



Neighbourhood Plans

Llandudno Area

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: Llandudno Area

North Wales Housing manages over 560 homes in the Llandudno Area which includes Llandudno, Deganwy and Llandudno Junction. The range of properties are both general needs and supported housing as well as an older person's scheme in Llandudno. We experience a high demand for properties in this area due to its location and employment opportunities, particularly in the summer.

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 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 Llandudno Area

Feedback from customers in the Llandudno Area gathered from our satisfaction survey revealed that overall, residents are satisfied with the quality of their homes and that 84% state that the 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">• 88% of customers were very happy the overall quality of their homes and were happy with 91% the overall quality of repair work with 96% happy with the attitude of workers which is a good result.
Environment and environmental services	<ul style="list-style-type: none">• 77% of customers in the Llandudno Area are happy with the grounds maintenance.
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• 85% are happy with the Llandudno Area as a place to live in and the majority of residents stated that they feel safe & secure in their homes, and we seek to improve the satisfaction around ASB.
Value for money	<ul style="list-style-type: none">• 87% of customers believe that their rent is value for money & the majority agree that service charges provide value for money.
Trust	<ul style="list-style-type: none">• Most customers in the Llandudno Area strongly agree with the statement “I trust in North Wales Housing” which is a good result.

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 Llandudno Area.



Our aims	What we will do
<p>Improve the condition of existing properties</p>	<ul style="list-style-type: none"> • Planned works are being carried out currently with a painting schedule currently underway in Fairways, Marl Drive and Maes Yr Orsedd. • Community safety officers attending blocks on a regular basis to ensure communal areas are safe and clear with Enhanced Safety initiative.
<p>Improve, manage and maintain the environment</p>	<ul style="list-style-type: none"> • Tackle fly tipping by addressing hot spot areas e.g. hosting a Community Day that included a skip to residents of Parc Clarence as identified that dumped items has been a reoccurring issue. • Organized a litter pick event in Parc Clarence and encouraged children in the estate to attend by providing easter eggs to those who participated. • Parc Clarence – currently working on improving the communal green space and upgraded the park in Cae Clyd. • Maes Creuddyn – work has recently been undertaken to improve the shared garden. • Cae Mawr - Improving the green space to the rear of residential flats.
<p>Continue to address ASB</p>	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB by utilizing case management, as well as supporting customers who have experienced ASB appropriately. • Review all CCTV in schemes to ensure they are fit for purpose.

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 other organisations and contribute to relevant 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.• Offer floating support to those where needed in relation to helping them manage their contract.

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:

- Llandudno Library Warm Welcome (Thursdays 3.30 – 6.30) Free warm drink and snack
- Hope Restored Food Bank, Llandudno (Monday – Saturday 9.30 – 12.30)
- Crest Food share, Llandudno Junction (Tuesday & Thursday 11am – 12pm)
- Ty Hapus Community Centre, Llandudno
- Aberconwy Care and Share (provide a monthly shop of 26 items in this neighbourhood area)



Delivering our commitments

We will provide customers with feedback on progress made in the Llandudno 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