



## Neighbourhood Plans

# Ynyys Môn

***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: Ynys Môn**

North Wales Housing have 212 properties on the island, these are mainly concentrated in the Holyhead area, but we also have properties dotted around Menai Bridge, Llanfairpwll, Gaerwen, Llanachymedd and Llangoed which include a mixture of houses and blocks of flats.

# What customers are telling us....

## ... About North Wales Housing

Feedback from customers at North Wales Housing gathered from our satisfaction survey revealed that most customers would recommend NWH to their friends and family. The majority state that they are satisfied with the quality of their homes & feel safe and secure.

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	
<b>Repairs and maintenance services</b>	<ul style="list-style-type: none"><li>• A significant number of customers were very happy the overall quality of their homes and were happy with the overall quality of repair work.</li></ul>
<b>Environment and environmental services</b>	<ul style="list-style-type: none"><li>• Fly tipping &amp; rubbish being disposed of incorrectly were identified as the two key neighbourhood issues.</li></ul>
<b>Antisocial behaviour (ASB)</b>	<ul style="list-style-type: none"><li>• Noise, parking issues and cannabis use were highlighted in this area.</li><li>• The majority of residents stated that they feel safe &amp; secure in their homes.</li></ul>
<b>Value for money</b>	<ul style="list-style-type: none"><li>• Customers told us that they believe their rent is value for money &amp; the majority agree that service charges provide value for money.</li></ul>
<b>Trust</b>	<ul style="list-style-type: none"><li>• The majority of customers strongly agree with the statement “I trust in North Wales Housing”.</li><li>• Customers believe that NWH listen to their views, act upon them and are very satisfied with the final outcome of a query.</li></ul>
<b>Communication</b>	<ul style="list-style-type: none"><li>• Dissatisfaction expressed in relation to the outcome of ASB cases, complaint handling as well as NWH being easy to deal with therefore we seek to improve in this area.</li></ul>

# 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 North Wales Housing.



Our aims	What we will do
<b>Improve the condition of existing properties</b>	<ul style="list-style-type: none"> <li>• Planned works to be carried out in our properties where needed.</li> <li>• Community safety officers attending blocks on a regular basis to ensure communal areas are safe and clear.</li> </ul>
<b>Improve, manage and maintain the environment</b>	<ul style="list-style-type: none"> <li>• Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers.</li> <li>• Arrange a Community Day that included a skip, to encourage customers to get involved in maintaining the neighbourhood in areas identified as fly tipping hot spots e.g. Llain Cytir.</li> <li>• Gerddi Canada – garden project with Rakes and Ladders team in order to improve the green spaces in the area.</li> </ul>
<b>Continue to address ASB</b>	<ul style="list-style-type: none"> <li>• Attend ADAPT multi agency meetings as well as Multi Agency Risk Assessment Conferences in Gwynedd and Anglesey meetings when needed to discuss domestic abuse cases.</li> <li>• Continue to attend the ASB multi-agency task group in order to address cases that arise in the community.</li> <li>• Review all CCTV in schemes to ensure they are fit for purpose.</li> <li>• Support customers who have experienced ASB by encouraging reporting and responding effectively to reports.</li> </ul>

# Our commitment to you

Our aims	What we will do
<b>Increase customer engagement and build trust with the local community</b>	<ul style="list-style-type: none"><li>• Continue to have a visible North Wales Housing presence in the neighbourhood.</li><li>• Promote the work we do in the community.</li></ul>
<b>Contribute towards creating a wealthier, more economically active neighbourhood</b>	<ul style="list-style-type: none"><li>• Work with the Income team to support customers facing financial hardship, debt and benefit cuts, and help manage and sustain their contracts and finances.</li><li>• Work closely with surveyors and the Income team to identify residents who are experiencing fuel poverty and are unable to heat their homes.</li></ul>

## 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:

- Holyhead has many services with bus links to the area: community centres, colleges, shops
- Homeless support and outreach
- Flying Start Program - aims to provide intensive support services for children aged under 4 years old and their families in Anglesey.
- The Otoole Centre – local authority funded free and confidential welfare rights service in Anglesey
- Menter Mon - supports entrepreneurship and provides advice for people starting out on their business journey



## *Delivering our commitments*

We will provide customers with feedback on progress made in Anglesey 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](mailto:customerservice.mailbox@nwha.org.uk)**