



To provide homes in communities where people want to live





OUR I

Newport is changing and so is Newport City Homes.

We have never been just a housing association. Our residents are Newport and we're proud of that.

We have delivered on the promises we made at the stock

transfer and now, working with our partners, it's time to realise the full potential of the city.

2020 Vision sets out our ambitions for the next five years and there is a lot to be excited about.

We'd love to hear your thoughts. You can contact us on:

✉ enquiries@newportcityhomes.com

☎ 01633 381 111

f /NewportCityH

🐦 @NewportCityH

🌐 www.newportcityhomes.com

“ To provide
homes in
communities
where people
want to live ”

PURPOSE

What's happening around us?

Public sector budgets have been cut and the welfare system is changing. Money is tight and some of our residents are struggling to keep their homes.

Some of our communities experience higher than average levels of unemployment, health and child deprivation.

Housing needs in Newport are unmet. To meet demand, the city needs at least 550 new homes every year for the next five years.

Newport's population is growing. We have an ageing population but more young people are choosing to live here. We have a rich ethnic diversity and good inter-community relations.

UNDERST NEWPORT

STANDING AT





WHO

We are the largest social landlord in Newport with 71% of the city's social housing.

We are proud of the improvements we've made to our homes.

Our roots are deeply embedded in our communities. We invest time, energy and resource because people drive our purpose.

We are ambitious and ready to be the partner of choice in building Newport's future.

WE ARE

OUR FOCUS

A photograph of two women sitting at a table. The woman on the left is younger, with dark hair, wearing a red turtleneck and a patterned scarf. The woman on the right is older, with white hair, wearing a black and white patterned top and a blue lanyard. Both are smiling warmly. The background is slightly blurred, showing what appears to be a community or meeting setting.

**PUTTING
RESIDENTS
THE HEAR
WHAT WE**

01

**OFFER THE RIGHT SERVICE
AT THE RIGHT TIME**

**WORK TO KEEP PEOPLE
IN THEIR HOMES**

**ALWAYS STRIVE FOR EXCELLENT
SERVICES - LEARN AND IMPROVE**

**TS AT
RT OF
E DO**



OUR FOCUS

**WE WILL COME
TO INVEST IN
OUR HOMES
NEIGHBOUR**

**MAKE SURE OUR HOMES MEET
RESIDENT EXPECTATIONS**

**MAKE OUR HOMES ENERGY
EFFICIENT**

**ENGAGE WITH OUR RESIDENTS
IN REGENERATING OUR EXISTING
HOUSING STOCK**

**CONTINUE
IN
S &
NEIGHBORHOODS**

OUR FOCUS

**WE WILL
NEW HOMES**



03

BUILD NEW AFFORDABLE HOMES

**EXPLORE DIFFERENT WAYS FOR
RESIDENTS TO RENT OR OWN
OUR HOMES**

**WORK WITH DEVELOPERS
WHO SHARE OUR VALUES AND
AMBITION FOR NEWPORT**

**PROVIDE
IES**

OUR FOCUS



**WE WILL
A DIFFERE
OUR COMI**

04

DEFINE OUR ROLE IN COMMUNITY DEVELOPMENT

IMPROVE EMPLOYMENT CHANCES FOR OUR RESIDENTS

RAISE AWARENESS AND IMPROVE THE WELL-BEING OF RESIDENTS

HELP RESIDENTS ACCESS SERVICES AND SUPPORT

**MAKE
DIFFERENCE IN
COMMUNITIES**

WHAT HAS NEXT?

These are our ambitions for the next five years.

To accomplish this, we will make the most of our skilled people, strong leadership and solid financial position.

We have an appetite for innovation, risk and opportunity. This will drive our growth and position us in Newport's future. We will build long-lasting relationships with other partners who share our vision: to ensure our services, our people and our city are the best that they can be.

“ We will continue to invest in our people, residents, partners and those that work for and with NCH. ”

PPENS





2020 VISION

OUR PURPOSE

“To provide homes in communities where people want to live”

OUR FOCUS



01 PUTTING RESIDENTS AT THE HEART OF WHAT WE DO



02 WE WILL CONTINUE TO INVEST IN OUR HOMES & NEIGHBOURHOODS



03 WE WILL PROVIDE NEW HOMES



04 WE WILL MAKE A DIFFERENCE IN OUR COMMUNITIES

JOIN THE CONVERSATION:

☎ (01633) 381 111

f /NewportCityH @NewportCityH

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 **newport
cityhomes**
first for people, places and partnerships

Join the conversation:

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