

Investing in homes and neighbourhoods



Greenwood tower block, St Julians

We will identify, resource and deliver works to maintain and enhance our homes and neighbourhoods.

Having a safe and warm place to live and call home is the starting point for everyone to be successful in their lives. We believe good housing should be a basic human right. That's why we are continuing to invest in homes and neighbourhoods across Newport.

What have we done?

Over the last five years, we have...

Completed our improvement programme to bring all homes up to Welsh Quality Housing Standard (WHQS) within the first year of our 2020 Vision.

Commenced a programme to improve the efficiency and effectiveness of our repairs service to maximise value for money and improve the experience for residents.

Delivered an ongoing investment programme to maintain all homes at WHQS.

Enhanced the way we use and manage our data to deliver more efficient and effective maintenance programmes and to provide enhanced assurance of our compliance with landlord health and safety obligations.

Responded quickly and comprehensively to the health and safety recommendations that arose after the Grenfell tragedy.

Overhauled our landlord health and safety data management systems to enhance data integrity and assurance.

Established a new communal cleaning team to deliver a consistent service across all communal areas.

Home quality

We are committed to maintaining the quality as well as improving their energy efficiency. This year, we have invested £8.7 million in our capital planned maintenance programme.

- 71% of residents are satisfied with the quality of their home.
- We have made good progress to reduce the carbon footprint of our homes through WHQS works.
- The average energy rating of our properties is 71 (equivalent to an EPC Band C), which is higher than the overall Welsh average rating of 61.
- We have developed an asset management model, which categorises our properties and will help make long term decisions about our investment, including our response to tackling climate change and fuel poverty.

Asset Investment 2019/20	
Communal Heating Upgrades	£280,800
Roofing and External Wall Insulation Improvements	£2,128,994
WHQS: Component Replacements	£1,567,000
Communal Area Improvements	£1,353,505
Environmental Improvements	£800,635
Aids and adaptations	£866,000
Final expenditure to upgrade cladding on tower blocks	£2,570,000

Our adaptations service

We help hundreds of our residents each year to adapt their home to make everyday tasks easier. Whether it's grab rails, stair lifts or level access showers, we know they make a big difference in helping residents to maintain their independence and supporting those returning from hospital.

In a survey of residents who received stairlifts and level access showers this year, 100% of residents said the works have made a difference to their wellbeing and independence.



Here's some of the feedback we received from the 600 households we supported this year:

“This will make a total difference to my life as I will no longer have to spend the bulk of the winter upstairs.”

“I was very pleased with the results. It has made a big difference to my life.”

“I am totally satisfied with the work done - it has made life so much better.”

“I am much safer now.”

“We are both over the moon, especially with the work, and professionalism of the gentlemen that did the work for us.”

Home safety

The safety of residents has always been, and continues to be, our highest priority.

- 99.9% of our homes continue to be gas safe compliant.
- 100% of our homes had an electrical inspection within the last five years.
- Our boiler replacement programme ensures they remain compliant and efficient.
- We continue to undertake fire safety inspections which include smoke detectors, heat detectors, lifts and communal water systems.

Fire safety

Never has the safety of residents been more sharply brought into focus than in the aftermath of the Grenfell tragedy. We took immediate and comprehensive action to reassure and enhance the safety of residents living in our three tower blocks.

As part of this work, we installed sprinklers into individual flats and communal areas of each of our three tower blocks within months after the tragedy.

In 2019, we completed the removal and replacement of cladding on our final tower



Rob Lynbeck, Rebecca Evans, Nicola Somerville

block. The original cladding was replaced with new materials that passed stringent fire safety testing and we also installed sprinklers.

Feedback received from residents gave us further assurance we were not only meeting but exceeding our fire safety regulation requirements.

This work has been recognised as best practice by Welsh Government and was awarded the Safety Board Leadership & Participation Award in 2019.

To further enhance our approach to fire safety within our 55+ schemes and two and three storey flats, we are planning a programme that prioritises the installation of sprinklers. This approach has been approved by South Wales Fire and Rescue Service and will be subject to a robust fire risk assessment review.

Home maintenance

We are committed to delivering an effective, efficient and valued repairs service.

- 68% of residents are satisfied with the way we deal with repairs and maintenance.
- We have spent £14.7 million on our day to day maintenance services.
- We continue to expand our employment of skilled operatives such as plumbers, electricians and wet trades in order to increase the efficiency of the service and improve satisfaction.
- We have upskilled and trained colleagues so that they are better able to respond to service requests that require multiple trades services.
- We redesigned our repairs process to deliver an automated system that analyses demand and schedule repairs efficiently and effectively.



Your neighbourhood

While we continue to invest in our properties, we know how important our estates and neighbourhood services are for making your community a great place to live.

67.3% of residents are satisfied with their neighbourhood as a place to live.

- We established a new communal cleaning team to deliver a consistent service across all communal properties.
- We continue to work in partnership with organisations and services across Newport to tackle littering and fly tipping on our estates.

CASE STUDIES

Bettws communal waste pilot

We know the visual appearance of our communities is important to our residents. Waste, littering and fly tipping can have a negative impact on how residents feel about their home, so we are working with Newport City Council, WasteSavers and other partners to tackle this anti-social behaviour and find solutions.

A pilot scheme in Bettws has seen large communal bins replaced with individual bins for each property involved. These changes have been embraced and welcomed by residents, who are adapting well to these changes and have already seen the positive difference this makes to their communal areas. Collections of waste by the association have reduced by 80% and recycling has increased. As a result of the success of the pilot Newport City Council is looking to expand this approach across the city.

Beatty Road green space, Ringland

The large green space had become a focal point for commercial fly-tipping and seasonal anti-social behaviour, predominantly leading up to bonfire night. Not only were residents frustrated but this used up significant resources from NCH, the Fire Service and the Police to help deal with this serious fire risk and to clear and regrow the damaged green.

During the clearance work, an NCH caretaker was approached by residents expressing their concerns. Our caretaking team has worked with the local community to plan and plant six cherry trees. This positive engagement has continued during the year and the area has been respected as a green space which can be enjoyed by the whole community.

Improved parking for Cae Brandi residents

Residents told us parking had become a significant issue, particularly for elderly and disabled residents. They told us these designated spaces were too small and were often taken up by cars from people who did not live in the scheme.

We were able to expand the carpark as part of our environmental improvements for the area. We increased the size and number of the spaces, including disabled spaces, and reinstated signage at the entrance of the car park.

Through our community consultation, we found out how important having an outdoor space would mean to them. We worked with them to provide a new and improved seating area, which is used regularly to socialise and enjoy the outdoors with neighbours and family.





Milton Court, Ringland

Our summary

We completed the WHQS programme during the first year of our 2020 Vision and have implemented a planned programme to maintain all homes to this standard.

The WHQS programme has improved the energy efficiency of residents' homes and we will now accelerate a programme of decarbonisation to reduce the carbon footprint of our properties.

We overhauled our landlord health and safety data management systems to enhance data integrity and assurance.

We responded quickly and comprehensively to the impact of Grenfell to enhance the safety of residents.

We commenced a programme to improve the efficiency and effectiveness of our repairs service. The programme remains in progress and is a key priority for the association in order to improve the resident experience and to drive up satisfaction.

Our rating



AMBER

There has been good progress in key areas, but we recognise there is more to do to improve our residents' customer experience and address issues that affect their satisfaction.



What next?

We will:

- Continue to transform our repairs service to deliver a right first-time service.
- Analyse the performance of our properties and make the right investment decisions.
- Invest in and modernise our properties to enhance their desirability.
- Deliver an ambitious programme of decarbonisation that improves the energy efficiency of our homes, reduces residents' energy costs and reduces our environmental footprint.
- Continue to invest in our neighbourhoods to create attractive and desirable places where our residents are proud to live.
- Continue our uncompromising and sector-leading approach to ensure residents are safe in their homes.