



Neighbourhood Plans

Ynys Môn

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: Ynys Môn

NWH manages 212 homes on the island, these are mainly concentrated in the Holyhead area, but we also have properties dotted around Menai Bridge, Llanfairpwll, Gaerwen, Llanachymedd and Llangoed which include a mixture of houses and blocks of flats.

What customers are telling us....

... About North Wales Housing

Feedback from residents at NWH gathered from our satisfaction survey revealed that most residents would recommend NWH to their friends and family. The majority state that they are satisfied with the quality of their homes and feel safe & secure.



Topic	
Service overall	<ul style="list-style-type: none">• 77% of our residents were happy with the overall service from NWH.
The Home	<ul style="list-style-type: none">• 81% were satisfied with the quality of the home.• 89% of our residents were satisfied with the safety & security of home.
Value for money	<ul style="list-style-type: none">• 90% of our residents are satisfied with the rent.• 63% of our residents are satisfied with service charges.
Repairs and Maintenance	<ul style="list-style-type: none">• 91% were happy with the attitude or workers
Neighbourhood Services	<ul style="list-style-type: none">• 87% of residents find that our neighbourhoods are a good place to live.
Dealing with Anti-Social Behaviour	<ul style="list-style-type: none">• 76% are happy with the grounds maintenance service.

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 NWH.



Our aims	What we will do
<p>Improve the condition of existing properties</p>	<ul style="list-style-type: none"> • Planned works to be carried out in our properties: doors, windows, bathrooms, kitchens. • Community safety officers attending blocks on a regular basis to ensure that the communal areas are safe and clear. • We have successfully recruited and established an internal cleaning team.
<p>Improve, manage and maintain the environment</p>	<ul style="list-style-type: none"> • Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all residents. • Arrange a Community Day that included a skip, to encourage residents to get involved in maintaining the neighbourhood in areas identified as fly tipping hot spots. • Gerddi Canada – garden project with Rakes and Ladders team in order to improve the green spaces in the area.
<p>Address reports of Anti-Social Behaviour (ASB)</p>	<ul style="list-style-type: none"> • Attending Multi Agency Risk Assessment Conferences in Gwynedd and Anglesey • Continue to attend the Demand Reduction meetings with Police and other partner agencies. • Review all CCTV in schemes to ensure they are fit for purpose. • Support residents who have experienced ASB by encouraging reporting and responding effectively to reports

Our commitment to you

Our aims	What we will do
Increase resident engagement and build trust with the community	<ul style="list-style-type: none">• Continue to have a visible NWH presence in the neighbourhood.• Promote the work we do in the community• 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 and benefit cuts, and help manage and sustain their contracts and finances• Work closely with surveyors and the Income team to identify residents who are experiencing fuel poverty and are unable to heat their homes.

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:

- Holyhead has many services with bus links to the area: community centres, colleges, shops
- Homeless support and outreach
- Flying Start Program - aims to provide intensive support services for children aged under 4 years old and their families in Anglesey.
- The Otoole Centre – local authority funded free and confidential welfare rights service in Anglesey.
- Menter Môn - supports entrepreneurship and provides advice for people starting out on their business journey.



Delivering our commitments

We will provide residents with feedback on progress made in Anglesey 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 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

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 residentservice.mailbox@nwha.org.uk