



**Neighbourhood Plans**

# Conwy & Denbighshire Coastal

*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: Conwy & Denbighshire Coastal**

NWH manages over 200 homes in the Conwy & Denbighshire Coastal area. The neighbourhood includes properties in Abergele, Pensarn, Kinmel Bay, Rhyl and Prestatyn. The range of properties include general housing, supported housing, and an extra care scheme in Abergele called Hafod Y Parc.

We are committed to partnership working to stay connected with the issues that matter most to local residents. As such, we have excellent relationships with Conwy & Denbighshire 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 residents are telling us....

## ... About the Conwy & Denbighshire Coastal area

Feedback from residents in the Conwy & Denbighshire Coastal area gathered from our satisfaction survey revealed that overall, residents are satisfied with the quality of their homes. They have fed back that the service as a whole is satisfactory in their neighbourhood and that NWH staff are helpful.



The feedback also revealed that the following topics are most important to residents in the area and around 40% of residents in NWH took part in the survey.

Topic	
<b>Service Overall</b>	<ul style="list-style-type: none"> <li>• There has been a notable 11% increase in overall satisfaction where 88% of residents were happy with the service provided</li> <li>• 92% stated that they trust NWH</li> </ul>
<b>The Home</b>	<ul style="list-style-type: none"> <li>• 78% of residents were happy with the quality of their home and felt secure</li> </ul>
<b>Value for Money</b>	<ul style="list-style-type: none"> <li>• 91% considered their rent provided good value for money</li> <li>• 80% considered the Service Charge to be value for money</li> </ul>
<b>Repairs &amp; Maintenance</b>	<ul style="list-style-type: none"> <li>• 82% considered their neighbourhood to be a good place to live</li> <li>• 83% were happy with the Grounds Maintenance service</li> </ul>
<b>Neighbourhood Services</b>	<ul style="list-style-type: none"> <li>• Residents believe that NWH listen to their views, act upon them and are very satisfied with the final outcome of a query.</li> </ul>
<b>Dealing with Anti-Social Behaviour (ASB)</b>	<ul style="list-style-type: none"> <li>• 14% had experienced ASB</li> <li>• 11% had reported an incident</li> <li>• 81% were happy overall with the way in which their report had been dealt with</li> <li>• 70% were satisfied with the final outcome</li> </ul>

# Our commitment to you

Using resident feedback gathered from the satisfaction survey, we have agreed the following objectives to help tackle the issues which are most important to residents in the Conwy & Denbighshire Coastal area.



## Our aims

## What we will do

**Improve the condition of existing properties in the Conwy & Denbighshire Coastal area**

- Planned works being carried out in our properties e.g. gutters, fascias and soffit renewals in Lon Glanfor.
- Community safety officers attending blocks on a regular basis to ensure communal areas are safe and clear.
- Improving the appearance of the communal areas in South Parade as part of the development works to the top floor flats.
- We have successfully recruited and established an internal cleaning team.

**Improve, manage and maintain the environment**

- Tackle fly tipping, with a litter pick organised for Maes-Y- Llan estate. Also arranged a Community Day that included a skip to residents in order to address reports of rubbish dumped.
- Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy, and safe for all residents.
- Hafod y Parc - Replenish/replant shrubs to main door area to fill in any gaps.

**Continue to address ASB**

- Encourage reporting and respond effectively to reports of ASB by working in partnership with relevant agencies as needed, e.g. local policing teams and the council.
- Review all CCTV in schemes to ensure they are fit for purpose.
- Ensure contract conditions are being met with case management and supporting residents who have experienced ASB appropriately

# 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>• Continue to have a visible NWH presence in the neighbourhood and promote the work we do in the community.</li><li>• Continue relationships with partner organisations and contribute to relevant community events.</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 wealthier, more economically active neighbourhood</b>	<ul style="list-style-type: none"><li>• Work with the Income team to support residents facing financial hardship, debt and benefit cuts, and help manage and sustain their contracts and finances.</li><li>• Offer floating support for those residents needing support to sustain their contracts.</li><li>• New development team are currently building more flats in South Parade in order to increase housing stock in Denbighshire which is positive.</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:

- Kinmel Bay Library Warm Welcome (Wednesdays 2pm – 5.30pm) Free warm drink and snack
- Abergele District Food Bank, Abergele (Monday, Wednesday, Thursday) 10am – 2pm
- Warm Welcome Jubilee Community Centre, Prestatyn (Wednesdays 11am – 2pm) Free warm drink and snack
- Rhyl Library Warm Welcome ( Monday – Saturday 9.30am – 12.30pm) Free warm drink and snack
- Community Center in South Parade



## Delivering our commitments

We will provide residents with feedback on progress made in the Conwy & Denbighshire Coastal area 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](mailto:customerservice.mailbox@nwha.org.uk)**