

Bridge Brief



Winter 2018

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The magazine for Newport City Homes' residents
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Ringland regeneration plans approved

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OUR 2020 VISION

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. 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 are the largest social landlord in Newport, with 71% of the city's social housing. We are ambitious and ready to be the partner of choice in building Newport's future. Throughout Bridge Brief, 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 five areas.

**2020
VISION**

We're focusing on:



Putting residents at the heart of what we do



Investing in our homes and neighbourhoods



Providing new homes



Making a difference in our communities



Strong and effective organisation

Christmas donations



We donated money, food and toys to Raven House Trust in the run up to Christmas.

Staff donated food and gifts at each of our offices in the city, while we raised £500 for the charity through our Christmas jumper day.

Get in touch with us

We need your help to make us even better!

Let us know how we've done, whether you've had a great experience or there's some way you think we could deliver a service better.

We would love to hear your thoughts:

- enquiries@newportcityhomes.com
- 01633 381111
- NewportCityH on Facebook
- @NewportCityH on Twitter
- Nexus House, Mission Court, NP20 2DW
- 8-11 Ringland Centre, NP19 9HG
- 8-11 Bettws Centre, NP20 7TN
- www.newportcityhomes.com

Donation for community hub



We donated a brand new kitchen to a Newport charity that helps people recovering from addiction.

**2020
VISION**

The Voice Hub in School Lane supports between 30-40 people every day. It is run by volunteers and regularly hosts social events and training opportunities.

However, it was in desperate need of a kitchen for staff and service users.

Recovery co-ordinator Steve Masterman explained: "We have lots of people coming through the doors here every day. They come from all walks of life. There is no stereotypical visitor.

"For some people, this is the only place they can come where it is safe – they know no one is going to be under the influence of alcohol or drugs.

"The one thing we really lacked was a kitchen. It would make a massive difference to what we could offer, so I started appealing for help."

When we heard about the appeal, we offered to donate and install a kitchen at the hub.

Board member Kevin Ward explained: "When we heard about the Voice

Hub's appeal and knowing the work that they do, there was no question that we would offer our support. We're really proud that we can help the facility continue to grow, and support not only those who are recovering from addictions, but also their families and the wider community."

Steve added: "In addition to the kitchen, we also received a load of equipment and kitchen items from Communities First."

What's new for customer services?

To help us improve the services you tell us are most important to you, we have some exciting changes coming to customer services.

Here's some information about them and they are how they will affect you.

Customer service standards: Shaped by you

What's new?

Working with you, we defined five new customer service standards. They set out our promise to you, our residents, on how we will provide services that put you at the heart.

Why are we doing it?

We want to provide high-quality services that meet your needs. If we're not doing that then we need to know about it. Having a set of standards makes it clear to you, and us, what high-quality customer service looks like.

How are we doing it?

We're training all our colleagues to deliver



high-quality customer service.

What difference will it make to you?

You'll see and feel a change in the way in which we work with you. We will focus on getting it right first time. And, if we can't, we'll learn from it so it doesn't happen next time.

Our offices: Where you can visit us

What's new?

We have a brand new office right in the city centre and a stone's throw away from the bus station – 195 Upper Dock Street. If you want to talk to us face-to-face, that's where we'll be.

Why are we doing it?

We want it to be easy for you to access services. Moving right next to the bus station means it's much easier for you to get to us.

How are we doing it?

We're packing up and relocating. We should be open in March.

What difference will it make to you?

Once open, if you want to see us face-to-face, you'll need to come to our new office at 195 Upper Dock Street. You'll be able to access the same services in a better way, just at a different location.



Engagement: The way we work with you

What's new?

We want to work hand-in-hand with you to improve our services. So, we're making sure you have a variety of opportunities to get involved in all levels of decision making.

Why are we doing it?

You are at the heart of everything we do. You can tell us if we're getting it right. Or crucially, if we're not. And if we're not, we want to understand that and work with you to improve our services.

How are we doing it?

We're going to listen to you, talk with you and act on your feedback. We'll do this online, in person or any way that works for you. A resident scrutiny panel will focus on how we can do things differently and better. Maybe you'd like to join? See the back page for our engagement strategy.

What difference will it make to you?

You'll play a key role in shaping our services. Services focused on residents. Focused on you. This isn't empty talk. You'll also hold us to account and make sure we do what we say we'll do.

Online services: How you contact us

What's new?

We will have a new website that gives you access to some of our services, all day, every day. Making it easier for you to reach us, however you choose.

Why are we doing it?

Times are changing and that means some of our residents want to access services in different ways. Our new website will give you the option to safely and securely access services from your phone, tablet or laptop, any time of the day or night.

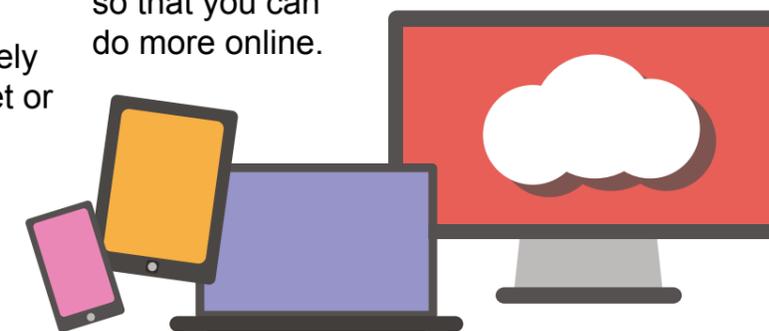
How are we doing it?

We are developing a brand new website (www.newportcityhomes.com) with a secure login area just for you. It

will launch later this year.

What difference will it make to you?

You'll have your own online account that is unique to you. You'll be able to access your rent statements, make a request, or make a payment, any time of the day or night. Over time, we'll add more services so that you can do more online.



You can now pre-register your interest in our new online services that will go live on our website later this year.

Once live, you will be able to access services online, such as checking your balance or making a payment. Simply go to www.newportcityhomes.com and click on the scrolling banner that says 'Sign up online'.

Save money on your water bills

Are you billed for your water use? If so, you could save money.

We collect water charges from residents who are on unmetered water supplies on behalf of Welsh Water. In 2017/18, residents' unmetered water charges varied from £180 to £750,

with the average annual bill being £500.81.

In 2017, we helped 653 residents onto the HelpU tariff, meaning their bill was capped to £180 a year. This is more than £320 less than the average annual bill.

We also helped 77 residents access the

Customer Assistance Fund and they had debts totalling **£101,166** written off.

Of these, 71 residents paid for a further six months and had the remainder of their water debt cleared. This totalled **£73,000**, so was an average saving of **£1,028** per resident!

Support success story



Mrs A was referred to our sustaining tenancies team in November 2016.

Her water debt was £1,686 and she was having difficulty managing her finances and paying some of her bills. We helped Mrs A access the Customer Assistance Fund, which could see her remaining debt cleared. She had to pay £60 a month to cover her water charges and some of the debt.

In the first six months, she paid £360, meaning she completed the first part of the scheme and £843 was written off her debt.

Mrs A then made all her payments in the second six months, which meant she had a further £843 written off her water debt. Her account is now clear.

We offer support to access these schemes:

HelpU

The HelpU scheme will cap your water and sewerage bill at £180 and is available to residents whose total household income is £15,000 a year or less.

Customer Assistance Fund

This helps you pay off your water arrears. If you commit to a payment plan for six months we will pay off half of your arrears and, if you then pay for a further six months, we will clear the remaining balance.

Water Direct

This scheme takes away the hassle of paying your water bills. It allows residents who receive certain benefits and who are currently in arrears to pay directly through their benefits. If you sign up, we will even reduce your bill by £15.

WaterSure Wales

WaterSure Wales is available to our customers who have a water meter fitted. Only certain residents qualify for the scheme and they would have their annual charges capped at £308.

Help available

For more information, contact **01633 381111**, income.services@newportcityhomes.com or tenancy.support@newportcityhomes.com



HELP US TAKE A STAND

We want you to love living in your home.

Our communities are generally great places to live, but there can be times when they are affected by anti-social behaviour (ASB). This can include noise nuisance, fly-tipping, alcohol-related nuisance, drug dealing, harassment and hate incidents.

If you are experiencing ASB, we can help.



We can offer you CCTV, window alarms, door chains, personal alarms, a loan of a mobile phone to record noise nuisance and noise monitoring equipment.

You can record noise nuisance with the Noise app. This allows you to record the noise on your smartphone and send it to us, at any time.

We recently obtained an injunction against a resident in Bettws for loud music, shouting, arguing and abuse to neighbours. We had supporting evidence from the police, community

safety wardens and 67 Noise app recordings.

"The resident is now forbidden from causing a nuisance or annoyance to residents in the locality of her home," explained tenancy management officer Abigail Parker. "This is in place for one year and should give neighbours respite from the anti-social behaviour they have had to suffer."

In extreme circumstances, the information we gather can be used to evict troublesome tenants.

To report ASB, contact the tenancy management team on 01633 381111.

Rent free

We offer residents two rent-free weeks a year, if they maintain credit on their account.

The next rent-free week begins Monday 2 April.

If you are in credit and pay your rent by direct debit every fortnight, four weekly or monthly, you don't need to change your payments.

We calculate your rent payment, taking into account the two free weeks that you would be entitled to.

If you owe rent arrears, you will be expected to make your usual payment to give you a chance to catch up.

We will write to you in advance of the rent-free week if you are expected to make a payment.

Contact your income officer or call 01633 381111 for more information.

Meters could save money

Smart meters are changing how people use gas and electricity.

They could also save you money.

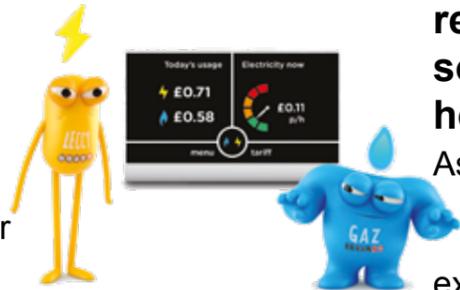
The government wants every home to have a smart meter by 2020.

Whether you currently have a prepayment meter or pay for your energy monthly by direct debit, your energy provider

will offer you a smart meter.

You will not get estimated bills, as your provider will know exactly how much energy you're using.

Your supplier will install a smart meter in your home free and you do not need permission from us.



Universal Credit update

Have you claimed Universal Credit since 15 November 2017?

If so, you have to notify the Department of Works and Pensions (DWP) when your rent changes in April. We will write to you at the end of February to let you know what your new annual rent charge will be from April 2018.

On or as soon as possible after 2 April, you will need to notify the DWP of the new charges using your online journal. You cannot notify the DWP in advance.

If you are entitled to help with your housing costs, the DWP will continue to pay you at your current rent charge until you notify them of the change.



Tea and tech sessions make surfers savvy



A group of Stelvio Park Court residents have been enjoying some 'tea and tech', as they learn how to surf the net.

As part of our drive to make our residents more digitally confident, the group has been learning how to use tablets, explore the internet and keep their minds active by playing brain games.

Sustaining communities officer Julie Gower said: "We are committed to increasing digital inclusion among our older residents, many of whom are not confident about going online. Most of the group were sceptical as to what they could be taught, but we now have residents booking their holidays and ordering their weekly shop with a swipe and a click."

We are now working with Newport City Council to deliver the project to residents. "We didn't know a thing when we started," said Jean Wood. "We didn't have a clue. However, once we became confident, we've learnt an awful lot."

"I use the tablet to shop, book holidays and look at photos of family."

"The group has been really good and has given me the confidence to go online. I love to do jigsaws, word searches and brain yoga," added Ann Lynbeck.

Our first new builds set for completion



Our £1.6million Glen Court development has taken shape and should be completed, as planned, in the summer.

Local contractor P&P Buildings is delivering the scheme in Bettws, which is creating 11 new family homes and a bungalow equipped for people with disabilities.

Bricklaying and roof work is completed on many of the homes, and the off-site drainage is almost completed. Work is now being carried out to create the gardens and rear car parking areas.

Development officer Prav De Silva said: "Our Glen Court development will see the completion of our first new homes since we were created in 2009. It marks a landmark for Newport City Homes, as we start to deliver our ambition of helping to tackle the housing need in the city."

"Work has progressed really well over the winter period and we can't wait to welcome our first residents into these homes."

Welsh Government approved almost £1million of social housing grant towards the new development.



Garages update

We have demolished more than 650 garages across the city.

We routinely survey our garages as it helps us understand their condition, and plan any work that might be needed to keep them in a reasonable condition.

As part of our surveys, we found that a number of garages need considerable repairs. If ignored, they could pose health and safety risks.

Our priority is to ensure the safety of residents and the wider community.

We therefore decided to demolish these garages.

The majority of the garages demolished so far have been in Bettws, Ringland and St Julians. Our contractors AP Waters will move into the Gaer and Stelvio Park areas of the city next.

Notice is always given in advance to local residents about the proposed works due to take place near their homes.

Once the garages have been removed, the areas will be suitable for local residents to park their cars.

INTRODUCING YOUR NEW BOARD MEMBERS

We have a new board voted for by you to help us deliver services and expand our home building ambitions in the coming years. Let us introduce you to them.



Nicola Somerville, Chair

Nicola has worked within the housing sector since 1998 covering many aspects from supported housing to more operational/strategic dimensions. She lives in Newport with her young family and brings a wealth of professional and personal experience to the board. She has been board chair since September 2017.



Alex Stephenson

Alex is the head of property services for Wales and West Housing Association. He has a housing career spanning more than 15 years and is a qualified accountant. Alex joined the board in September 2017 and cares passionately about delivering excellent customer service and Newport.

Chris England

Chris is an accountant and has been involved with us since before stock transfer in 2009, leading the shadow board through the transfer process. Chris was our first chair, a position he held until September 2015, when he was appointed chair of the audit and risk committee. Chris lived in Gaer for more than 15 years, before returning to Bassaleg in 2008.



Councillor Jane Mudd

Jane is the Newport City Council cabinet member for regeneration and housing. She is a full time principal lecturer in housing at Cardiff Metropolitan University, where she is the head of the department of social policy. She is a qualified and experienced housing practitioner, and a Fellow of the Chartered Institute of Housing (FCIH). Jane is our immediate past board chair and a former chair of the Chartered Institute of Housing Cymru.



Kevin Ward

Kevin joined the board in September 2017 bringing his experience and skills from the publishing world, including being editor of the South Wales Argus (2012–2016). Kevin has lived in Newport since 1989, having grown up in Cwmbran and Worcester. He is currently managing director of Kevin Ward Media Ltd. He is passionate about Newport, its people and its potential. He is a sports fan and is a Newport County AFC season ticket holder and shareholder.



John HARRY

John originally trained as a chartered building surveyor and has worked in both the private and public sector. Prior to his retirement, John was chief executive of an NHS trust and, since retiring, has volunteered his experience and skills by helping a number of organisations. As well as being a long standing board member, John is currently the chair of Newport Live.

Cathy Bryant

Cathy is a lawyer at Blake Morgan LLP, where she provides corporate taxation and share option schemes advice. She has sat on a number of boards of directors and understands the issues facing businesses. Originally from South Africa, Cathy has lived and worked in Wales for nine years. She joined the audit and risk committee in 2016 to provide independent support. In September 2017, she became a board member and a member of the audit and risk committee.



Helen Taylor

Helen joined the board in September 2017. She is a lecturer in housing studies at Cardiff Metropolitan University where she teaches on modules relating to policy, research skills, and homelessness. Helen has previously held the role of board member for Tai Pawb and currently sits on the boards of Cymorth Cymru, Welsh Housing Quarterly and the Housing Studies Association.



Janice Morgan

Janice joined the board in September 2017. She has previously been a member of Newport County Borough Council, the chair of Gwent Homes, a founder member and vice chair of Family Care Housing Association and one of our involved residents. Janice set up Newport's first Women's Aid group. She was chair and treasurer of the Caerphilly and Newport MS Society, as well as treasurer and newsletter producer for her church.



Jayne Rose

Following Jayne's active involvement over a number of years in both the community and our activities, such as the challenge panel, she joined the board in 2014. Jayne is a resident of Pillgwenlly, has previously lived in Duffryn and is vice chair of the audit and risk committee.

Project progresses in Pillgwenlly

Our £10million Pillgwenlly regeneration scheme is progressing well.

The new community hub is due to open this spring, while work has started on the new builds in Williams Close. Work on these is expected to be completed in the autumn.

We are currently consulting with residents and the police about the best way we can target anti-social behaviour in alleyways.

The communal boiler in Raglan Court has been disconnected and we are fitting new boilers in these homes. Sprinklers have also been retrofitted into all 19 properties.

We have also completed external painting and



repairs to improve the appearance and condition of homes in Wolseley Street, Wolseley Close, David Close, Arthur Street, Arthur Close, Price Close and Robert Place.

Similar work in Courtybella Gardens, Potter Street, Baldwin Street and James Street should be completed by April.

Sprinklers

Our contractors United Living held a sprinkler skills demonstration day in Pillgwenlly (pictured).

Held in partnership with sub-contractor RSP Sprinklers, which is installing sprinklers for us in Pillgwenlly and at our tower blocks.

Local people were invited to learn more about the skills required for the sprinkler industry.

Participants from Coleg Gwent, Itec Skills, Communities First and the Communities for Work programmes learnt about the equipment used to install sprinklers.

We believe this was the first time that this type of activity has been delivered in Wales.

To keep updated on the project, like /NewportCityH on Facebook or follow @NewportCityH on Twitter



RINGLAND REGENERATION plans approved

Newport City Council has approved our multi-million pound regeneration plans for Ringland.

The first phase of the regeneration project, which has been approved by the council's planning committee, focuses on the redevelopment of the Cot Farm site.

The creation of 56 homes in Cot Farm marks the beginning of the wider regeneration of the Ringland area, with construction works due to start in the spring.

Powell Dobson Architects is now creating the wider Ringland masterplan, which will support these approved plans.

One of the main changes will be the demolition of the existing shopping centre and its relocation to a more prominent and easily accessible location within the regeneration area.

New homes for residents

This initial phase will create:

- 11 one-bedroom apartments
- 19 two-bedroom apartments
- 18 two-bedroom houses
- 8 three-bedroom houses

Board chair Nicola Somerville said: "We want to ensure this is a community in which people want to live."

"We are passionate about providing more affordable homes, designing out areas that allow anti-social behaviour to thrive and improving access to community facilities."

"We will continue to work with the steering group of local residents and retailers to ensure that we are delivering not only what the community wants, but what it needs."

"This multi-million pound investment is testament to our ambition to completely revitalise this area for the benefit of all Ringland residents."



You can keep updated with the project on our Twitter page @NewportCityH and through the hashtag #FutureRingland

Tackle compulsive hoarding

Help is available to people who hoard.

Hoarding sees people

collecting and keeping lots of items, even things that appear useless or of little value to most people.

These items clutter the living spaces and keep the person from using their rooms as they were intended. The collection affects the person's ability

to do day-to-day activities. Hoarding can cause problems for people's well-being and safety. Trips and falls are more common and there is increased risk of a serious fire.

If you think you hoard, try to use the three Rs (reduce, recycle, re-use).

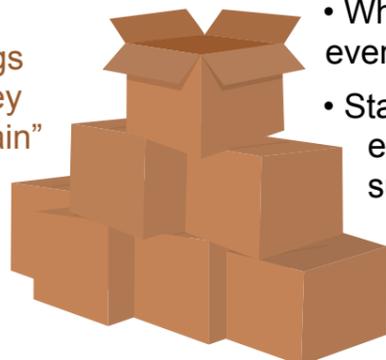


What is hoarding?

- Difficulty getting rid of items.
- A large amount of clutter in the office, at home, in the car, or in other spaces.
- Losing important items like money or bills in the clutter.
- Feeling overwhelmed by the volume of possessions.
- Not inviting family or friends into the home due to shame or embarrassment.
- Refusing to let people in to make repairs.
- Being unable to stop taking free items, such as flyers or sugar packets from restaurants.
- Buying things because they are a "bargain" or to "stock up".

Here are some tips to help you stop hoarding:

- Try and deal with important items first. For example, if you have been holding onto (and not dealing with) bills, start with these first.
- Don't start on the most sentimental things.
- Decide on an area you would like to clear. Take a photo of it before and after, adding dates.
- Do functional areas first; avoid starting with the draws or cupboards because you won't see the difference.
- Set small targets per day, for example 15–20 minutes.
- Have three boxes labelled 'Save', 'Discard' and 'Display'.
- Stay at the target area and do not start another area until you have finished.
- When you have finished your target area, clean it even if it is only a small space.
- Start using the area for what it is meant. For example, if you have cleared the cooker, make sure that this area remains clear and is only used for cooking.



History of the city centre

Local historian and resident Keith Wood continues his series of historical articles:

The Welsh name for Newport is Casnewydd, meaning new castle.

During the Middle Ages, Newport was also called by its Latin name of Novus Burgus, meaning new burgh or new town.

This could imply that the emphasis of the town had moved from the top of the River Usk, close to the castle.

During the 19th Century, the castle was converted for a variety of uses, included a tannery, warehouse, nail factory and brewery. The Ministry of Works

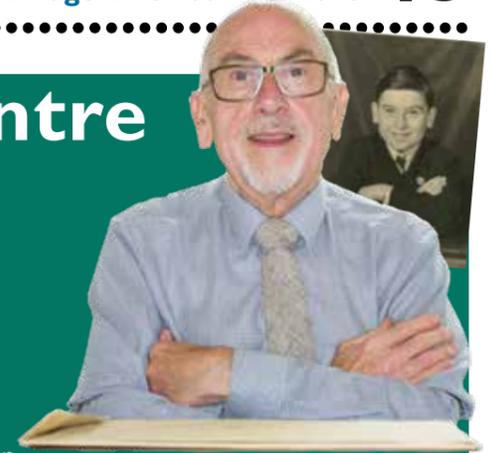
renovated it circa 1932.

Newport High Street railway station opened in June 1850 and the Newport High Street indoor 'Victorian' market opened in May 1889.

Upper Dock Street was previously called Merchant Street, Mill Street was named after a mill located near the castle, and Church Street became Stow Hill.

St Woolos Church was granted full cathedral status in 1949.

The new Newport and Monmouthshire Hospital was opened in August



1901, just four years after Lord Tredegar laid the foundation stone. In 1913, it was renamed 'Royal Gwent Hospital' by royal charter.

In 1919, the College of Arms granted the hospital a coat of arms bearing the words 'Gorea Olud lechyd', meaning 'the best wealth is health'.

In 1904, the council enacted a by-law restricting the speed of cars to 10mph.

In 1953, Newport Council voted to open parks and playing fields on Sundays. Newport made a bid for city status in 1999, which was granted on 14 March, 2002.

Keith Wood



Talking Bridge Brief

What would you like to see in Bridge Brief?

We're looking for creative advisors to offer ideas and suggestions. Join our online group to see your ideas come to life in print.

Email communications@newportcityhomes.com, tweet @NewportCityH or like /NewportCityH on Facebook.



Cleaning service for flats

Residents have told us they are concerned about the condition and upkeep of communal areas.

Because of this, we are considering introducing a new caretaking service for tenants and leaseholders in flats from April. The communal areas would be checked and cleaned once a month by our estates team.

We will write to tenants and leaseholders before April if the scheme is to go ahead. They would only be charged the cost of providing the service.

If agreed, each communal area would receive a monthly health and safety inspection, plus cleaning of the communal area including:

- Maintaining the immediate area around the block
- Cleaning floors and stairs
- Dusting ledges and surfaces
- Cleaning marks off walls
- Litter-picking and weeding on pathways leading to blocks
- Cleaning inside glass (where applicable)

Storing off-road vehicles – tenancy warning

Residents are being reminded that it is a breach of tenancy to keep off-road vehicles in their homes.

We are getting more reports of illegal quad and off-road bike use in the city, which is causing nuisance and annoyance to residents.

It is illegal to ride any motorbike in public open spaces such as parks, play areas and on pavements. It is a breach of tenancy to keep

them in your home.

Tenancy and leasehold service manager Lindsay Murphy said: “The illegal use of vehicles such as these causes great frustration for many of our residents. They are dangerous, noisy and disruptive.

“We are working with the police and council to crack



down on this anti-social behaviour and would urge anyone with information about any illegal off-road vehicles to call 101.”

Relevant tenancy conditions

5.9.6 You agree that we have the right to remove vehicles parked in violation of these terms, with the cost of this being re-charged to you if you are the vehicle’s owner. You must pay any rechargeable amount to us within 14 days of demand.

5.9.7 You, members of your household or visitors should not store mopeds, motor bikes, quad bikes or similar vehicles or any fuel for these vehicles in your home or in the common parts.



Beware the hidden killer – carbon monoxide

If your gas cooker is not serviced or well maintained, it could become faulty and put you and your family at risk.

It is your responsibility to maintain and service your gas cooker. All work must be carried out by a Gas Safe-registered engineer.

We carry out a gas safety check every year to check that your gas appliances are safe. It is very important you allow us access for these checks.



You must also not

Carbon monoxide is known as the hidden killer because it is:

- Colourless
- Odourless
- Tasteless
- You can’t see it

block or change ventilation systems, as fresh air is required to ensure appliances can operate safely.

All fossil burning appliances can produce carbon monoxide, including LPG gases such as Butane and Propane.

Solid fuel appliances such as coal or log burners can also emit carbon monoxide, if not maintained correctly.

We have installed carbon monoxide alarms in every home to help keep you safe.

However, we have recently had the detectors go off when people have been using shisha pipes and burning coal to warm air fragrances. This is very dangerous and it is important that you do not do this in your home.

If your carbon monoxide alarm goes off, you must contact the gas emergency service provider immediately on 0800 111 999, open windows and doors, and leave your home.



Day in the life of an NCH electrician

I am an electrician and work in the compliance team.

My job is to check electrical, emergency lighting and fire alarm systems to ensure the safety of our residents. Smaller jobs can take an hour, but some of our larger jobs can take an entire day.

A typical day starts at 8.15am when I receive my work for the day. There’s a schedule of planned work and it’s varied. Some days I could be testing communal lighting in one of our large buildings or visiting a resident’s home to check the condition of the electrical installation.

I’ve been with Newport City Homes since September, but I worked for Bron Afon for six years before that.

I work closely with my colleagues in the compliance team and across the business to improve the services we deliver.

I love my job. It’s fun, interesting and I love working with my team. I also enjoy interacting with people, as well as learning from my colleagues.

Residents’ safety is incredibly important to us. That’s why I’m really keen to promote the importance of our annual safety inspections.

We need you to allow us into your homes, as it helps us keep you safe.

Tara Earnshaw



No excuse for domestic abuse

No-one should have to suffer.

However, each year an estimated 1.9million people in the UK suffer some form of domestic abuse.

We believe that no resident should live in fear of violence or abuse from a spouse, partner, former spouse or partner, or another member of their household.

We are here to help and will ensure that:

- A sensitive, confidential, consistent and prompt response is provided to people suffering from abuse;
- We focus on the victim's needs when responding to reports; and
- We look at a flexible range of solutions to help victims of abuse to live in safety in their homes.

What is domestic abuse?

Any controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

It can include, but is not limited to:

- Physical abuse, harassment and stalking
- Sexual violence, including non-consensual sexual acts and rape
- Emotional or psychological abuse, including intimidation, verbal abuse, humiliation or degradation
- Financial abuse, including withholding money and financial help



We are working with other social landlords across Gwent to help tackle domestic abuse.

The aim of the project is to develop a housing toolkit to improve social landlords' responses to supporting victims.

We will continue to direct victims and their families to the police and relevant professional support agencies. We will also continue to work in partnership with the police, Women's Aid and other domestic abuse agencies.



Did you know?

- Seven women a month are killed by a current or former partner in England and Wales.
- 62% of children living with domestic abuse are directly harmed by the person carrying out the abuse.

Help is available

Live Fear Free:
0808 8010 800 or
livefearfree.gov.wales

Connect Gwent:
0300 123 2133 or
www.connectgwent.org.uk

Women's Aid:
0808 2000 247 or www.womensaid.org.uk

Dyn Project (male support):
0808 801 0321 or www.dynwales.org

NCH tenancy management team:
01633 381111 or tenancy.management@
newportcityhomes.com



Sprinklers installed at tower blocks



All our homes in our three tower blocks will have sprinklers fitted by April.

Sprinklers have already been installed in all the homes and communal areas at Hillview, with work currently taking place at Milton Court and Greenwood.

They are an additional fire safety measure to go with those already installed in the tower blocks, including:

- Smoke/fire alarms in each property and in communal areas
- Fire-retardant paint in communal areas
- Fire doors for communal areas and the front doors of individual flats
- Two stairwells that act as escape routes



We recently welcomed the new minister for housing and regeneration, Rebecca Evans, at Milton Court to talk with residents about their experiences of having sprinklers retrofitted in their homes.

A big thank you to resident Mrs Tarling for hosting the minister during her visit.

Award winner Former board member Cissie Beale was named 'trustee volunteer of the year'.

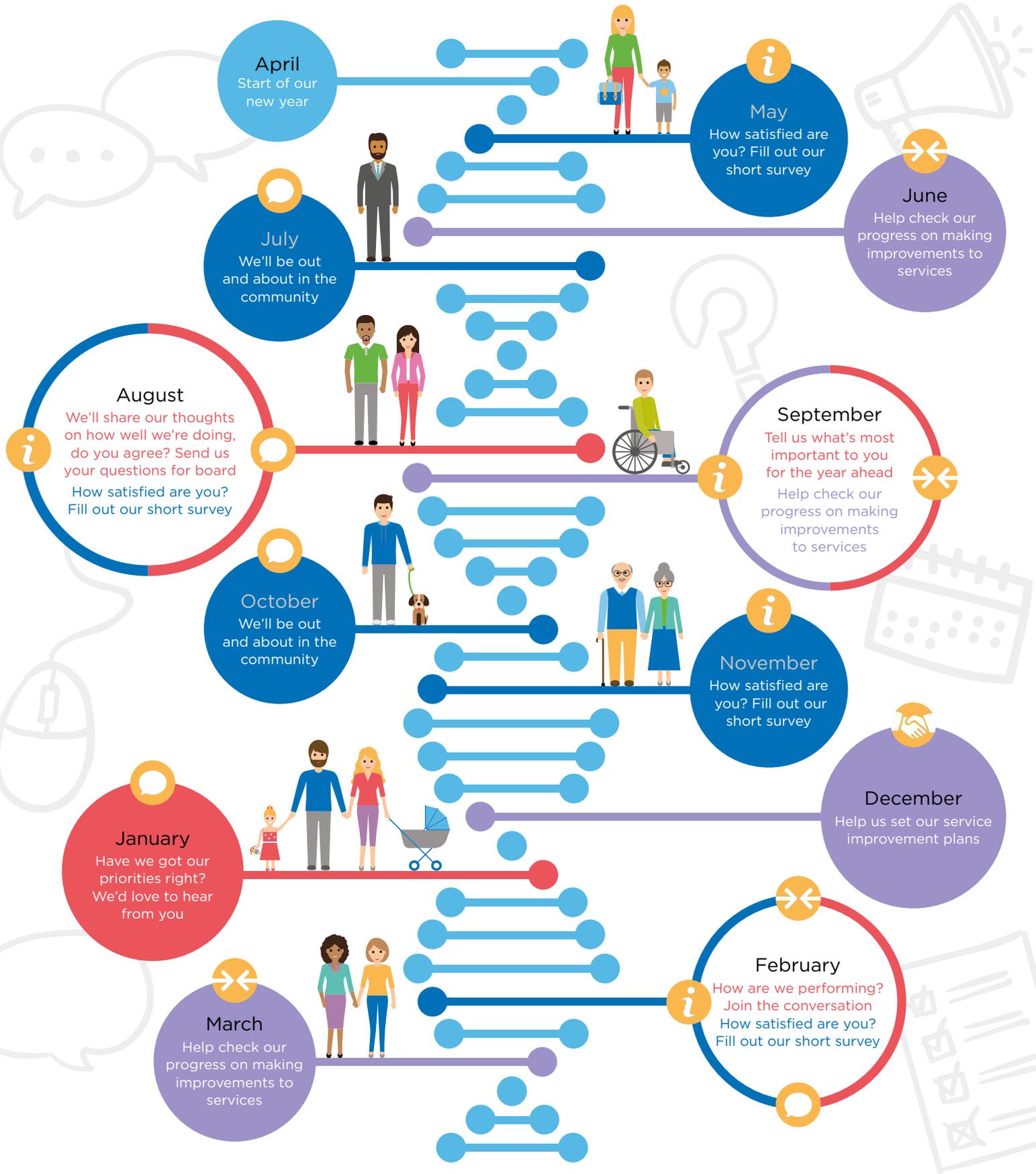
The Gwent Association of Voluntary Organisations (GAVO) award was in recognition of years of voluntary work within the city.

We also had two nominations shortlisted in the 'empowering and involving communities' category at the Welsh Housing Awards for our work with UNITY and Shaftesbury Youf Gang.

Unfortunately, we didn't win, but we are very proud of both projects and the young people who take part.

Our Duffryn biomass boiler was also shortlisted in the 'best use of renewable energy in the public sector' category at the Wales Green Energy Awards.

Resident Engagement: Part of our DNA



Level of influence:

- **Strategic** Big picture
- **Corporate** High-level
- **Operational** Day-to-day

How we'll do it:

- | | | |
|--|---|--|
| <ul style="list-style-type: none"> ● Consultation ● Engagement | <ul style="list-style-type: none"> i Inform: We'll give you information ↔ Engage: We'll work with you to make things better | <ul style="list-style-type: none"> ○ Consult: We'll ask you for your views 🤝 Co-produce: We'll share responsibility for making things better |
|--|---|--|