

Question	Response
When are comprehensive information packs going to be issued to all new tenants?	<p>The Tenancy Agreement sets out the rights and responsibilities of all tenants, with policies and additional guidance accessible through the website, and through the new NCH APP when it is launched next year.</p> <p>The Renting Homes Act is being implemented in Wales from 1 December 2022, where all existing tenancy agreements will be replaced with a new secure occupation contract. Information will be sent to all customers explaining the changes w/c 3 October, either through letter or by email, dependent on individual customer preference.</p>
How many board members are NCH tenants?	<p>In the current board structure none of the members are customers of the association. In 2017 the association moved away from a representative board where a number of positions were ringfenced to customers. NCH customers are able to apply for board membership when vacancies arise and are publicised. All current members were able to demonstrate their understanding of the challenges faced by our customers, colleagues and communities through their recruitment to the board.</p>
The "WHO" has said the pandemic is over, so when will staff be in the office? I ask as staff never answer the phone.	<p>Further to COVID-19 restrictions on ways of working being lifted, colleagues are working interchangeably from an NCH office, their own home, with a customer in their home or within our communities.</p> <p>For general enquiries, customers can contact NCH in a range of different ways according to individual preference, either by phone, webchat or email, or through our new NCH APP once it's launched in the New Year. Average response times for our main 381111 telephone number are under 2 minutes, with our busiest times being Monday mornings and lunchtimes.</p> <p>Customers with more complex enquiries or with a vulnerability can arrange a face-to-face appointment with colleagues at our @195, Ringland or Bettws offices, or request a visit in the customer's home, but these face-to-face appointments will need to be pre-arranged in advance.</p>
Why are the board members mentioned mostly from outside Newport, I would not be able to comment on Cardiff or the valleys?	<p>Board members are recruited against the skills the board identifies the association requires to deliver its strategy for 2025. One of the skills is experience of living in Newport and/or understanding the challenges faced by the city and how those could impact upon customers, colleagues and communities. Board members will have had to successfully demonstrated their understanding of the challenges faced by Newport as well as other skills identified by the board.</p>

<p>Service change for cleaning flats was "meant" to be variable but just keep going up and not value. Just to be sprayed and the same mop/rag used for 15 mins. This year the grass was cut three times so can you break the charges down?</p>	<p>A communal cleaning and caretaking service is provided for customers living in blocks of flats. This service charge is variable, linked directly to the actual costs of cleaning the block of flats where you live. If you have any concerns over the standard of cleaning where you live, please report these to us for investigation and review.</p> <p>Grass cutting charges are not variable dependent on where you live, they are applied as a fixed service charge that is apportioned equally across all NCH homes.</p> <p>Our service charge team will send you a service charge statement that breaks down your individual service charges.</p>
<p>Repairs as many will agree are not carried out when promised and an Article 17 should not be held against a person, I have had to seek advice about non-repairs.</p>	<p>We have arranged for our repairs team to make contact this week to see how we can help.</p>
<p>The recent pandemic has paved the way for many businesses to create a 'licence to exclude' ably assisted by the green initiative and 'Covidisation', creating a collective over individuality that assumes everyone can use a computer safely. What steps are being taken to ensure no one will be forgotten, swept aside, lose their independence and freedom of choice as to how they would prefer to make contact with and stay involved with you?</p>	<p>We aim to provide customers with a range of communication methods that are convenient, easy-to-use and seamless.</p> <p>We operate a policy of 'digital-by-choice', where we encourage and support customers to access our services on-line and increase confidence in their use. Being digital-by-choice is not about removing all other contact channels, which may exclude some customers from accessing our services; it's easy to assume that everyone has a smartphone or is internet savvy, but not all our customers have the skills or preference to access services on-line.</p> <p>Customers with a vulnerability, and those with more complex needs, may still need a face-to-face service, or a visit to their home, and our service delivery model will remain flexible and adaptable to cater for all our customers, now and in the future</p> <p>Personalisation is key and we would encourage all customers to update their communication preferences, so we can tailor services according to individual customer need and preference.</p> <p>We are also able to refer customers who need help to get on-line to relevant digital support services.</p>
<p>We are seen as 'Customers' by NCH. When compared to the statutory rights we have in the real</p>	<p>The language that we use as an association is important to us and should reflect our ambition, values and culture. We believe our tenants are our customers and should reasonably expect to receive high standards of service, that are easy to access and deliver value for money.</p>

<p>world such the right and freedom of choice, right of exchange and full refund or compensation if a product or service does not meet our expectations or satisfaction, how do our rights compare to these?</p>	<p>For colleagues, the move to considering our tenants as customers is helping us to deliver a culture which is more customer centric and focused on the customer experience.</p> <p>Our customer service standards clearly define our service offer, setting out the responsibilities of customers and the level and standard of service they can expect to receive.</p> <p>Our published complaints policy allows customers to raise any areas of concern, which will be investigated by our customer experience team. Where our services are found not to have met our service standards, investigations and lessons learnt exercises are conducted, and in some instances, compensation may be payable.</p> <p>Customers who disagree with our findings relating to a complaint, are able to contact the independent Public Services Ombudsman for Wales.</p>
<p>What NCH plans/programmes are in place for the retrofitting of energy saving devices on their existing properties to help the environment and to ease energy costs for customer?</p>	<p>Retrofitting our homes to improve their energy efficiency and achieve net zero is a commitment in our sustainability strategy which was approved by board and our asset management strategy which will be considered by board this month. We are developing a roadmap to achieving these aims and plan to take a fabric first approach which means that we will prioritise works that will improve insulation of our homes such as external wall insulation and replacing roofs, windows and doors. Some of these works have already been delivered and will be delivered through our planned investment programs.</p> <p>We know to achieve net zero we will need to work with other partners and have been part of Welsh Government Optimised retrofit programme which is piloting a number of approaches to a range of different buildings so that we can determine best approaches.</p> <p>These changes are medium to long term and we know that energy costs are hitting our customers now so we have been working with Warm Wales to fund energy advice for our customers, fitting of energy saving devices and practical assistance for customers in crisis to access financial support available. We hope to expand this work and have applied for additional funding so that this work can benefit more customers.</p>
<p>You are building new homes. What about old stock up keeping, I notice</p>	<p>This year we are spending £1.6 million on kitchen and bathroom replacements, and plan to replace 160 kitchens and 90 bathrooms (of which we have completed 87 kitchens and 19 bathrooms so far). Our planned cycle of maintenance on existing homes, enables us to assess</p>

<p>a lot of kitchens need repairs already?</p>	<p>and replace components such as kitchens on a cyclical basis, using industry standard lifetime expectations.</p>
<p>Married couples presently living in a two bedroomed flat and wishing to relocate have been told that they are not entitled to bid for a two-bedroom flat, only a single bedroom flat, why? Many couples in advancing years do not share a bed for many reasons but continue to live in a good relationship.</p>	<p>The Home Options register is managed and administered by Newport City Council on behalf of NCH and other housing association partners. We are unaware that this restriction has been put in place. If you can provide further information on who issued this advice, we will make relevant enquiries with the local authority.</p>