



**Neighbourhood Plans**

# Denbighshire Rural, Flintshire, Wrexham

*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: Denbighshire Rural, Flintshire and Wrexham

NWH currently manages over 150 homes in Wrexham, Denbigh, Ruthin, Llanfair Dyffryn Clwyd and Llangollen, with more new homes in the pipeline, including our first homes in the county of Flintshire.

Our properties include houses, flats and bungalows, many of which are new developments and rented at intermediate rent levels, operated by Tai Teg (Affordable Housing Register).

Two bungalows and one other property are Supported Housing properties owned by NWH and directly managed by Social Services, for people with additional support needs.

Demand for property in Wrexham is high. Our homes are allocated by way of nominations from Wrexham Council and from the Affordable Housing Register. Our homes in Denbighshire are allocated from the Housing Register, operated by Denbighshire Council.

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 the local authority, other housing providers, local schools, community groups and other organisations to deliver local initiatives which make a positive difference in the neighbourhood.

# What residents are telling us....

## About Denbighshire Rural, Flintshire and Wrexham

Feedback from residents in these areas gathered from our satisfaction survey revealed that residents feel safe in their homes and neighbourhoods, and that NWH colleagues are helpful. The feedback also revealed that the following topics are most important to residents



Topic	
<b>Service Overall</b>	<ul style="list-style-type: none"> <li>• <b>93% of Residents were satisfied with the service overall and trust NWH</b></li> </ul>
<b>The Home</b>	<ul style="list-style-type: none"> <li>• <b>93% were satisfied with the quality of their home and with the safety and security of the property</b></li> </ul>
<b>Value for Money</b>	<ul style="list-style-type: none"> <li>• <b>100% of residents considered the rent value for money</b></li> <li>• <b>92% considered the Service Charge value for money</b></li> </ul>
<b>Repairs &amp; Maintenance</b>	<ul style="list-style-type: none"> <li>• <b>73% were generally happy with how their repairs had been dealt with</b></li> <li>• <b>100% were satisfied with the attitude of the workers</b></li> <li>• <b>76% of residents were informed when workers would call</b></li> </ul>
<b>Neighbourhood Services</b>	<ul style="list-style-type: none"> <li>• <b>100% were satisfied with their neighbourhood as a place to live</b></li> <li>• <b>92% were satisfied with Grounds Maintenance</b></li> </ul>
<b>Dealing with Anti-Social Behaviour (ASB)</b>	<ul style="list-style-type: none"> <li>• <b>14% had experienced and reported an incident of ASB</b></li> <li>• <b>69% were satisfied with how their report had been handled</b></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 Denbighshire Rural, Flintshire and Wrexham.



Our aims	What we will do
<b>Improve the condition of existing properties</b>	<ul style="list-style-type: none"><li>• Improve our repairs service so that more repairs are completed in time and to a satisfactory standard.</li></ul>
<b>Improve, manage and maintain the environment</b>	<ul style="list-style-type: none"><li>• Tackle fly tipping where reported.</li><li>• Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers.</li></ul>
<b>Continue to address ASB</b>	<ul style="list-style-type: none"><li>• Encourage reporting and respond effectively to reports of ASB.</li><li>• Ensure tenancy conditions are being met.</li><li>• Support customers who have experienced ASB.</li></ul>
<b>Increase customer 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>• Build relationships with other organisations.</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 and debt to help them manage and sustain their contracts.</li><li>• Work on new developments in order to increase the housing stock in Wrexham – currently handed over new properties in Plas Coch as well as Rhostyllen which is positive as provides more homes to those with a housing need.</li></ul>



## Strong partnerships 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:

- Wrexham Community Hub (Fridays 10am – 2pm) A welcoming space offering free tea, coffee, and a chance to connect with local services.
- Denbigh Library Warm Welcome (Mondays and Thursdays 1pm – 4pm) Providing a warm environment with free hot drinks and snacks, open to all.
- Ruthin Town Hall Community Activities (Various days/times) Hosting a variety of events, workshops, and social gatherings for all age groups.

## Delivering our commitments

We will provide customers with feedback on progress made 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.

[nwaha.org.uk/get-involved/](http://nwaha.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@nwaha.org.uk](mailto:customerservice.mailbox@nwaha.org.uk)**