



Neighbourhood Plans

Conwy 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

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

NWH manages around 300 homes in the Conwy Area and these are a mixture of houses and blocks of flats. The neighbourhood includes properties in Llanfairfechan, Penmaenmawr, Conwy and within the Conwy valley. We have many general housing properties, some supported housing properties and an extra care scheme.

The coastal towns are very popular and have good access to the A55. Local amenities include schools, supermarkets, libraries and local attractions.

We are committed to partnership working to stay connected with the issues that matter most to local residents. We have excellent relationships with Conwy Council, policing teams and other support services in the area to deliver local initiatives and make a positive difference in the neighbourhood.

What residents are telling us....

... About Conwy

Feedback from residents in Conwy gathered from our satisfaction survey revealed that residents feel safe and secure in their homes and would recommend NWH to friends and family. The feedback also revealed that the following topics are most important to residents in the area.



Topic	
Service Overall	<ul style="list-style-type: none"> • 93% of our residents were satisfied with the safety and security of the home • 89% of residents agree with the statement 'I trust NWH'
The Home	<ul style="list-style-type: none"> • 81% of the residents are happy with the quality of their homes
Value For Money	<ul style="list-style-type: none"> • 92% of residents agree that their rent is value for money • 68% of residents agree that their service charges are value for money
Repairs and Maintenance	<ul style="list-style-type: none"> • 85% are satisfied with the overall quality of the work • 95% are happy with the attitude with of workers • 99% report that staff keep dirt and mess to a minimum
Neighbourhood Services	<ul style="list-style-type: none"> • 83% of the residents said their neighbourhood is a good place to live • 64% of the residents are satisfied with ground maintenance
Dealing with ASB by area	<ul style="list-style-type: none"> • 22% of residents said they had reported an incident of ASB • 54% were satisfied with how ASB is dealt with overall therefore we will seek to improve in this area

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 Conwy.



Our aims

What we will do

Improve the condition of existing properties

- Planned works to be carried out in our properties - gutters, fascias and soffit renewals in Penmachno and Llanrwst areas. Kitchen and bathroom works in some schemes in Llanfairfechan.
- Improve how the communal areas look.
- We have successfully recruited and established an internal cleaning team.

Improve, manage and maintain the environment

- Hosting a community day that includes a skip to residents in fly tipping hot spots i.e. Bryn Gynog Estate, Llanfairfechan and aiming to carry out a community day in Penmaenmawr.
- Enhanced fire safety by keeping communal areas clear and monitoring this.
- Scheme inspections are completed ongoing to monitor the area, identify issues and ensure health and safety compliance
- Work closely with partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all residents.
- Llys Afallen – Exploring a seating area and replanting.
- Bryn Gynog Park – Rakes and Ladders are working on a wildflower embankment.
- Improve communal door systems in highlighted schemes i.e. Maes Creuddyn.

Continue to address ASB

- Encourage reporting and respond effectively to reports of ASB.
- Continue to work with local policing teams and the local authority.
- Review of CCTV in schemes.

Our commitment to you

Our aims	What we will do
<p>Increase resident engagement and build trust with the local community</p>	<ul style="list-style-type: none"> • Continue to have a visible NWH presence in the neighbourhood and promote the work we do in the community. • Maintain relationships with other organisations and contribute to partner community events. • Completing wellbeing visits to residents in our older persons properties. • 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. • Llys y Coed – Involvement with Patient Engagement at Plas Menai Surgery. • Llys y Coed – Continue with events for residents such as exercises classes. Craft club, coffee mornings, gardening club, hear to help, trips out and IT lessons. • Keep in touch with local groups, for example, men’s sheds, youth shed, gardening etc. • Community Events.
<p>Contribute towards creating a wealthier, more economically active neighbourhood</p>	<ul style="list-style-type: none"> • Work with the Income team to support residents facing financial hardship and debt in order to help them sustain their occupation contracts and finances.

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:

- Penmaenmawr Community Centre
- Golygfa Gwydr
- Neuadd Garth Garmon
- Clwb yr Efail
- Y Morfa Venue at Conwy Borough FC
- Pencynant Conservation Centre & Nature Reserve
- Glan Conwy Church House
- Llanfairfechan Community Centre
- Rowen Memorial Hall



Delivering our commitments

We will provide customers with feedback on progress made in Conwy 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 NWH is run, for example our Resident Voice, Resident Panel, Resident 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