



Neighbourhood Plans

Denbighshire Rural, Flintshire, Wrexham

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: Denbighshire Rural, Flintshire and Wrexham

NWH currently manages over 40 homes in Wrexham, Denbigh, Ruthin, Llanfair Dyffryn Clwyd and Llangollen, with more new homes in the pipeline, including our first homes in the county of Flintshire.

Our properties include houses, flats and bungalows, many of which are on new developments and rented at intermediate rent levels, allocated from the Affordable Housing Register operated by Tai Teg.

Two bungalows and one other property are Supported Housing properties owned by NWH and directly managed by Social Services, for people with additional support needs.

Demand for property in Wrexham is high. Our homes are allocated by way of nominations from Wrexham County Borough Council and from the Affordable Housing Register. Our homes in Denbighshire are allocated from the Housing register operated by Denbighshire council.

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 the Local Authority, other housing providers, local schools, community groups and other organisations to deliver local initiatives which make a positive difference in the neighbourhood.

What customers are telling us....

... About Denbighshire Rural, Flintshire and Wrexham

Feedback from customers in these areas gathered from our 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">• Customers feel that the quality of their home is a top priority.• A significant number of customers highlighted the repairs and maintenance services as a key priority.
Environment and environmental services	<ul style="list-style-type: none">• Rubbish dumping, littering and dog fouling were identified as the two most important neighbourhood issues.• Customers believe it is important that environmental services offer good value for money.
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• The majority of residents feel safe in their homes.
Value for money	<ul style="list-style-type: none">• Residents rated Rent value for money slightly higher than the National average.
Trust	<ul style="list-style-type: none">• Most Customers stated that they agreed with the statement “I trust North Wales Housing”.• Customers believe North Wales Housing listen to views and act upon them.

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 Denbighshire Rural, Flintshire and Wrexham.



Our aims	What we will do
Improve the condition of existing properties	<ul style="list-style-type: none"> • Improve our repairs service so that more repairs are completed in time and to a satisfactory standard.
Improve, manage and maintain the environment	<ul style="list-style-type: none"> • Tackle fly tipping where reported. • Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers.
Continue to address ASB	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB. • Ensure tenancy conditions are being met. • Support customers who have experienced ASB.
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. • Build relationships with other organisations.
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 and debt to help them manage and sustain their contracts. • Work on new developments in order to increase the housing stock in Wrexham – currently handed over new properties in Plas Coch as well as Rhostyllen which is positive as provides more homes to those with a housing need.



Delivering our commitments

We will provide customers with feedback on progress made 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