



Your Neighbourhood Plan

Lakes Central



A Neighbourhood we can all be proud of!



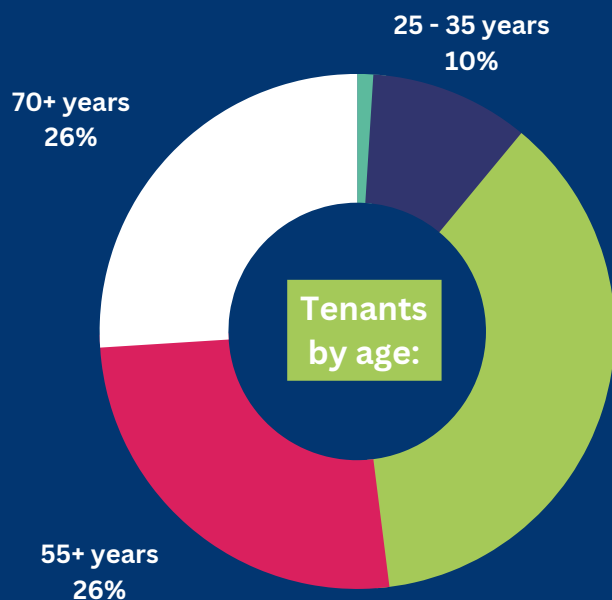
What is a Neighbourhood plan?

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.

Lakes Central Neighbourhood:

South Lakes Housing owns and manages homes across the Lakes Central neighbourhood which is spread accross Windermere, Staveley and Bowness. Our Independent Living properties in the neighbourhood are within the Birthwaite scheme in Windermere where there are a limited number of customers receiving an Extra Care provision. **Here are some facts and figures about the people and homes that make up your neighbourhood which we thought you may find interesting.**



Homes:



Houses:
145



Flats:
156



Bungalows:
60



Independent Living Homes:
46



Maisonettes :
12

Average length of tenancy:

10.6 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 Lakes Central 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 highlight the benefit of having friendly neighbours across what they feel is a generally quiet neighbourhood.
- There is a good variety of homes available to suit all household types including a large amount of older persons accommodation.
- There are a number of committed and active residents across the neighbourhood who work with neighbours to deliver events and support others around them.

Challenges

- Whilst general levels of ASB are low across the neighbourhood, with the support of customers, we have identified issues in and around Helm Close which we will work with the police and other partners to resolve.
- Grounds maintenance could be improved across the neighbourhood along with the general aesthetic of the open spaces.
- A number of residents highlight that dog fouling is an issue in a number of areas across the neighbourhood.
- There is a view that there is a need for more open spaces for young people to play throughout the neighbourhood, particularly in areas with family homes.

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

- We will review the offer to older customers in Birthwaite, working with Cumbria Care to identify where we can improve the experiences for our customers and their families.
- Engage, listen and work with customers to address issues in their area.
- We will work closely with other organisations to ensure that residents know where to access help and advice on money management issues, specific support will be offered to those who are struggling to pay their rent or meet the increasing cost of living.
- Put our customers first ethos at the heart of our services and provide an excellent customer experience.
- Work with residents to improve engagement levels across the neighbourhood, building on some of the great work which a small number of involved residents are already doing to improve their neighbourhood and support each other.
- Provide housing support services to help customers remain in their homes and encourage community cohesion.

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

- Work with residents on regular walkabouts to highlight areas which need investment to improve the kerb appeal focusing on environmental improvements as a means of improving the open spaces across the neighbourhood.
- Work with partners and residents to take action on any other issues affecting the desirability of the area, such as dog fouling to ensure a better customer experience.
- Work in partnership with other stakeholders at a local level in tackling anti-social behaviour, nuisance and crime in particular around Helm Close where there have been a number of recent cases.
- Address poorly maintained gardens across the neighbourhood, engaging with any residents who are struggling to manage and offering support where appropriate whilst looking to enforce the terms of the tenancy agreement in cases where residents are not engaging.
- Work alongside customers and Westmorland and Furness Council re-cycling team to ensure the bin provision to blocks of flats is suitable whilst tackling any incidents of fly-tipping in the neighbourhood.



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.

Our Commitments

- Invest in improving the communal entrances across all blocks at Helm Close as a means of overcoming the current issues of water ingress and damage to the main entrance doors identified by residents
- Monitor the condition of all internal communal areas, working with customers to ensure these spaces remain clear of items and safe for all.
- SLH will invest in our homes across the Lakes Central neighbourhood, looking to maximise the sustainability of our properties. This will include replacement kitchens and bathrooms to a small number of properties in 2023/24 where they have come to the end of their life expectancy.
- Over the next 5 years we will invest over £30m with the aim of improving the quality of our homes. We are also committed to invest upwards of £10 in Energy Efficiency and Net Carbon Zero, to support the move to low carbon homes and ensuring our homes are affordable to heat and run.
- Alongside customers we will review the service we offer to older people across our Independent Living service, looking at value for money, customer needs and the available assistive technology to support the maintenance of a great service offer.
- Support residents in Birthwaite through the delivery of the heat metering programme allowing customers to control and monitor their personal energy usage. Delivering the required alterations to property supplies and educating customers on maximising their usage and controlling spend.

“Lovely place to live with friendly neighbours.”





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
Partner is:
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

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