

# Bettws Newsletter

## June 2023

## Hello!

We've got big ambitions across Newport. Whether we're building new homes, re-developing existing properties, or regenerating whole areas, our purpose is to improve our local communities, and make sure they're sustainable places which are fit for the future.

**In the current economic climate, with rising costs, supply shortages and market challenges, it's more important than ever for us to make the best use of our resources and deliver value for money in our work programmes across the city.**

## Bettws Discovery Phase

Our discovery phase in Bettws has shown where we can get to work right away, keep reading for more on what we'll be doing in the next 12-18 months...

For our long term plans in Bettws, we need to gather more data on the performance of our homes to inform how we should plan and prioritise our work. We're taking a more holistic approach to data gathering, to better understand how our properties and places meet the needs of customers.

This information will be important in shaping our future work, to ensure we can deliver the very best outcomes for the communities we serve.

## Shopping Centre

We have appointed A.P. Waters Building Contractors Ltd to carry out essential maintenance work to the external areas of the shopping centre in Bettws. This includes:

- Concrete repairs
- Replacing the feature wall with external wall insulation
- Waterproofing the balcony areas and above the underground car park
- Improving surface drainage
- Pigeon prevention works
- Repainting the metal railings and gate

**You might see scaffolding going up for some of this work.**

Where possible, work will be kept between 8am and 5pm, Monday to Friday, and every effort will be made to reduce the impact on local residents and businesses. Thank you for your patience while we do this essential work.

This work will run from **May 2023** to **May 2024**. There will be a site office set up between McColl's and the Butchers. If you have any questions about the work, you can drop in to the site office or contact the Site Manager Mike Gough on **07792 847703** or **MikeG@apwaters.com**

## Corner Blocks

We are ready to kick start the work to improve corner blocks in Bettws, where we'll be:

- Putting in new roofs
- Adding external wall insulation
- Replacing what we call 'rainwater goods' eg. downpipes, gutters, soffits and fascia
- Putting in exciting new smart systems, which will help keep your energy bills down



## Keeping your energy bills down

Our smart technology includes an Intelligent Energy System (IES) which works to measure things like humidity, temperature and energy use. It collects data which can really help reduce your household bills.

An anonymous report also goes to Welsh Government to help assess energy use across Wales and meet targets to reduce carbon by 2030.

We are writing to all those affected by these improvement works very soon, with full details of when this work will start.

## We're looking for smart energy volunteers!

Do you love state-of-the-art technology?

Always looking for new ways to save money on household bills?

You could be the perfect volunteer for some of these sustainable energy solutions...

- NexGen heated wallpaper – this game changing wallpaper uses infra-red waves to warm your home
- Solar PV panels – convert sunlight into electricity that you can use in your home

Get in touch if you'd like to try some of these new energy solutions in your home!

## Your community

The Community Development team at Newport City Homes is working with customers and local groups across Newport who are helping their neighbourhoods thrive.

In the last year, we've planted 200 trees along the banks of Bettws Brook, and we've supported the Bettws Boxercise Club to help secure its future.

If you volunteer your time in a community group, and you need support, we can help.

Whether it's linking in with other like-minded people to deliver change, or getting access to funding, our work in communities seeks to maximise the benefits for our customers.

You can get in touch at **communitybenefits@newportcityhomes.com** to speak to one of the team.

## Your Neighbourhood Manager

You have one dedicated person to speak to if you need help with your tenancy. Your Neighbourhood Manager can help with:

- Responding to tenancy breaches or complaints
- Investigating alleged anti-social behaviour
- Dealing with legal change of tenancy
- Processing an exchange application

This summer we will be holding a community walkabout with local partners including Gwent Police. You can meet your Neighbourhood Managers and talk to them about any issues you have. We'll be in touch with more details of the walkabout closer to the time.



### Scan this

Scan this code with your smartphone or tablet to find your Neighbourhood Manager.

### Contact us

 enquiries@newportcityhomes.com

 01633 381 111

 newportcityhomes.com

 NewportCityH

 @NewportCityH