor Gwynedd, local policing teams and other support services in the area. We aim to improve links with the local community and make improvements that will benefit customers in Caernarfon and Llyn Peninsula areas.

What customers are telling us....

... About North Wales Housing

Feedback from customers at North Wales Housing gathered from our satisfaction survey revealed that the satisfaction of safety & security of the home has improved from 81% to 85%.

The majority state that they have trust in North Wales Housing and overall satisfaction is high.

The feedback also revealed that the following topics below are most important to customers in the area.



Topic	
Repairs and maintenance services	<ul style="list-style-type: none">• A significant number of customers were very happy with the overall quality of their homes and the quality of repair work that was undertaken.
Environment and environmental services	<ul style="list-style-type: none">• Fly tipping & not disposing of rubbish correctly were identified as two key neighbourhood issues.
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• Noise, parking issues and cannabis use were highlighted in this area.• Most residents disclosed that they feel safe & secure in their home.
Value for money	<ul style="list-style-type: none">• Customers told us that they believe their rent is value for money and the majority agree that service charges provide value for money.
Trust	<ul style="list-style-type: none">• Most residents strongly agree with the statement “I trust in North Wales Housing”.• Residents believe that NWH listen to their views and act upon them and are very satisfied with the outcome of a query.
Communication	<ul style="list-style-type: none">• Dissatisfaction expressed in relation to the outcome of ASB cases, complaint handling as well as NWH being easy to deal with therefore we seek to improve in this area.

Our commitment to you

Using customer feedback gathered from the satisfaction survey, we have agreed the following objectives to help tackle the issues which are most important to North Wales Housing customers.



Our aims	What we will do
Improve the condition of existing properties	<ul style="list-style-type: none">• Community safety officers attending blocks on a regular basis to ensure communal areas are safe and clear.• Planned works to be carried out in our properties – painting the rendering in Llanrug area where needed.
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.• Host a Community Day that included a skip to encourage customers to get involved in maintaining the neighbourhood where needed e.g. Cae Bold as this was identified as a fly tipping hot spot.
Continue to address ASB	<ul style="list-style-type: none">• Neighbourhood officers have a good working relationship with the local police and attend weekly Gwynedd CAP meetings to discuss repeat offenders in the area & also any ASB cases.• We work in partnership as needed with various agencies in relation to support and enforcement where needed.• Review CCTV systems to ensure they are fit for purpose.• Support customers who have experienced ASB by encouraging reporting and completing case management.

Our commitment to you

Our aims	What we will do
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none">• Completing wellbeing visits to residents that are over 65 years old.• Completing 3 yearly visits to all general needs contract holders in order to establish if any support is needed in relation to their home and managing the contract.• Undertaking follow up visits to residents that have reported damp and mould in their properties to ensure no further issues.
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none">• Continue to have a visible North Wales Housing presence in the neighbourhood and promote the work we do in the community.• Work with the Income team to support customers facing financial hardship, debt and benefit cuts, and help manage and sustain their contracts and finances.• Work closely with surveyors and the Income team to identify residents who are experiencing fuel poverty and are unable to heat their homes.

Strong partnership and community spaces

There are many community spaces within the neighbourhood and many activities being planned for people to get involved. Below is a list of what's available:

- Caernarfon offers a wide range of services with regular bus routes to the area e.g. leisure centres, schools, shops, ex-service club, credit union, local council offices
- Caernarfon Citizens Advice Centre
- Substance misuse services
- Across Gwynedd the Youth Justice Service provides support to young people with the aim of reducing reoffending



Delivering our commitments

We will provide customers with feedback on progress made in Gwynedd through newsletters, reports and regular updates on the North Wales Housing website and social media pages.

Getting involved and having a say

We offer a variety of ways to get involved and have your say on how North Wales Housing is run, for example our Residents Panel, Tenants Forum, Sounding Board, Focus Groups, Surveys, Events and Activities. More information about these opportunities can be found on our website.

<https://www.nwha.org.uk/get-involved/>

If you would like to register your interest or request more information about any of the above opportunities, please contact us on:

01492 572727 or

customerservice.mailbox@nwha.org.uk