Cartrefi Conwy

CREU MENTER CREATING ENTERPRISE

Here to Listen

Here to Help!

Llanrwst: You Said, We Did...

Listening to local concerns and turning feedback into action



You said...

"You are confused about how the heating systems work in your Passiv Haus homes."

We did...

New heaters are being installed in December and Solar PV panels in January by our contractor Onnen.

"You feel you raise concerns, but no-one gets back to you."

We are aware this causes frustration amongst tenants, and are working hard on our *'Tell Us Once'* commitment.

"You are concerned about the Scotland Street car park and how parking spaces are allocated."

We do not own the car park, but are working with the owners to get a clearer picture of any allocations; we will update residents as soon as we can.

84
Homes visited

We spoke with **46** households

We chatted with 46 tenants over our three weeks in Llanrwst. Conversations focused on anti-social behaviour issues including drugs, noise, and neighbour disputes, neighbourhood issues including rubbish/fly-tipping, and repair/inspection requests.





"On the whole everything is sorted when reported."

"I raise things and nobody gets back to you, even if it's not the answer you want."

"Very responsive repairs...phoned in the morning, and the engineer was there within half an hour - amazing!"

"I sometimes have to repeat things many times before something gets done."