

Neighbourhood standards

Everything you need to know



If you require this document in an alternative format, such as large print or a different coloured background, please contact **enquiries@newportcityhomes.com**

Newport City Homes (NCH) provide homes for approximately 10,000 customers in Newport. These homes are spread across 26 neighbourhoods and consist of a variety of different property types such as houses, flats and maisonettes.

We also provide properties in neighbourhoods that specifically cater for the over 55 age group.



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Introduction

At Newport City Homes (NCH), we believe that a home is more than bricks and mortar. A good home contributes to your health, safety and wellbeing. We want you to feel pride in your environment and the community you live in. This guide describes the services that NCH provide in the communal areas around your home and the standards of the service you should expect to receive.

How to use the guidelines

The variety of homes that NCH provide mean that the internal or external features of a communal area may differ slightly across our neighbourhoods but this guide includes the main features of all property types.

Help us to help you!

Throughout the guide you will see hints and tips on how you can help us to help you maintain high standards in the communal areas and green spaces around your home.

We want you to feel pride in your neighbourhood. When an area is untidy, littered with items that should be disposed of, it can make the area look neglected; while personal belongings stored incorrectly in communal areas, can become a health and safety hazard.

Our cleaning and caretaking teams help keep everything clean around your home, and you can help, too. Remember to dispose of everyday litter correctly, and store larger items until disposal is possible. The collection of large household items can be booked via the Newport City Council website (www.newport.gov.uk). Items that cannot be disposed of at home, or collected by Newport City Council can be taken to the household recycling centre at:

**Docks Way
Maesglas
Newport, Gwent
NP20 2NS**

A booking needs to be made before visiting the household waste recycling centre (HWRC) site on the following Newport City Council link:

<https://www.newport.gov.uk/recycling-and-waste/household-waste-recycling-centre-hwrc>

We want you to feel safe in your neighbourhood

Our teams carry out regular inspections of our green spaces. Sometimes, adverse weather conditions or other nature based incidents mean that we may not see the issue as it happens, but you can help us to address safety concerns as soon as you notice them. Reporting any structural changes to trees, pollution in our waterways or other issues that are, or have the potential to become, safety issues allows us to respond quickly to them. Our contact details can be found on the back page.

We want you to feel secure in your homes

Our teams perform regular inspections on your communal door entry systems to help maintain the security of your home. If you see any failure of a security aspect such as a door not closing fully, or the intercom in your home stops working, you should report this to NCH as soon as possible. Your safety and security is a top priority for our inspection teams in other communal areas such as bin stores, laundry areas and garages.



Internal communal areas

We aim to clean our internal communal areas 12 times a year.

During each visit we will:



Wipe marks from front doors.



Remove any graffiti.



Clean the entrance, communal stairs, corridors and remove litter.



Window cleaning is generally carried out on a quarterly basis.



Check waste bin areas.

For buildings where the following are present we will carry out more frequent checks and cleaning to ensure:



Internal and external lift areas are clean.



Waste bin chutes are checked.



Any communal toilet areas are thoroughly cleaned.



Wipe down day room furniture.

Help us to help you:

Please do not leave any belongings, rubbish, or furniture in communal areas. This can cause a fire hazard, contribute to accidents, and be an obstruction to our cleaners. Please remember to dispose of everyday litter correctly, and do not leave leftover food in communal areas as this can attract pests.



In order to adhere with fire safety compliance, please do not add any decorative items such as plants or door mats to communal areas, or store items such as bicycles or pushchairs. In the event of a fire, this could block exit routes or make it difficult for the emergency services to gain access.

Our team will remove bulk waste and fire hazards from inside communal areas and neighbourhood areas. This is a form of fly-tipping, and if we identify who is responsible for leaving these items, we may charge for the cost of disposal and take legal action.



Outside communal areas

Our estate caretakers have allocated areas and will carry out regular checks of all external communal areas.

During each visit we will:



Perform litter picks across external areas of buildings, front grounds, and rear car parks.



Do our best to remove any graffiti, if it is found daubed on walls or buildings.



Preventing rats and other pests

Pest infestation can be a challenging issue that causes distress and discomfort. Fortunately, there are ways that you can prevent infestation that are easy to do in and around your home.

The British Pest Control Association suggest the following:

Recycle food waste and dispose correctly

Recycle food waste carefully. Always use a caddy liner for your food recycling bin, dispose regularly, tying caddy liners tightly before moving them from your caddy to your outside bin. This will stop any food waste dropping out of the bag. It's important to do this instead of putting food waste directly into your outside bin as rats and other pests will be lured by any food smells or spillages.

Prevent rats from nesting

Remove potential nesting sites by keeping gardens and communal areas clean and tidy, cutting back overgrown areas and clearing away garden debris. Compost heaps can also become nesting sites, so cover compost with wire mesh to stop rats gaining access.

Use bird feeders carefully

Bird, and other pet food, can attract rats and mice. If you feed garden birds, always use a bird feeder and table where possible. Sweep away any bird feed that drops onto the floor, and take in bird feeders every evening to remove potential food supplies for pests.

Replace broken bins

If your outside bin or food recycling caddy becomes damaged, order a replacement as soon as possible by contacting Newport City Council on **01633 656656** or visiting their website.

Ordering bins, bags, boxes and caddies

You can also order bins and recycling supplies from the Newport City Council website. There are many places you can collect food waste caddy liners, such as the City Council libraries, community centres, and also Wastesavers reuse shops.

Look after your bins

You can keep your indoor and outdoor bins clean with disinfectant and hot water. This prevents bad smells, kills bacteria, and also stops rats being attracted to waste. Always perform these tasks carefully wearing rubber gloves. Remember to keep yourself safe when handling hot water, and always follow the instructions when using disinfectants.



Building and safety

Your safety is one of our top priorities and our dedicated team are committed to making your homes safe and comfortable. In our high rise buildings; those that are more than 11 metres high, we maintain safety in the following ways:



We monitor and maintain security systems, including access control and surveillance cameras.



We make sure customers are aware of evacuation rules, assembly points, and who to contact in an emergency.



We conduct routine inspections and quickly address any maintenance issues.



We maintain clean and hygienic common areas, hallways, and facilities.



We are committed to communicating with our customers, answering any questions or concerns, and supporting their safety.



We maintain good working order of fire safety equipment, regularly conduct fire drills, and make sure customers understand the fire safety measures for their building.



We make sure buildings are compliant by staying up-to-date with building regulations. We check the safety of our high rise buildings weekly.

Communal green areas

We will:



Carry out hedge and shrub cutting from September to February.

We do not generally carry out hedge cutting from March to September as this is the nesting season for birds.

We may cut areas that are causing problems with sight lines and access but will first carry out an ecological assessment to protect wildlife wherever possible.



Depending on weather and ground conditions we aim to cut the grass 6 times each year across our estate land.

Help us to help you:

Do not park vehicles or place other items such as building materials on pavements or walkways. Doing so could cause accessibility issues to our workers and create a health and safety hazard.





No Mow May

Since the 1970s, the UK has lost nearly 97% of flower rich meadows. This is a huge threat for bees and butterflies, and negatively impacts climate and pollution. To combat this, Newport City Homes takes part in Plantlife's campaign No Mow May. It encourages individuals and social landlords to help bees, butterflies, and other wildlife by letting wildflowers grow on lawns and green spaces throughout May instead of mowing them.

We have identified areas of green space and don't mow during the month of May. We know customers have concerns about increased litter and dog fouling when the grass is longer, so we will cut a one metre boundary near footpaths. We will also mow some areas where the grass needs to be short for safety reasons, like on road corners.

Trees and watercourses

We will carry out:



Monitoring of invasive species such as Japanese Knotweed and Himalayan Balsam.



Inspection and clearance of debris from watercourses.



We report any pollution in our watercourses to Natural Resources Wales.



Undertake tree inspections and prioritise work to ensure trees remain structurally sound.

Twice yearly visits to tend to our registered vulnerable customers gardens. We are only able to support a limited number of customers with this service each year. If you think you need this service speak to our customer service team who will arrange for an assessment to be undertaken.



The management of trees in gardens is the customers responsibility to maintain but please don't consider doing any work without first seeking specialist advice from a qualified tree surgeon. In addition, our Estates Inspectors will also provide customers with advice if they are concerned about trees in their garden.

Help us to help you by:

- Reporting any pollution to watercourses such as fly tipping.
- Reporting any structural damage of trees.
- If you are eligible for our “Vulnerable gardens” service, please remove any pet waste before we visit your home to complete work on your garden. Evidence of pet waste could prevent work from being carried out.





Community use of land

The green spaces near our homes are essential to our wellbeing and can create amazing places for communities to come together. Well-designed environments can also increase biodiversity and help to tackle the climate crisis. Transforming unloved and neglected green spaces into vibrant community gardens, or growing spaces that meet the need of the local community are important to us.

We recognise the many benefits from access to quality green space such as:



Enhancing the physical appearance of a community.



Bringing people together.



Developing and learning new skills.



Creating a healthy environment by reducing the effects of air pollution, providing healthy food, and adapting to climate change.



Connecting people to nature.

If you're passionate about working with others to adopt and manage community green spaces why not contact the community development team at CommunityDevelopment@newportcityhomes.com

55+ schemes

Our Site Supervisors provide a safe and secure environment across our 55+ schemes. They are responsible for the daily running of the facilities including health and safety checks, cleanliness and minor repairs. We work with other NCH teams and external contractors to enable planned maintenance works in communal areas.

We will carry out:



Carry out compliance safety and security checks (Fire alarms and extinguishers, community alarms and lighting, CCTV, Legionnaires, accident, and incident reporting).



Check that communication and alarm equipment is working and report any faults found on the system so that it can be repaired.



Ensure safe use, storage and inventory of onsite equipment, chemicals, and materials.



Undertake communal cleaning, litter picking, waste removal and window cleaning.



Ensure any concerns on site are highlighted appropriately to the relevant persons, such as repairs needed to communal facilities.



Grass cutting, weed and overgrowth removal.



Gritting, salt spreading and snow clearance on the main entrances to the site and communal building.

Help us to help you by:

Correct disposal of food waste from communal areas following activities will prevent potential pest infestations.



Helpful contacts

You can contact us in the following ways:



NCH App



enquiries@newportcityhomes.com



01633 381 111



NewportCityHomes.com



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