

All 500 of our communal areas in flats across Newport have now received their first inspection and clean.

We have introduced this service for your safety.

In the first month we have found serious breaches of fire regulations as residents are storing items in the communal areas. In the event of a fire these would pose a risk to everyone living in the building.

The items left in communal areas are a fire risk and need to be removed; this includes bins, bikes and prams. Bins should be kept in bin sheds or outdoors.

We know it's not all rubbish and want to work together to keep you safe where you live.

If we find an item, we will put a notice on it.

These must be removed immediately.

If we need to come back and remove it then everyone in the block will pay a share of £80.

It's shared because it's everyone's responsibility to keep these areas safe.

Where there are repeat instances of items left in communal areas, we will seek to identify who is responsible and your tenancy may be at risk.

Tenancy management update

Our tenancy management team have been trialling CCTV in problem communal areas. The offenders caught have been fined to cover the cost of the CCTV.

We've had success resolving repeat issues and will continue to use the temporary cameras.

Feedback

Overall we have received great feedback about the new caretaking service - as well as some suggestions for improvements. We want you to continue to let us know how we are doing and to continue to improve this new service.

We are currently working on a final schedule of work in your area and will share this with you soon.

Please send your comments to cleaning@newportcityhomes.com

Examples:

Children's toys, bicycles, motorcycles, prams & buggies, mobility scooters, bins & wheelie bins, furniture, electrical items, shoes, plants.



Thank you for your continued support.