



Neighbourhood Plans

Colwyn Bay

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: Colwyn Bay Area

NWHA manages over 350 homes in Colwyn Bay and surrounding areas with Colwyn Bay as their main postal town including Rhos-On-Sea, Mochdre, Old Colwyn and Llysfaen.

Our properties include houses, flats, adapted bungalows, intermediate rented and Shared ownership properties. Of these properties, there are 90 properties in central Old Colwyn and Colwyn Bay specifically for people aged from 55 years.

In addition to the above we own and directly manage a Homeless Hostel in central Colwyn Bay and Supported Shared housing for people with specific additional needs and move-on accommodation.

Demand for family houses and 1- bedroom general needs flats is high and we have a low number of houses that come vacant due to a slow turnover of stock.

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 good working relationships with other housing providers, Conwy council, North Wales Police and organisations to deliver local initiatives which make a positive difference in the neighbourhood.

What customers are telling us....

... About Colwyn Bay

Feedback from customers in Colwyn Bay gathered from our customer satisfaction survey revealed that residents feel safe in their homes and neighbourhoods, and that NWH colleagues are helpful. The feedback also revealed that the following topics are most important to customers.



Topic	
Repairs and maintenance services	<ul style="list-style-type: none">• A significant number of customers were happy with the overall quality of their homes. Colwyn Bay residents are significantly less satisfied with both the quality and safety of their homes therefore we seek to improve this.• Satisfaction levels around time taken before work has started has improved by 7%.
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• Dissatisfaction reported with ASB in Colwyn Bay, therefore we seek to improve in this area by increasing partnership working with ASB officers and local policing in this area.
Value for money	<ul style="list-style-type: none">• Customers agree that their rent is good value for money and the rating for the service charge in Conwy has improved from 58% to 62% in a year.
Trust	<ul style="list-style-type: none">• Customers strongly agree with the statement “I trust in North Wales Housing” and this has improved since last year.• Customers believe that NWH listen to their views and act upon them and are very satisfied with the final outcome of a query.
Communication	<ul style="list-style-type: none">• Customers stated that NWH is easy to deal with.

Our commitment to you

Using customer feedback gathered from the survey, we have agreed the following objectives to help tackle the issues which are most important to customers in Colwyn Bay.



Our aims	What we will do
<p>Improve the condition of existing properties</p>	<ul style="list-style-type: none"> • Deliver Planned property improvements e.g. new doors in the Metropole and Ty Llewelyn, and new windows in Ty Pandy. • Improve the appearance of communal areas – painting taking place in Belgrave Road, Coed Coch Road, the Metropole, Conway Road properties. • Llys Arfon – replace flooring in the communal area.
<p>Improve, manage and maintain the environment</p>	<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. • Arrange community days to encourage customers to get involved in maintaining neighbourhood and to address fly tipping issues. • Apply our Enhanced Safety Policy in our communal areas to promote fire safety and clear areas. • Nant Eirias – Procure signage to discourage non-resident parking and discourage further issues.
<p>Continue to address ASB</p>	<ul style="list-style-type: none"> • Respond effectively to reports of ASB using appropriate tools and utilizing case management e.g. mediation, contract enforcement, multi-agency approaches and legal advice where relevant, signposting / referring. • Send letters to encourage reporting and provide relevant information to schemes where needed, alongside contact details for NWH Neighbourhood team, local policing teams and Crimestoppers. • Llys Trefor - extend CCTV and upgrade communal entrance doors at the scheme to provide further security.

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">• Have a visible presence in the neighbourhood and promote the work we do in the community.• Maintain relationships with partner organisations and contribute to relevant community events e.g. attended Picnic in the Park, Together for Colwyn Bay.
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none">• Work with the Income team to support customers facing financial hardship, debt and benefit cuts, and help manage and sustain their contracts and finances.

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:

- Good travel links – A55, train station and bus route, Eirias Events Stadium, shopping centre, café's and pubs, Library (free Wi-Fi, public computers, courses).
- Voluntary Groups – Men's Shed, She Shed, TAPE Community, Church groups – Sure Hope Church Food Share, St Josephs Community Fridge, The Kind Bay Initiative, Conwy Voluntary Services Council, Youth Shedz, Repair Café Wales at Y Fron Community Centre, Together for Colwyn Bay supporting community action.
- Activities/Health & Wellbeing – Golf courses, Colwyn Bay Zoo, Leisure Centre, Bowling clubs, beach and promenade, woodlands and parks, DAWN Centre, Conwy well-being, Foodbanks, Community Wellbeing – chair yoga, Knit & Natter.



Delivering our commitments

We will provide customers with feedback on progress made in Colwyn Bay 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