



Your Neighbourhood Plan

Kendal North



A Neighbourhood we can all be proud of!



What is a Neighbourhood plan?

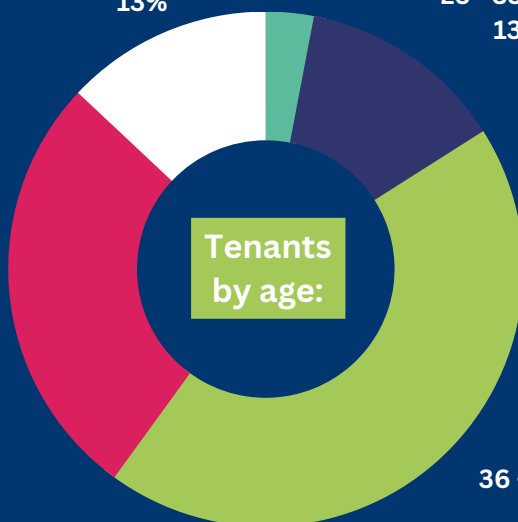
A Neighbourhood Plan takes into consideration the needs of a neighbourhood and sets out how South Lakes Housing (SLH) will work collaboratively with local people, communities and local partners to make positive change.

The plan aims to make the best use of community assets, support and resources within the neighbourhood and coordinate partnership approaches to tackle challenges and provide support where it is most needed.

Kendal North Neighbourhood:

South Lakes Housing owns and manages approximately 518 homes across Burneside, Hallgarth and Sandylands. These 3 areas which form the Kendal North neighbourhood and all have their own unique and active residents groups who work to improve the opportunities for residents who live there. **Here are some facts and figures about the people and homes that make up your neighbourhood which we thought you may find interesting.**

70+ years 13% Under 25 years 3% 25 - 35 years 13%



Homes:



Houses: 304



Flats: 198



Bungalows: 16

Average length of tenancy:

13.1 Years





Your Neighbourhood Plan

We see common strengths and challenges across all our neighbourhoods, but each one has different priorities and unique challenges, which we identify for tackling.

Our Neighbourhood Plan for Kendal North sets out how SLH will work collaboratively with residents, and our partners to support a flourishing community and overcome the challenges in your area.

Through analysing the available data as well as getting feedback from residents, stakeholders and our own teams, we have put together the following strengths and challenges.

Strengths

- Residents and partners working together to support other local residents, businesses and their communities through a range of initiatives.
- Well served by local amenities and good transport links.
- Strong community spirit and a distinct sense of togetherness.
- Homes in the neighbourhood are in a good condition are performing to a satisfactory standard in terms of energy efficiency and there are no common issues with repairs and maintenance costs.
- Friendly polite neighbours which enables children to play out.
 - Green spaces good and well maintained.

Challenges

- There are a number of residents across the neighbourhoods who are struggling to cope with the increased cost of living.
- Issues with the lack of parking and the condition of garage sites are common themes across all 3 sub areas across the neighbourhood.
- Varying levels of antisocial behaviour or neighbour nuisance cases across the areas with residents .
- Minimal activities available for young people and children.
- Issues with dog fouling and fly-tipping are a repeated problem in a small number of areas, impacting negatively on residents and their experience of living here.
- Improved maintenance of pavements and roads needed.

Our Commitments to you and your neighbourhood:

Our commitments are focused on 3 main areas where we can make a difference:



Customers



Communities



Homes





Customers

We will be visible within our communities to help customers to access support services.

Our teams will provide help, advice, guidance and signposting for individuals and groups. Through our customer engagement we will support and empower our customers to get involved with SLH to help us improve our services and support neighbourhoods.

Our Commitments

- Engage, listen and work with customers to address issues in their area.
- Put our customers first ethos at the heart of our services and provide an excellent customer experience.
- Provide housing support services to help customers remain in their homes and encourage community cohesion.
- Support customers who are struggling financially with advice, support and signposting to partner agencies.
- Hold regular estate walkabouts to provide our customers the chance to work alongside SLH and other key stakeholders to highlight issues in their local areas.

At the heart of everything we do at SLH is our customers.





Communities

We will improve the quality of life in our communities and help customers feel safe by working with our partners to tackle nuisance behaviour. We will actively connect with resident's groups, local partners, voluntary organisations, and public sector partners to ensure we effectively serve those in our communities.

Our Commitments

- Support resident groups and activities that help to bring people together and develop community aspirations.
- Keep neighbourhoods safe and well maintained.
- Work closely in partnership with other stakeholders at a local level in tackling anti-social behaviour, nuisance and crime, particularly focusing on proactive campaigns in the hotspot areas.
- Take a proactive approach to tackling poorly maintained gardens and fly-tipping, working alongside partners and residents. We will be initial targeting the garage sites in the neighbourhood alongside areas with communal bin store arrangements.
- Engage with people and organisations to strengthen local pride and resilience.
- Environmental improvements will be identified and delivered through resident consultation, ensuring that the open spaces are maximised in line with our sustainability strategy. Parking areas on Hall Park, in and around the community centre at Hallgarth and on Sandylands are all being reviewed.



Quality homes. a platform for life.





Homes

We will continue to provide safe and affordable housing you can call 'home'. We will support customers to look after their home and invest through planned improvements and repairs, whilst embracing green initiatives to ensure we maintain high standards.

💬 We have some lovely neighbours who take pride in their homes. 💬

Our Commitments

- Provide a flexible, convenient and customer-focused repairs service.
- Invest in our existing homes around the neighbourhood to ensure homes are safe and meet the expectations of customers. This includes the replacement of a small number of Kitchens and Bathrooms across the neighbourhood in 2023/24 where these have come to the end of their life expectancy.
- Take a proactive approach to ensuring our homes are energy efficient, supporting any customers experiencing fuel poverty.
- Invest in new homes for the Kendal North neighbourhood as a part of our commitment to developing 400 new homes by 2025.
- Communicate clearly both your responsibilities and our responsibilities regarding the maintenance of your home.





How can you help your neighbourhood?

At SLH we are big supporters of helping each other and being good neighbours. We want to help you create an involved and active place to live. One that reaches out to everyone who lives in your neighbourhood. You can help by:

- Introducing yourself to your neighbours to help create positive relationships with your neighbours and community.
- Warning your neighbours if you are going to do something particularly noisy.
- If a neighbour complains to you about making noise, please listen to their concerns and see if you can find a solution.
- Be observant around your neighbourhood and let us know when things don't look great or are unsafe.
- Let us know if you think a property has been abandoned as soon as possible so that we can act to re-let the property and avoid possible damage.
- Report repair issues quickly and keep an eye on any recurrent problems you notice in your home, or those of others in your community, and let us know.
- Get in touch if you experience anti-social behaviour or, if you feel you are seeing a rise in crime in the area, so we can assist and give practical advice.
- Tell us if you believe properties are being used for illegal purposes.
- Take pride in your community and regularly maintain your garden and keep your communal areas free of items.



Your Neighbourhood Partners are:



Rosie



Jenny

Reach out to your Neighbourhood Partner:

When it comes to your home and neighbourhood, we understand that not everything can be done over the phone or online. Your Neighbourhood Partner is here to help you and your neighbours when you need it.

You can speak to your Neighbourhood Partner whilst they are out and about in your neighbourhood or alternatively, you can contact them via our website, or call 0300 303 8540 to arrange a home visit or call back.

Make a difference to your neighbourhood:

At the heart of everything we do at SLH is our customers. Your feedback is really important to us, so becoming an engaged customer will enable you to help improve our services, homes and neighbourhoods. If you would like to find out more or to get involved please email

Lyn Richardson our Customer Engagement Partner:
community@southlakeshousing.co.uk



Money Advice and Support

We understand that you might be worried about the cost of living and you're probably feeling the pinch. That's why it's important to know what help and support is available to you. We have a knowledgeable team at SLH who can provide you with advice, support and can signpost you to help available. Don't suffer in silence, if you are struggling please contact our Income Team.

Our specialist colleagues can help you find ways to improve your situation and manage your finances. Get in touch by calling 0300 303 8540 or email customerservices@southlakeshousing.co.uk

You can also visit our Cost of Living Hub [here](#) which is full of resources and information to help you make your money go further, along with useful tips and advice to support you through these challenging times.



Local Services

Residents Groups: A lot of our communities have active residents groups and community Facebook pages where you can connect with your neighbours.

Westmorland and Furness Council: The council's website has lots of information available from bin collection days to help with your council tax you can access this information [here](#). If you would like to speak with the council or can't find what you need online call them on: 0300 373 3300

Age UK: Age UK is the country's leading charity dedicated to helping everyone make the most of later life. We provide companionship, advice and support for older people who need it most. You can contact Age UK on: 0800 678 1602

Citizen Advice: The Citizens Advice service helps people to resolve their problems. As the UK's largest advice provider they are equipped to deal with any issue, from anyone, spanning debt and employment to consumer and housing plus everything in between. You can contact them on: 0800 144 8848



How to contact us:



Email

customerservices@southlakeshousing.co.uk



Telephone

0300 303 8540



Website

www.southlakeshousing.co.uk

Follow us:

