



**Neighbourhood Plans**

# Colwyn Bay

***Transforming lives with great homes, quality services and support.***

**Making a difference providing homes in communities where people love to live.**

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

North Wales Housing (NWH) seeks to make a positive difference in our communities. 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 resident feedback, particularly through our most recent Resident Satisfaction Survey.

## **Neighbourhood: Colwyn Bay Area**

NWH manages over 350 homes in this neighbourhood including Colwyn Bay, Rhos-On-Sea, Mochdre, Old Colwyn and Llysfaen. Demand for family houses or 1- bedroom general needs flats are high, and we have a low turnover of our properties. Our properties include houses, flats, adapted bungalows, intermediate rent and shared ownership properties.

Of these properties, there are 90 properties in central Old Colwyn and Colwyn Bay specifically for people over 55 years of age. We also own and directly manage a homeless hostel in central Colwyn Bay and provide shared supported housing for people with specific additional needs.

We are committed to partnership working to stay connected with the issues that matter most to local residents. We have good working relationships with other housing providers, with Conwy Council, North Wales Police and other organisations to deliver local initiatives and make a positive difference in the neighbourhood.

# What residents are telling us....

## ... About Colwyn Bay

Feedback gathered from our 2023 Resident Satisfaction Survey revealed that satisfaction with quality and safety of the home had improved since last year's survey. The feedback also revealed that the following topics are most important to residents:



Topic	
<b>Repairs and maintenance services</b>	<ul style="list-style-type: none"><li>• 91% of residents said their home was left tidy after we carried out work</li><li>• 91% of residents rated out last visit to do repairs as positive</li></ul>
<b>Antisocial behaviour (ASB)</b>	<ul style="list-style-type: none"><li>• 20% of residents had reported an incident of ASB</li><li>• 58% responded to say that they were happy with how ASB is dealt with overall</li></ul>
<b>Value for money</b>	<ul style="list-style-type: none"><li>• 90% were satisfied that there is value for money for rent</li><li>• 60% felt that there was value for money for service charges</li></ul>
<b>Neighbourhood Services</b>	<ul style="list-style-type: none"><li>• 81% of our residents said their neighbourhood is a good place to live</li><li>• 73% stated that they were happy with the Grounds Maintenance service</li></ul>
<b>The Home</b>	<ul style="list-style-type: none"><li>• 72% were satisfied with the quality of their home</li><li>• 76% of residents felt safe and secure in their home</li></ul>
<b>Service Overall</b>	<ul style="list-style-type: none"><li>• 88% were satisfied with the service received</li><li>• 92% of residents agree with the statement 'I trust NWH'</li></ul>

# Our commitment to you

Using resident feedback gathered from the survey as well as our knowledge of the areas, we have agreed the following objectives to help tackle the issues which are most important to residents in Colwyn Bay:



Our aims	What we will do
<b>Improve the condition of existing properties</b>	<ul style="list-style-type: none"><li>• Carry out planned property improvements where needed e.g. new doors, windows, kitchens, and bathrooms.</li><li>• Community Safety Officers visiting communal areas weekly to ensure safety.</li><li>• We have successfully recruited and established an internal cleaning team.</li></ul>
<b>Improve, manage and maintain the environment</b>	<ul style="list-style-type: none"><li>• Work closely with colleagues and partner agencies to ensure that neighbourhoods are kept clean and safe for all residents.</li><li>• Arrange community days to encourage residents to get involved in their neighbourhood and address any issues.</li></ul>
<b>Address Reports of Anti-Social Behaviour (ASB)</b>	<ul style="list-style-type: none"><li>• Respond effectively to reports of ASB using appropriate tools and case management e.g. mediation, contract enforcement, multiagency approaches, obtain legal advice where needed, signposting, referring.</li><li>• Send letters to encourage reporting and provide relevant information to schemes where needed, alongside contact details for NWH Neighbourhood team, local policing teams and Crimestoppers.</li></ul>

# Our commitment to you

Our aims	What we will do
<b>Increase resident engagement and build trust with the local community</b>	<ul style="list-style-type: none"><li>• Have a visible presence in the neighbourhood and promote the work we do in the community.</li><li>• Maintain relationships with partner organisations and get involved with community organised events e.g. Picnic in the park, Pride, Prom Extra.</li><li>• Conducting keep-in-touch visits with all residents every three years to foster strong relationships, address concerns proactively, and enhance the overall living experience in our community.</li></ul>
<b>Contribute towards creating a more economically active neighbourhood</b>	<ul style="list-style-type: none"><li>• Work with the Income team to support Residents facing financial hardship, debt in order to help manage and sustain their occupation contracts.</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:

- Good travel links – A55, train station and bus route, Eirias Events Stadium, shopping centre, café's and pubs, Library (free Wi-Fi, public computers, courses).
- Voluntary Groups – Men's Shed, She Shed, TAPE Community, Church groups – Sure Hope Church Food Share, St Josephs Community Fridge, The Kind Bay Initiative, Conwy Voluntary Services Council, Youth Shedz, Repair Café Wales at Y Fron Community Centre, Together for Colwyn Bay supporting community action.
- Activities/Health & Wellbeing – Golf courses, Colwyn Bay Zoo, Leisure Centre, Bowling clubs, beach and promenade, woodlands and parks, DAWN Centre, Conwy well-being, Foodbanks, Community Wellbeing – chair yoga, Knit & Natter.



## Delivering our commitments

We will provide residents with feedback on progress made in Colwyn Bay through newsletters, reports and regular updates on the NWH 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**