



Neighbourhood Plans

Conwy & Denbighshire Coastal

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: Conwy & Denbighshire Coastal

North Wales Housing manages over 200 homes in the Conwy & Denbighshire Coastal area. The neighbourhood includes properties in Abergele, Pensarn, Kinmel Bay, Rhyl and Prestatyn. The range of properties include general housing, supported housing, and an extra care scheme in Abergele called Hafod Y Parc.

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 Conwy & Denbighshire Council, North Wales Police, other housing providers, community groups and other organisations to deliver local initiatives which make a positive difference in the neighbourhood.

What customers are telling us....

... About the Conwy & Denbighshire Coastal area

Feedback from customers in the Conwy & Denbighshire Coastal area gathered from our satisfaction survey revealed that overall, residents are satisfied with the quality of their homes and that service as a whole is satisfactory in their neighbourhood and that North Wales Housing staff are helpful.

The feedback also revealed that the following topics are most important to customers in the area and around 40% of customers in North Wales Housing took part in the survey.



Topic	
Repairs and maintenance services	<ul style="list-style-type: none">• 76% of customers were very happy the overall quality of their homes and were happy with the overall quality of repair work, with the majority reporting that they are happy with the attitude of workers, and the process in order to make an appointment.
Environment and environmental services	<ul style="list-style-type: none">• Fly tipping & rubbish being disposed of incorrectly were identified as the two key neighbourhood issues.
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• 84% of customers are happy with the safety and security of the home and 85% are satisfied with the neighbourhood services.
Value for money	<ul style="list-style-type: none">• 78% of customers told us that they believe their rent is value for money & the majority agree that service charges provide value for money.
Trust	<ul style="list-style-type: none">• Customers believe that NWH listen to their views, act upon them and are very satisfied with the final outcome of a query.

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 customers in the Conwy & Denbighshire Coastal area.



Our aims	What we will do
<p>Improve the condition of existing properties</p>	<ul style="list-style-type: none"> • Planned works being carried out in our properties e.g. gutters, fascias and soffit renewals in Lon Glanfor. • Community safety officers attending blocks on a regular basis to ensure communal areas are safe and clear. • Improving the appearance of the communal areas in South Parade as part of the development works to the top floor flats.
<p>Improve, manage and maintain the environment</p>	<ul style="list-style-type: none"> • Tackle fly tipping, with a litter pick organised for Maes-Y- Llan estate. Also arranged a Community Day that included a skip to residents in order to address reports of rubbish dumped. • Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy, and safe for all customers. • Hafod y Parc - Replenish/replant shrubs to main door area to fill in any gaps.
<p>Continue to address ASB</p>	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB by working in partnership with relevant agencies as needed, e.g. local policing teams and the council. • Review all CCTV in schemes to ensure they are fit for purpose. • Ensure contract conditions are being met with case management and supporting customers who have experienced ASB appropriately.

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">• Continue to have a visible North Wales Housing presence in the neighbourhood and promote the work we do in the community.• Continue relationships with partner organisations and contribute to relevant community events.• Commencing 3 yearly visits to all residents to check on welfare and address any support needs where needed in relation to managing the occupation contract.
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.• Offer floating support for those customers needing support to sustain their contracts.• New development team are currently building more flats in South Parade in order to increase housing stock in Denbighshire which is positive.

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:

- Kinmel Bay Library Warm Welcome (Wednesdays 2pm – 5.30pm) Free warm drink and snack
- Abergele District Food Bank, Abergele (Monday, Wednesday, Thursday) 10am – 2pm
- Warm Welcome Jubilee Community Centre, Prestatyn (Wednesdays 11am – 2pm) Free warm drink and snack
- Rhyl Library Warm Welcome (Monday – Saturday 9.30am – 12.30pm) Free warm drink and snack
- Community Center in South Parade



Delivering our commitments

We will provide customers with feedback on progress made in the Conwy & Denbighshire Coastal area 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