



Neighbourhood Plans

Llandudno 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: Llandudno Area

NWH manages over 560 homes in the Llandudno Area which includes Llandudno, Deganwy and Llandudno Junction. The range of properties are both general needs and supported housing as well as an older person's scheme in Llandudno. We experience a high demand for properties in this area due to its location and good access to services.

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 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 Llandudno Area

Feedback from residents in the Llandudno Area gathered from our satisfaction survey revealed that overall, residents are satisfied with the quality of their homes. They state that the service overall is satisfactory and that NWH staff are helpful.



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">• 88% of residents in the Llandudno Area agree with the statement “I trust in NWH”
The home	<ul style="list-style-type: none">• 89% of residents stated that they feel safe & secure in their homes• 80% are satisfied with the quality of their homes.
Value for money	<ul style="list-style-type: none">• 88% of residents believe that their rent is value for money.
Repairs and Maintenance	<ul style="list-style-type: none">• 96% of residents said they were satisfied with the attitude of workers.• 95% of residents were also satisfied that staff completed the job as expected• 95% reported that staff considered individual needs
Neighbourhood Services	<ul style="list-style-type: none">• 82% are happy with the Llandudno Area as a place to live.
Dealing with Anti-Social Behaviour (ASB)	<ul style="list-style-type: none">• 12% of residents said they had reported an incident of ASB• 70% were satisfied with how ASB is dealt with overall

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 the Llandudno Area.



Our aims	What we will do
<p>Improve the condition of existing properties in the Llandudno area.</p>	<ul style="list-style-type: none"> Planned works are being carried out currently with a painting schedule currently underway in Fairways, Marl Drive and Maes Yr Orsedd. Community safety officers attending blocks on a regular basis to ensure communal areas are safe and clear with Enhanced Safety initiative. We have successfully recruited and established an internal cleaning team
<p>Improve, manage and maintain the environment</p>	<ul style="list-style-type: none"> Addressing fly tipping hot spot areas by hosting a Community Day that included a skip to residents of Cae Mawr as we identified that dumped items had been a reoccurring issue. Organized a litter pick event in Cae Mawr Parc Clarence – currently working on improving the communal green space and old MUGA court Cae Mawr - Improving the green space to the rear of residential flats.
<p>Address reports of ASB</p>	<ul style="list-style-type: none"> Encourage reporting and respond effectively to reports of ASB by utilising case management, as well as supporting customers who have experienced ASB appropriately. Review all CCTV in schemes to ensure they are fit for purpose.

Our commitment to you

Our aims	What we will do
Increase resident engagement and build trust with the local community	<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.• Continue to work in partnership with relevant organisations and contribute to community events.• 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.
Contribute towards creating a more economically active neighbourhood	<ul style="list-style-type: none">• Work with the Income team to support residents facing financial hardship, debt in order to help manage and sustain their contracts and finances.• Offer floating support to those where needed in relation to helping them manage their Contract

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:

- Llandudno Library Warm Welcome (Thursdays 3.30 – 6.30) Free warm drink and snack
- Hope Restored Food Bank, Llandudno (Monday – Saturday 9.30 – 12.30)
- Crest Food share, Llandudno Junction (Tuesday & Thursday 11am – 12pm)
- Ty Hapus Community Centre, Llandudno (Drop-in sessions monthly)
- Aberconwy Care and Share



Delivering our commitments

We will provide customers with feedback on progress made in the Llandudno area 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.

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