



Neighbourhood Plans

Conwy

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

North Wales Housing manages around 300 homes in Conwy and these are a mixture of houses and blocks of flats. The neighbourhood includes properties in Llanfairfechan, Penmaenmawr, Conwy town and down the Conwy valley. We have many general housing properties, as well as supported housing properties and an extra care scheme.

The coastal towns are very popular and have good access to the A55. Local amenities include schools, supermarkets, libraries and local attractions.

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 Conwy Council, local policing team and other support services in the area. We aim to improve links with the local community and make improvements that will benefit customers in Conwy.

What customers are telling us....

... About the Conwy

Feedback from customers in Conwy gathered from our satisfaction survey revealed that residents feel safe and secure in their homes and would recommend NWH to friends and family. The feedback also revealed that the following topics are most important to customers in the area.



Topic	
Repairs and maintenance services	<ul style="list-style-type: none">• Satisfaction remains just below average in Conwy (81%), which is 4% higher than a year ago. Furthermore the satisfaction of the quality of homes has also increased in Conwy.
Value for money	<ul style="list-style-type: none">• The rating for the service charge has also improved in Conwy since the last survey, as this has gone from 58% satisfied to 62%.
Trust	<ul style="list-style-type: none">• The majority of Customers strongly agree with the statement “I trust in North Wales Housing”.• Customers believe that NWH listen to their views and 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 Conwy.



Our aims	What we will do
Improve the condition of existing properties	<ul style="list-style-type: none"> • Planned works to be carried out in our properties - gutters, facias and soffit renewals in Penmachno and Llanrwst areas. Kitchen and bathroom works in some schemes in Llanfairfechan. • Improve how the communal areas look
Improve, manage and maintain the environment	<ul style="list-style-type: none"> • Tackle fly tipping. • Hosting a community day that includes a skip to residents in fly tipping hot spots i.e. Bryn Gynog Estate. • Enhanced fire safety by keeping communal area clear and monitoring this. • Scheme Inspections completed ongoing to identify issues early and ensure health and safety compliance. • Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers. • Llys Afallen – Exploring a seating area and replanting. • Bryn Gynog Park – Rakes and Ladders working on a wildflower embankment. • Improve communal door security in highlighted schemes where needed.
Continue to address ASB	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB. • Continue to work with local police and local authority. • Review of CCTV in schemes.

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.• Promote the work we do in the community.• Maintain relationships with other organisations and contribute more to community events.• Completing wellbeing visits to residents that are over 65 years old.• Completing 3 yearly visits to all contract holders.• Llys y Coed – Involvement with Patient Engagement at Plas Menai Surgery.• Llys y Coed – Continue with events for residents such as exercises classes. Craft club, coffee mornings, gardening club, hear to help, trips out and IT lessons .• Keep in touch with local groups, for example, men’s sheds, youth shed, gardening etc.• Community Events.
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:

- Penmaenmawr Community Centre
- Golygfa Gwydr
- Neuadd Garth Garmon
- Clwb yr Efail
- Y Morfa Venue at Conwy Borough FC
- Pencyhnant Conservation Centre & Nature Reserve
- Glan Conwy Church House
- Llanfairfechan Community Centre
- Rowen Memorial Hall



Delivering our commitments

We will provide customers with feedback on progress made in Conwy 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