



first for people, places and partnerships

The magazine for Newport City Homes' residents | Summer 2016

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2020 VISION

Newport is changing and so is Newport City Homes.

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

Throughout the magazine you will find the 2020 Vision 'stamp' against some of the stories. This is so you can see exactly what progress we're making against each of the four areas.



Putting residents at the heart of what we do means we will:

- Offer the right service at the right time
- Work to keep people in their homes
- Always strive for excellent services – learn and improve



Continuing to invest in our homes and neighbourhoods means we will:

- Make sure our homes meet your expectations
- Make our homes energy efficient
- Engage with our residents in regenerating our existing housing stock



Providing new homes means we will:

- ➤ 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



Making a difference in our communities means we will:

- 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

In December 2015 we held a #Talkabout event, where you told us your thoughts on 2020 vision.

"I am so glad that we have support from NCH with our homes and the things that are coming up."

"Keep our communities clean, making them lovely to look at. That will make all residents happy to be with Newport City Homes."

"You need to listen to residents and communication needs to be made a priority."

"Continue to get involved in local events."

We would love to hear your thoughts. You can contact us by:

enquires@newportcityhomes.com (01633) 381111

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www.newportcityhomes.com







SKY'S THE LIMIT FOR REVAMPED MINI MARVELS

Based in Maesglas Community Centre, Mini Marvels was set up in September 2014 by resident Kylie Coughlan and her friend Aimee Cripps.

The pair voluntarily set up Mini Marvels to provide a fun activity group for parents and toddlers in Maesglas.

"There was nothing available for parents and toddlers in Maesglas. We wanted to change that," Kylie explained.

"The group is really friendly and everyone is sociable. We are delighted with how well it has been received."

Mini Marvels was relaunched in April, after our Environmental

Improvement Fund (EIF) grant helped organisers buy more play equipment, including electronic tablets, ball pits and soft play equipment.

Kylie said: "The EIF funding from NCH has let us buy so much for the group. I'd like to thank my sister Katrice, who has been a massive support, and Communities First as they were the first funders for Mini Marvels.

"I'd also like to thank the people who work behind the scenes making tea and coffee and helping us to clear away at the end of the sessions."

The group meets on Wednesdays at 10am-12pm. To find out more, search 'Mini Marvels' on Facebook.

Reader's Top Tip!

Do you have any great nuggets of advice?

We want to know your top tips for baking, gardening, DIY, or any other home-related advice.

Please email communications@newportcityhomes.com with your top tip, name, and local area, or tweet us @NewportCityH with the hashtag #TopTip!











Kitchen works make a difference to Eleanor's home

Eleanor Edge, aged 89, from Ringland recently had work completed at her three-bedroomed home, as part of the Welsh Housing Quality Standard (WHQS).

The WHQS is an annual report by Welsh Government which details the progress made by social landlords in making sure all our homes are in good condition.

The work we completed for Mrs Edge included a new kitchen, rewiring and taking out the electric storage heaters to replace with gas central heating.

Liaison officer Rebecca Sluman contacted Mrs Edge's daughter

Cheryl Bale to discuss the works and how it may affect her mother.

The kitchen dated back to the 1950s, and Mrs Edge really wanted it updated. She had been unable to leave her home due to ill health.

Rebecca made sure that all the works were completed during the school holidays, so that Cheryl, who works in a school, could be present.

During February half term, one of our contractors, Delaceys rewired the property, and another of our contractors, Ivor Cook installed the new heating system. We then started on the kitchen during the Easter half term.

The work was inevitably noisy and disruptive, so Rebecca arranged for Mrs Edge to use a guest flat at Milton Court.

Mrs Edge expressed her gratitude for all Rebecca's hard work, saying: "Rebecca has been like a mother to all of us."

To find out more about WHQS, please visit **www.gov.wales** and search 'WHQS'.

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ABC RAISE NEARLY £2,700 FOR LOCAL CHARITY

Residents of Aneurin Bevan Court (ABC) in Duffryn have raised an impressive amount for their charity of the year, Ieuan the Lion Memorial Fund.

The Newport-based charity supports families from Wales who are caring for a terminally ill child/young person. The charity was established in 2009 in memory of the founders' son leuan, who aged 13 sadly passed away from an undiagnosed illness.

Over a year, residents at ABC raised £2, 693.52 by hosting craft

sales, raffles, baking cakes, and more.

Resident Christine Oakey said: "A lot of hard work went into raising money for the charity. I have made great friends through having leuan the Lion as our charity."

At a cheque presentation evening tribute acts to the Everley Brothers, Jersey Boys, Buddy Holly and Elvis Presley all performed at a reduced cost in aid of the charity.

Ruth Knight, also a resident, said: "It was a totally amazing night. We have gained so much by having leuan the Lion as our charity."

To find out more about leuan the Lion Memorial Fund, please visit www.ieuanthelion.com



Who's Your Hero?

Do you know an NCH resident or a member of our staff who has gone the extra mile?

Perhaps a neighbour has set up a community group or someone from NCH supported you when you moved home?

We want to celebrate these inspirational people!

Please email **communications@ newportcityhomes.com** stating
who your hero is and why you have
nominated them.

A TASTE OF THE OLYMPICS

Fancy a taste of the Olympics right here in Newport? Come and join us at one of our Road to Rio events.

Road to Rio is a sports-based project that we are working on with Newport Live, Charter Housing, Monmouthshire Housing, Tesco and Linc Cymru.

The project runs from 28 May until 26 August across Newport. There will be free sports for you to try, including disability sports.

Sports include football, javelin, basketball, archery and more.

On 5 August we'll hold our very own Olympic ceremony at Newport International Sports Village with Brazilian food, dancers and singers. It will be an exciting mix of Brazilian and UK culture. There will be plenty of free activities available for all age groups and Newport Live coaches to help out. Don't miss it.

Pupils from Gaer Junior School have been involved in a creative arts project comparing the cultural differences between the UK and Brazil, which will be displayed at the ceremony.



www.newportcityhomes.com BridgeBrief Summer 2016



The times and dates are correct at the time of publication and are subject to change.

Events are added daily, please visit: www.newportlive.co.uk/sport-leisure/sports-development/road-to-rio or scan the QR code.





Where and when

Mon 4 JulyNewport High School, 9am-4pmFri 8 JulySt Andrews Primary School, 9am-4pmMon 11 JulySomerton Park,5.30pm-7.30pm

Tues 12 July Gaer Community Centre, 5.30pm-7.30pm

Wed I3 July Pill MUGA, 5.30pm-7.30pm
Thur I4 July Old Barn, 5.30pm-7.30pm
Sat I6 July Riverfront, 9am-5pm
Riverfront, 9am-5pm

Mon 18 July Moorland & Broadmead, 5.30pm-7.30pm

Tues 19 July

Wed 20 July

Underwood Shops, 5.30pm-7.30pm

Thur 21 July

Mon 25 July

Tues 26 July

Tues 27 July

Tues 27 July

Tues 28 July

Tues 28 July

Tues 28 July

Tues 26 July Wyesham, 1:30pm-3pm

Tues 26 July Bettws Civil Service, 5.30pm-7.30pm

Wed 27 July Lliswerry, 5.30pm-7.30pm

Thur 28 July Maindee (Victoria Park), 5.30pm-7.30pm
Sat 30 July Longfellow Rugby Club Fields, 11am-5pm

Monl August Old Barn, 5.30pm-7.30pm

Tues 2 August Somerton Hope Centre Fields, 10am-2pm

Tues 2 August Pill MUGA, 5.30pm-7.30pm

Wed 3 August Civil Service, Shannon Close, Bettws, Ipm-4pm

Wed 3 August Gaer Vale, 5:30pm-7:30pm

Thur 4 August Somerton Park, 5.30pm-7.30pm

Fri 5 August Newport International Sports Village, 9am-5pm

Mon 8 AugustTredegar Park, 5.30pm-7.30pmTues 9 AugustCarbonne Close, IIam-I2:45pm

Tues 9 August Wyesham, 1:30pm-3pm

Tues 9 August Underwood Shops, 5.30pm-7.30pm

Wed 10 August Malpas MUGA, Ipm-4pm
Wed 10 August Barrackswood, 5.30pm-7.30pm

Thur II August Moorland & Broadmead, 5.30pm-7.30pm

Thur II August Beechwood Park, 9am-5pm

Mon 15 August Maindee (Victoria Park), 5.30pm-7.30pm

Tues 16 August Carbonne Close, 11am-12:45pm

Tues 16 August Wyesham, 1:30pm-3pm

Tues 16 August Lliswerry NASH, 5.30pm-7.30pm

Wed I7 August Shaftesbury Park, Ipm-4pm Wed I7 August Marshfield, 5:30pm-7:30pm

Thur 18 August Rogerstone Welfare Ground, 9am-5pm

Thur 18 August Ringland Fields, 5.30pm-7.30pm
Mon 21 August Caerleon Hub, 5:30pm-7:30pm
Tues 23 August Carbonne Close, Ham-12:45pm

Tues 23 August Wyesham, 1:30pm-3pm
Tues 23 August Maesglas, 5.30pm-7.30pm

Wed 24 August Ringland Playing Fields, 9:30am-2:30pm
Wed 24 August Alway Community MUGA, 5.30pm-7.30pm

Thur 25 August Malpas, 5.30pm-7.30pm

Thur 25 August Caerleon Rugby/Cricket Ground, 9am-5pm



Creative play in Somerton

Teachers at Somerton
Primary School found that
a lack of play at lunchtime
was affecting pupils'
concentration.

Working with some of our contractors they found a creative solution.

Our contractors built an outdoor performance stage, helping the children to play more creatively.

Head teacher Nicholas Penn commented: "We have noticed that our children are using the stage to express themselves more creatively and imaginatively. They are not only developing their speaking skills but their wellbeing and confidence when performing in front of others."

RINGLAND PUPILS WIN COMPETITION WITH BIG IDEAS!

In the last edition we told you about four pupils from Ringland Primary School who were competing in Big Ideas Wales' Enterprise Troopers competition.

Megan, Brandon, Charlie and lestyn had to kick-start and grow their own business. We gave the pupils £590 to buy stock from for the shop and a trolley from which to sell their merchandise.

We are happy to announce that the team won the Business Engagement Award in the Newport regional finals.

Teacher Rachel West said: "The Enterprise team are delighted to have won the best business engagement idea and we feel very honoured and proud to receive this recognition. The team are very much looking forward to expanding their business and watching it grow over the coming year."

To find out more about Enterprise Troopers, please visit www.enterprisetroopers.com



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JOIN THE UPCYCLING TREND!



Newport City Homes has partnered with Growing Space to bring you the One Stop, Rescue and Restore Shop.

Do you have old and unwanted wooden furniture? We can upcycle these and donate them to vulnerable residents in Newport.

We are looking for volunteers on Thursdays and Fridays, who will receive training.

Volunteer Claire Bond said: "I joined the project to learn new skills. I have bonded with the team, and

this has improved my confidence. Newport City Homes have been very supportive."

To find out more, please call Julie Gower on (01633) 227889 or email Julie.gower@newportcityhomes.com

I joined the project to learn new skills. I have bonded with the team, and this has improved my confidence.





THERE'S LIGHT AT THE END OF THE TUNNEL

Annie* was referred to our tenancy support team because her arrears had become out of hand and she was at risk of being evicted.

Annie had been a shop manager for 12 years. After suffering from a breakdown she had to finish work. Annie had no income after her sick pay stopped, affecting her both emotionally and financially.

Annie had a lot of outstanding debt issues, including rent arrears of nearly £2,000 and council debt. Tenancy support officer Katie Douglas helped Annie deal with her debt issues and get support and advice from Money Saviour C.I.C. Annie was also

referred to her GP and the charity Mind for help with her emotional well-being.

We found out that Annie was entitled to £899 from unclaimed benefit, which reduced her debt dramatically. Annie was also eligible for the hardship fund, and was granted £250. We helped Annie fill in a short term discretionary housing payment (DHP) application, so she was able to make an affordable plan to repay the remaining rent debt.

Annie lives in a three-bedroom property with her son and is affected by bedroom tax. Both Annie and her son suffer from mental health issues, and moving home would be distressing for them. The DHP report paid Annie's bedroom tax and covered a lump sum of the debt.

If you are struggling with payments, contact the tenancy support team on (01633) 227788 or tenancysupport@ newportcityhomes.com

*name has been changed to protect her identity.

Delving into Newport's past

In the last edition we stated that Pillgwenlly was built during the early 1900s. History boff and Bettws resident Keith Wood got in touch to let us know that Pillgwenlly was actually built circa 1843.

We were so impressed with Keith's knowledge about Newport's past, that we will be doing a regular feature with Keith on the history of Newport, with a different location every edition.

Do you have any old photos of Newport? You can send them in by emailing **communications@newportcityhomes.com**



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#HATSOFFNEWPORT PRIZE DRAV RESULTS

What is #HatsOffNewport?

#HatsOffNewport is a social media campaign, inspired by the viral Ice Bucket Challenge and No Make Up Selfie campaigns, which celebrates all the wonderful people in the Newport community.

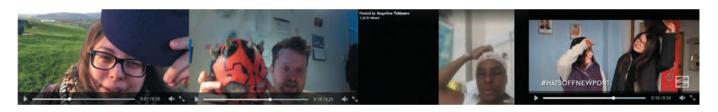
We asked you to film yourself wearing a hat, saying who you think

is the kindest person in Newport, and then 'take your hat off' to them.

Then you had to post your video to your Facebook and/or Twitter profile and nominate three other people to make their own video, using the hashtag #HatsOffNewport.

The winners

We are pleased to announce our five lucky winners from our prize draw, who will each get £50 worth of gift vouchers to spend in Newport retailers Parc Pantry, Love Fresh, AD Turners and the Kiosk Newsagent!





Chelsey Farrow:

"Stacey and I took our hats off to our lecturer Lianna because she's lovely. She's a bit mad and very funny!"

Stacey Clemente:

"Chelsey and I wanted to show how special our teachers are in our video. It was good fun to be involved."

Alice Butler-Bright, Head of the School of Care at Coleg Gwent's Newport campus added: "The campaign is really good and making the video helped build Chelsey and Stacey's confidence. It was a really nice thing for our department to do; we were really pleased to be involved."





Laura-Emily Dunn:

"The Hats Off campaign was a fantastic opportunity to share what's great about Newport and the fantastic people that live and work here! Recording my Hats Off video on the top of Ridgeway was lots of fun, and I hope that other Newportonians have been inspired by the campaign's good work to be a part of the local community."



Angeline Tshiyane:

"Hats Off Newport is a good campaign. There are so many unsung heroes in the community, taking time to help others and working really hard. I hope the campaign still carries on."



Joel Hughes:

"Hats Off Newport is a great campaign. I got involved because I am very pro-Newport. There's too much of a bad vibe about the city which needs to be dispelled. The campaign provides a voice for positivity about Newport."

Thank you...

We have been overwhelmed with the number of videos we have received. Newport truly has an amazing community.

Is there someone who you think is exceptionally kind? Why don't you take your hat off to them? Even though our prize draw has ended, we still want you to get involved.

Search #HatsOffNewport on Facebook.



ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour (ASB) can affect the well-being and sense of security of the local community.

ASB can include drug dealing, alcohol-related nuisance, flytipping, noise nuisance, harassment and hate

helpful Q&As:

How do I record noise nuisance?

record the noise on your smartphone and send it to us, at any time. During the working day you can call our team. You can also contact a community safety warden on (01633) 656656 or the police on the non-emergency line 101.

What is a nuisance log sheet and why do I need to keep one?

A nuisance log sheet is where help us identify the extent of the nuisance. We ask approximately 2-4 weeks.

Is there anything you can do for me now?

You will be asked if you want us to contact the alleged perpetrator, and will be allocated a named officer to deal with your case. If you're a victim of a serious incident we

Will I need to attend court?

Out of 45 court actions in 2015/16 no witnesses had to attend court. We try to progress the case without you having to attend court so long as you are able to log all incidents.

I am afraid of repercussions.

We can put you in touch with victim and witness services, and can install reassurance equipment, including CCTV. We can also obtain a civil injunction with power of

To report ASB please call (01633) 381111 and ask for

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STOCK CONDITION SURVEY

Over the next two years we will be visiting every single one of our homes to carry out stock condition surveys.

The survey looks at the condition of a building, inside and outside, to plan for immediate and future maintenance, so your home is in the best possible condition.

If your building has shared communal areas these will also be surveyed. Communal items include fire alarms, emergency lighting, communal lighting, doors, decoration, floor covering, and access to and from the building.

Our stock condition surveyors will carry out the visits, and there will be no more than two surveyors in your home. They will be carrying identification, so please ask to see it. They will also need to wear safety shoes/boots at all times while inside your home.

We will get in touch to arrange a time to carry out the survey and answer any questions. The surveyors can arrive between 8am to 5pm, Monday to Friday. We will do our best to arrange an appointment time which suits you.





JOIN THE ACADEMY

Launched in 2012, the Academy offers training and work experience to unemployed people and school leavers struggling to find work.

David Rice has joined the resident engagement team as an Academy trainee.

David said: "My role involves going out in the community, engaging with residents, and building networks. I joined the Academy because it is a chance for me to change my career. I would definitely encourage others to join."

For more information about the academy, email recruitment@newportcityhomes.com or call (01633) 227701.

In the last edition we told you about Andrew Collins and Kelly Morgan, who were long-term unemployed. They joined our Launchpad scheme, which provides free training courses. Andrew and Kelly have now enlisted in the Academy.

Andrew said: "The Academy is fantastic, I haven't looked back."

Kelly added: "I refuse to go back to being unemployed."

For more information about training opportunities, contact Lisa Ash on (01633) 227764 or lisa.ash@newportcityhomes.com



Earn while you learn

The next round of recruitment is open for our apprenticeship scheme.

Successful candidates will be employed by M. Delacey & Sons during their apprenticeship, and will learn on the job to gain experience in their specific trade. Apprenticeships could be in plumbing, carpentry, plastering, or painting and decorating.

Please contact Kate Rowberry on (01633) 227729 / Kate.Rowberry@newportcityhomes.com or Kath Pugsley on (01633) 920121 / Kath@MDelacey.com to apply.

The closing date for applications is 30 June 2016.

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Community project gets back on track

After thieves broke in to a community centre and stole £1, 000 from Roots in Bettws, the community project is back on track.

We helped Roots in Bettws – who provide gardening training to disabled people in Newport - apply for our Environmental Improvement Fund. We're pleased to say the project has been granted £2, 062.

The money will help fund the repairs of raised beds and the purchase of new fruit trees.

We will keep you updated on the group's progress.



MAKING PAYMENTS EASIER

We are now offering a fast and easy way to pay your rent and other tenancy bills, any time.

Through Allpay we have an automated telephone system that guides you through the payment process using voice recognition.

You will need a valid payment card and your Allpay card, which has the

19 digit number on the front to make a payment.

To make a payment, please call **0844 557 8321**

Calls from landlines cost 7p per minute, calls from mobiles may vary.

You can also pay by:

- Housing Benefit or Universal Credit
- Direct Debit
- > Allpay APP
- Online at www.newportcityhomes.com
- > Payment card
- > Over the phone
- Our housing offices

A PUNCH ABOVE THE REST

St Michael's Amateur Boxing Club (ABC), based in Shaftesbury, is welcoming women and disability groups to engage in the discipline and fitness of

Luis Evans, who voluntarily co-runs the boxing club, said: "St Michael's ABC is inclusive, accepting anyone from any background. We are hoping to launch a female class focusing on conditioning fitness."

boxing.

The club recently had to keep closing, as the windows were old, single glazed and suffering from cracks. On our behalf. our contractors LCB Construction Ltd have replaced seven windows with double glazing, to minimise cold temperatures during winter months.

LCB Construction Ltd contracts manager Rhys Lakin commented: "It's been a great project to work on and we are over the moon with the results."

Luis added: "We are so grateful for the help from Newport City Homes and LCB Construction Ltd."

St Michael's ABC runs structured classes Mondays and Wednesdays from 6:30pm-7:30pm, and Fridays from 7:30pm-8:30pm. Prices are £3 per session or £20 a month.

Find out more about St Michael's ABC on their Facebook page by searching 'St Michael's ABC'.



Our Duffryn office has moved

Our Duffryn office has moved from the Duffryn Housing Office to the Forest Centre in Partridge Way.

The new location is easy to get to and means we can offer better customer service.

Our Duffryn office is open Wednesdays, between 10am to 1pm and 2pm to 4pm.

Other ways to contact us

enquiries@newportcityhomes.com

(01633) 381111

www.newportcityhomes.com

/NewportCityH

@NewportCityH

Visit Nexus House. our Ringland office or our Bettws office.



www.newportcityhomes.com

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REACH FOR THE STARS

In the last edition we told you about our asset management technician Jamie Roberts, who was a finalist in a national competition.

Rising Stars Cymru is run by the Chartered Institute of Housing Cymru, and is a competition for people in the early stages of their housing career.

Jamie was a runner-up at the final and did an amazing job.



As a runner-up Jamie will receive a one-day training course from the CIH Housing Academy and one year's mentoring from an influential housing professional.

We'd like to congratulate the Rising Stars Cymru 2016 winner Louise Kingdon of Melin Homes.

Find out more at www.cih.org/tai/risingstarscymru

NO MESS, NO STRESS!



Everyone likes their homes to be tidy, but occasionally communal areas in blocks of flats aren't kept clear.

Communal areas must remain clutter-free, as they are the fire escape route for the block.



Fire doors cannot be propped open.



Stairs, corridors and landings must be kept clear.



Prams, bicycles or mobility scooters cannot be stored in communal areas.



All rubbish and recycling must be placed in the bins provided outside.

Go to page 11 for information about our monthly cleaning service for communal blocks.

If you see anything that you consider to be a health and safety or fire risk please email Tenancymanagement@newportcityhomes.com or call (01633) 381111.

SUMMER EVENTS

Come chat to us and join in the fun at a range of summer events. Make sure you note these in your calendar.

Alway Summer Fayre 2 July 2016 – Alway Primary School

Maindee Festival 9 July 2016 - Rodney Parade - 12pm-7pm

Gaer Summer Festival 16 July 2016 - Gaer Primary School - 10am-6pm

Bettws Big Picnic 23 July 2016 - Bettws Social Club - 12pm-6pm

Youth Festival 30 July 2016 – Tredegar House and Park - 12pm-5pm

Community Health Fun Day 24 August 2016 - Ringland Playing Fields - 10:30am-3pm

29 August 2016 - Pill Millennium Centre - 12pm

Events correct at time of going to print.



Cool stuff to sell?

Pill Carnival

Cupboards to empty?

The Pill Community Market is a great opportunity for you to bring along anything you want to sell!

These could be items you already own, or crafts you create yourself.

The pitches are free, all you need to bring is a table.

Join us on Sunday 3 July from 10am to 2pm for your table top sale.

The market will be held at the basketball courts on Francis Drive in Pill.

To secure your free pitch please contact our resident liaison officers Alison or Laura on (01633) 227750/227767 or email pillregen@newportcityhomes.com.





