



Tenants Handbook

Welcome to
your home.

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If you are unable to see as well as you used to, please call **01633 261990** to request this handbook in an alternative format.



WELCOME

Thank you for choosing to become a tenant of Newport Housing Trust (the Trust) and we hope that you have many happy and enjoyable years in your bungalow.

This handbook has been designed by tenants and staff to give you helpful information about the Trust, the services we offer, and your home. If you need any further information please contact us, we're always happy to help.

We have also included some information of a more general nature, which we trust you will find useful.

If you need this information in a different language or through a different medium, i.e. Braille, please contact us and we will be happy to oblige.

The handbook is provided as a guide to our services, but does not replace your tenancy agreement.

How to contact us

We are open between 8.30am and 5.00pm Monday to Friday (excluding Bank Holidays).

You can contact us in a variety of ways:

By Telephone:

0800 028 5596 – Free phone

01633 261990

01633 381111 – Out of hours emergencies
(5.00pm – 8.30 am Monday to Friday,
weekends and bank holidays)

By Fax:

01633 261991

By Post:

**Newport Housing Trust Ltd
6th Floor, Clarence House
Clarence Place
Newport NP19 7AA**

By email:

info@nht.org.uk

Via our website:

www.nht.org.uk

In person at one of our Estate Surgeries
(see separate fact sheet)



Introduction to Newport Housing Trust Ltd

This section tells you who we are, where our properties are located and how we work to deliver your services.

Our mission is:-

“To be people focused, with the aim of providing good quality and affordable accommodation which enables choice, independence and an enhanced lifestyle and to deliver innovative services through effective consultation, communication and development.”

In the summer of 1999 Newport City Council began the formal process of consulting with prefab residents about the future options for their estates. On 19th March 2001 the stock transfer took place. Thus began a massive project to consult, re-design, plan and implement what was the largest single social housing redevelopment in recent years.

In March 2007 the final bungalow was completed and the Trust became Landlord to all 426 tenanted properties, spread over 5 different sites within Newport. These are the Gaer; Ridgeway; Stelvio, Bishpool and Treberth.

Our policies are set by a Board of Management made up of 15 members – 5 nominated by Newport Council, 5 elected tenants and 5 independent local, professional, community representatives. As a tenant, you are entitled to become a member of the Board, attend General Meetings and receive information about our policies, activities and performance.

We are a Registered Social Landlord (RSL), supervised and regulated by the National Assembly for Wales.

In October 2005 we became a founding member of the GENU5 Consortium Group. This formalised the new collaborative working arrangements that deliver improved social housing and services to the region. The Group consists of the Seren Group, Melin Homes, Monmouthshire Housing Association and Newport Housing Trust. *Working in partnership is key to being able to provide high quality homes and services to our tenants.*

In April 2007 we began to offer Housing Management services 'in-house', following discussions and consultation with our residents.

The Trust continues to look forward and is fast becoming a specialist provider of housing for the over 60 age group. We constantly strive to broaden our customer base and look for new challenges. We have recently introduced the concept of the Community Living Scheme.



Values and Vision

Purpose

The purpose of Newport Housing Trust Limited is to provide innovative and creative ways of ensuring an enhanced quality of life for people who are over the age of 60.

Building on our successful track record this will be achieved by:-

- Becoming an exponent of best practice in community regeneration and sustainability
- Concerning ourselves primarily with the provision of housing solutions and services

Values

Our values are:-

Dignity **INDEPENDENCE & CHOICE**
Respect **INVOLVEMENT & PARTNERSHIP**
Empowerment **SUPPORT & ADVICE**

These values govern and inform our work with tenants, partners and employees.

In essence the organisation will strive:-

- To treat people with dignity and respect
- To empower people through consultation and involvement
- To be tenant/service focused
- To maintain/promote integrity in the way we do business
- To provide value for money to tenants/partners
- To be passionate in what we do
- To be flexible, open and accountable

Our Aims and Objectives 2009 – 2014

- To involve tenants in the effective management of their homes and the running of the Trust
- To provide good quality homes at affordable rents
- To provide a high standard and cost effective repair service
- To carry out a continuous programme of planned and cyclical maintenance to ensure the housing stock is kept in good condition
- To run a friendly, efficient and accessible housing management service that will reflect tenant's requirements and responds to tenant's needs
- To work with outside agencies that provide services to older people, to ensure that our tenants have access to these services
- To enable fair and equal access to homes, services and opportunities and treat all people respectfully, equitably and appropriately according to their needs and preferences
- To ensure equality for diverse groups and individuals
- To provide affordable high specification accommodation for the over 60's

About Us

The Trust's staff consists of both full and part-time members, directly employed to provide a first class, quality service to you, our tenants.

We continually strive to provide excellent customer services and believe that our tenants are central to everything that we do.

The departments which make up the Trust are:

Housing Management and Repairs.

This department is responsible for:

- Customer Services
- Administering the waiting list
- Letting of properties
- Signing-up and welcoming of new tenants
- Void management
- Planned and cyclical maintenance procurement, administration and monitoring
- Aids and Adaptations
- Gas Servicing
- Grounds Maintenance
- Nuisance and anti-social behaviour issues
- Community initiatives, including involvement in partnership working with other agencies
- Stock condition surveys
- Tenancy management
- Rent collection and rent arrears
- Setting of Rent and Service charges
- Service charges
- Repairs
- Tenant Re-charges
- Procurement
- Budget setting and monitoring for its area of responsibility
- Community alarms
- Managing repairs contractors

Corporate Services

This department is responsible for:

- Human Resources
- Governance
- Board and sub-working groups
- IT and Telecommunications
- Office Management
- Resident participation and consultation
- PR and Marketing
- Health & Safety
- Community Living Scheme
- Complaints and Compliments

Finance

This department is responsible for:

- Business Planning
- Budget setting and monitoring for the Trust
- Preparing monthly management accounts
- Financial forecasting
- Risk management
- Raising finance
- Payment of invoices
- Collection of monies

Staff in all sections, together with contractors, agents and consultants, work together to bring you a seamless, innovative, customer-led service, to ensure that you enjoy living in your home.

Data Protection Act

Any personal data that we hold relating to you or your tenancy will be held and processed in accordance with the requirements of the 1998 Data Protection Act.

The information that we hold is confidential and will **not** be given out to another person or agency except in the following circumstances;

- To Housing Benefit Departments and the DWP to help resolve a claim or for the prevention of fraud
- To the police, if formally requested, but only in the pursuance of a serious crime or to resolve anti-social behaviour
- A third party you have asked us to deal with and who is acting on your behalf
- Where you have provided us with a written declaration that we may disclose information to a third party

Freedom of Information

You are entitled to ask for and see information that we hold about you on our computer system and on our files. Any request by you to see this information must be made in writing and we have up to 40 days in which to comply with your request. However, we will attempt to deal with it more quickly.

If you require copies of information from your file, there may be a charge to cover the administration costs.

Equal Opportunities & Diversity

We provide homes and services to all our tenants, who have different requirements. We are committed to ensuring equality of opportunity for all those individuals or groups with whom we work, employ or deliver services to.

This means that no person or group of persons applying for a job, contract, housing or person applying for Board Membership will be treated less favourably than any other person or group, without justification, because of their age, disability, gender, marital status, colour, nationality, religion or belief, sexual orientation, or language preference.

We will treat all people respectfully, equitably and fairly.

Our aim is to improve equal opportunities and diversity by:

- Ensure properties are allocated fairly
- Collect and monitor information to ensure that no-one is treated unfairly
- Eliminating discrimination in all aspects of our service to you
- Recognise that everyone is different and work to create an environment that includes everyone and is open to different points of view
- Value people's differences within our organisation and aim to use the diversity of our staff to help achieve our aims
- Ensure that our policies and procedures are continually reviewed to ensure our services and service standards are fair and equitable
- Provide high quality homes and services that meet the different needs of our tenants and provide them in a way that is fair and responds to needs
- Involve tenants in managing the service using methods that include as many people as possible

You and your Tenancy



Moving into Your Home

When you move into your home, we will ensure that it is in a clean and tidy condition and decorated to an acceptable standard. The windows will be cleaned and the grass cut.

What other help you can get

If you feel you may need housing related support when you move into your home you may qualify for the Lighthouse Project (this is a Floating Support service, offering help and support to tenants. For more information please contact your Housing Officer). Details of this service are provided in your lettings pack. Please consider this support carefully as it may be of benefit to you.

Who you need to contact

Tips when moving into your home

- It is very important that you contact various agencies to update them with your new details.
- If you are in receipt of Housing Benefit or Council Tax Benefit you must tell them your new address and when you are moving into your new home.
- Contact your doctor, bank/building society, Department of Works and Pensions, existing utility companies, telephone provider, TV Licensing, to inform them of your new address. Contact the Post Office if you wish to have your mail re-directed.
- You will be provided with meter readings on the day you receive the keys to your new home. You then need to contact your gas, electricity and water suppliers and provide them with these readings.
- We supply you with three sets of keys for your property and do not keep any spare keys. We advise that you keep a spare key with family, friends or neighbours. You must return all keys to Newport Housing Trust if you end your tenancy.
- We strongly advise that you arrange contents insurance for your belongings.
- If you have a gas cooker remember to have a Gas Safe registered gas fitter to install this for you. Keep all safety certificates provided in connection with your home.

Your Tenancy Agreement

Your Tenancy Agreement is a legal contract between you and Newport Housing Trust Ltd. It contains information such as when your tenancy commenced, rent and service charges and sets out the rights and responsibilities for both you and the Trust.

You have an Assured Tenancy on your home which means you are able to stay in your home for as long as you wish unless you break the terms of your Tenancy Agreement.

For further details please refer to your Agreement.

Sharing your tenancy

Joint tenants are equally responsible for keeping to the terms of the Tenancy Agreement, including the payment of the rent. If one of the joint tenants should leave the property the remaining tenant continues to be responsible. **However, the joint tenant who has left the property is still legally jointly responsible.** Leaving the property does not mean that the tenancy has ended without the relevant paperwork being completed. A joint tenancy can be ended by one or both parties signing a four week notice.

If you are a sole tenant and you wish to become a joint tenant with someone who lives with you, you should put your request in writing to your Housing Officer who will advise you; the person you wish to become a joint tenant **must** be over the age of **60**. Each request will be considered on an individual basis and permission is not an automatic right.

Passing on your home

If you have a joint tenancy and one of the parties should die, the tenancy may pass to the spouse who remains at the property, provided they are over the age of 60.

The right of succession applies **only once**.

Changing your name

If you change your name you need to contact the Trust and provide any relevant documents (for example a marriage certificate). You should also contact all other relevant agencies such as Housing Benefit and Council Tax.

Ending your tenancy

To end your tenancy you must give Newport Housing Trust four weeks' notice. This is a legal requirement. Please contact the office on **0800 028 5596** if you wish to end your tenancy. Please see section 'leaving your home' for further information.

When you sign your Tenancy Agreement you are agreeing to abide to the conditions; it protects your rights as a tenant.

Please ensure your tenancy agreement is kept in a safe place.

Breach of Tenancy

If your Tenancy Agreement is broken we may serve a Notice of Seeking Possession. This is a legal document which must be served before any court action can be taken to recover possession of your home.

The Trust does not wish for tenants to lose their home so will do everything possible to prevent this. You will be given the opportunity to comply with your Tenancy Agreement and you may come to an agreement with the Trust to prevent court action being taken.

Leaving your home

To end your tenancy you must give Newport Housing Trust Ltd four weeks' notice in writing. Please let us know as soon as possible by phoning the Trust, who will send you a Notice to Quit form to complete. The notice period will commence from the first Monday after receipt of the signed Notice to Quit, signed by yourself.

Your rent will need to be paid during the four week notice period. If you leave your home without paying the rent in full, you are still responsible for any arrears until they are cleared.

Please provide the Trust with a forwarding address so we are able to contact you if needed or forward any mail.

If you are in receipt of Housing Benefit you must inform them.

Remember to take final meter readings before leaving the property and inform your gas, electricity and water suppliers.

Change your address with your bank, building society, doctors etc.

Redirect your mail.

If you have an emergency community alarm, **please ensure that this is not removed but left at the property** where it is connected to the telephone line.

Once we have received the keys, we will attend the property to carry out an inspection. If required, any repairs or decoration will take place and if these are found to be other than general wear and tear the cost **will** be re-chargeable to you **depending on personal circumstances**. If this is the case we will contact you to let you know and provide you with an estimate of costs.

If there are re-charge costs, we can set up a repayment agreement with you if you are not able to pay these in full, so that you can repay us over a reasonable time.

We will re-let the property as soon as possible to minimise rent loss. If you return the keys to the property during the four week notice period we will re-let it as soon as possible. If this is before the end of the four week notice period, we will only charge rent up until that date. **This means that you may not have to pay the full four weeks' rent if we let the property earlier.**

The keys to your property must be returned by Midday on the Monday your tenancy ends and a receipt will be provided for you. If you fail to do this you will be charged an additional weeks' rent.

You should leave your home in a clean and tidy condition ensuring all belongings and rubbish are removed (remember the attic and shed) as failure to do so could lead to a re-charge for its removal.

What happens to my home when I die?

The Trust would kindly request to be contacted as soon as possible by your next of kin so we are able to help at this difficult time.

Your next of kin will be asked to make an appointment at a convenient time and date to provide us with a copy of the death certificate and complete the relevant paperwork.

Remember, Housing Benefit stops from the date of death so the rent will not be paid for you.

Exchanging your Home

If you want to 'swap' properties with another tenant, you must do so in accordance with the following:

You must not exchange any money in order to exchange your tenancy: this is illegal. It would invalidate any exchange and could leave you homeless. The type of tenancy may change when you exchange. For example, as you are an Assured Tenant if you exchange with a Secure Tenant, you will become a Secure Tenant.

Two or more tenants can exchange properties provided the Landlord(s) involved approve the exchange in writing. Remember, the person you want to exchange with **MUST** be over **60** years of age.

You can exchange with:

- another Trust tenant
- a tenant of another Housing Association
- a council tenant

Approval can be withheld if:

- A property is larger than necessary for either party
- A property is not big enough and would create overcrowding
- The landlord is a Charitable Trust or a Housing Association and the exchange conflicts with the purpose of the Trust or Association
- The dwelling has been adapted for a disabled person and the new tenant has no need for specialist housing
- The property you are leaving is not in an acceptable condition
- Either party has rent arrears
- The tenant does not have a good reference from their Landlord

Transfers

The Trust has a transfer target of 5% of its empty properties being offered to existing tenants as a 'transfer'.

Not everyone who applies for a transfer will be offered one.

To get on the list:

- You must have been a tenant with the Trust for *at least* 12 months
- You must have a genuine housing need to move
- Your rent account must be clear of arrears
- You must not have breached your tenancy agreement and/or responded to warnings about any potential breach
- Your present home must be in good condition

To apply, please contact your Housing Officer who will send you the relevant forms.



Living in your home

Your keys: It is your responsibility to keep your keys safe. It is recommended that you leave a set of keys with a family member or maybe a reliable neighbour. The Trust does not keep a spare set of keys for you. If you find yourself accidentally locked out or lose your keys, we will re-charge the cost of re-gaining access to your bungalow to you.

Interior decorations: You may wish to re-decorate the interior of your home. Painting of the walls, ceiling and skirting is permitted. You are not permitted to paint or varnish any of the doors in the property. The doors are self finished and do not require re-decoration. When ending your tenancy be aware that the property must be returned to its original standard with the walls in pastel shades. The Trust can advise you of the original paint colours. If you have put up wallpaper and used dark paints it will prove costly and time consuming for you to put it back to the required standard.



Fences, sheds and exterior: Your garden fence, shed and front doors will be painted by the Trust when necessary during a cyclical maintenance programme. Please contact us if you would like to paint/stain your shed or fence yourself. Alterations or painting of the exterior of the bungalow and railings is prohibited.

Tenant Improvements: If you are considering any alterations or improvements to your home you must contact the Trust for advice and permission. We would normally ask you to put your ideas in writing and will then send a surveyor to carry out an inspection.

Flooring: Carpets, laminate or wooden flooring may be laid in the living room, hall and bedrooms, but not in the kitchen or bathroom. The flooring in the bathroom and kitchen is of a specialist anti-slip design and must not be covered. When laying flooring be mindful of not compromising the thresholds.

Car Parking: All of the Trust properties have an allocated private parking area for one car – it is not permitted to park caravans, large vehicles, boats or vehicles over 15 cwt. We understand that your guests may have cars and we ask that you ensure they park sensibly with consideration for your neighbours. The turning circles and hammer heads must always be clear of vehicles to allow residents to turn easily and should **never** be used for parking.

Gardens: It is your responsibility to keep your garden in a clean and tidy condition. We understand that some residents may be unable to do this, so we recommend that you consider asking a gardener, a family member or friend to carry out an occasional tidy up, especially during the growing season.

The Trust offers a front lawn cutting service, which is provided by the grounds maintenance contractor. For further details please contact your Housing Officer.

Some residents have garden gradients where low growing shrubs have been planted, with the intention of them forming a good ground cover. It is the responsibility of the resident to maintain these areas. The communal grassed areas and beds are maintained by the Trust.

Rubbish and Storage: The council provides the standard bins and re-cycling boxes for you. It is your responsibility to dispose of your rubbish, including any bulky items. Accumulating refuse in your garden or home can look unsightly and attract vermin and is not allowed. NCC will normally provide a service for the collection of large and bulky waste items for a reasonable fee.

Pets: You can keep small caged animals and a cat or dog in your home.

We do not specify a maximum number of pets, but we ask that you do not exceed what is practical and sensible. The Trust's bungalows are not big enough to home a large number of domestic pets and as all our residents are over the age of 60, the responsibility of caring for animals can become more of a chore. Please be respectful of your neighbours and do not allow any pet to become a nuisance.

Pests and Vermin: If you have problems with rats, mice, insects or other vermin contact your local Environmental Health Officer at Newport City Council, who will offer help and advice. Be aware that they may charge for their removal services. The Trust is unable to assist with the removal of pests.

Loft space: The loft space in your home is not ideally suitable as storage space. A small amount of lightweight items would not pose a problem, but care must be taken not to obstruct the dri-master ventilation system located in your loft as this would impair its functioning.

Aids and Adaptations: All of our bungalows were built to lifetime homes standards to Welsh Housing Quality Standard (WHQS). This means that all the properties have:

- level access for ease of use by wheelchair users
- walk in showers
- energy efficient heating systems
- double glazing
- security double-locking doors
- outside security lights
- easily accessible electrical sockets
- passive ventilation systems

In addition, during the development stage, all of the tenants moving from the prefabs to the new bungalows were assessed by an Occupational Therapist and any additional Aids and Adaptations that were identified were installed. Some homes have, therefore, extra equipment installed prior to your moving in. As the development is now completed, the funds for extra Aids and Adaptation works is limited, but the Trust ensures that, where practical and within budget, that any requests are dealt with as fairly and as quickly as possible.

What shall I do if I require extra Aids and Adaptations in my property?

If you require extra equipment to help you remain in your home, you, your GP, your Health Visitor or Support Worker will need to contact Social Services and request an Occupational Therapist assessment, who will recommend to us what changes are required.

Typical requests are for:

- shower seats
- hand rails to bath and WC
- key safes
- additional lighting for the visually impaired
- flashing door bells for the hard of hearing
- electronic hoists

Although the installation of this equipment is carried out with no cost to you, if ongoing servicing or maintenance is required this cost is your responsibility and will be charged as an additional service charge.



Rent & Service Charges

If you are having difficulty in paying your rent, contact your Housing Officer immediately, who will try and help.

What is our rent and service charges used for?

The rent you pay is used to fund the maintenance and upkeep of your homes and to pay for the services we offer.

Any surplus from the rental income is spent on improvements to homes and services or to repay loans.

Can Newport Housing Trust Ltd vary my rent?

We may raise or lower your rent each year by giving you at least 28 days notice in writing (or at least 3 weeks in the case of Tenants transferring from the prefabs).

Any revised rent and service charges will be set out in a formal notice, which is normally sent to you in March each year.

Also, if we make a significant change to your home, like completing an extension, we will have your property re-valued for rent setting purposes and will change your rent accordingly.

Service Charges

In addition to the rent for your property, you will have to pay a landlord service charge. Like your rent these are reviewed annually and are based on the previous year's expenditure, plus any known increases. We consult tenants on the services we provide and present our service charge budgets to tenants' groups each year for consultation.

When Is my rent due?

Rent is payable weekly in advance commencing on the first Monday of your tenancy. Your rent is a **weekly** charge, regardless of how frequently you decide to pay. You need to ensure your account is sufficiently in credit so that you do not go into arrears before your next payment is made, particularly if you pay fortnightly or monthly.

If you fall into arrears your Housing Officer will write to you and then make contact with you either in person or over the telephone.

We appreciate that from time to time you may experience financial problems and we are here to listen and help you through these difficult times.

Paying your rent?

We want to make paying your rent and any other charges as simple and easy as possible. Therefore, we are always looking to introduce new and innovative ways to pay. Details of any changes will be included in our tenants Newsletter.

After you have signed for your tenancy, you will receive a payment card by post. You will need to use this every time you make a payment.

You can pay in any of the following ways:

- at any Post Office in the UK
- at our agent's office (if applicable)
- by sending a cheque directly to Newport Housing Trust Ltd
- by Direct Debit

You can also use your card at any outlet showing the following signs:



Payments can be made in cash, by cheque and by debit or credit card.

If you pay by cheque at a Post Office you need to make the cheque payable to 'Post Office Ltd'.

Some shops operating Payzone and Paypoint may not accept debit or credit cards; this is at the retailers' discretion.

Direct Debit

You can pay your rent directly from your bank or building society account. We are registered members of the Direct Debit Guarantee Scheme.

The following payment frequencies are available:

- monthly
- 4-weekly



Standing Order

The following payment frequencies are available:

- monthly

We will provide you with rent statements every 3 months.

If your account falls into arrears and we commence legal proceedings against you, we will send you a rent statement on a more frequent basis in order to comply with the pre-court protocol arrangements.

Difficulty paying your rent?

We expect you to pay your rent and service charges promptly, as we treat non-payment very seriously. We understand that some tenants sometimes have financial difficulties through no fault of their own. The Trust has a firm but fair policy on rent arrears.

If you get into difficulty, please contact your Housing Officer immediately for help and advice.

If you do not pay your rent or if you ignore the advice given, we will take action to recover the arrears. This will include legal action which may include taking possession by evicting you from your home. If this is the case, court costs will be added to your debt.

What happens if I am a joint tenant?

If you are a joint tenant you should remember that both you and the other joint tenant are equally responsible for the whole of the rent and we can bring legal proceedings for all the arrears against either or both of you, regardless of blame, income or status within the family.

What if I leave my home?

If you leave your home without having paid the rent in full, you will still remain responsible for the arrears until they are fully paid. We will take legal action for any outstanding monies owing from you, which may include passing any debt to a third party collection agency.

Debt advice

If you feel you cannot talk to us about your rent problems, you should still seek help and advice. Your local Citizens Advice Bureau will always be able to offer this advice and are independent of the Trust.

There are also some national free phone debt helplines which are:

- **National Debt line** on **0808 808 4000**
- **Consumer Credit Counselling Service** on **0800 138 1111**
- **Credit Action** on **0800 591 084**
- you can also access their website at **www.creditaction.com**

In addition to this:

- **Age Concern** provide information on income and benefits for older people and can be reached on **02920 431555** or **www.accymru.org.uk**

Reporting a repair

You can report a repair in one of the following ways that is most convenient for you:

- **Telephone:** Contact our dedicated Customer Services team on our free phone repair line **0800 028 5596** Monday – Friday 8.30am – 5.00pm

Out of Hours Emergency Repairs please contact Newport City Homes on **01633 381111**

Gas Leaks please contact Wales and West Utilities on **0800 111999**

- **Email:** You can email us directly at info@nht.org.uk, alternatively visit our website at www.nht.org.uk and click on Report a Repair where you will be able to enter your details and your repair request online. You will receive a response within 24hrs during office opening hours.
- **Post:** You can write to us at Newport Housing Trust, 6th Floor, Clarence House, Clarence Place, Newport NP19 7AA (only use this option for non urgent repairs i.e. Routine)
- **Fax:** Send us details of your repair to **01633 261991**.
- **Estate Surgeries:** In person at one of the regular surgeries.

Please do not rely on reporting a new repair to a contractor who may already be visiting your home to carry out a previously reported problem. It is your responsibility to contact the Trust **directly** to report any problems.

Repair	Responsibility	
	Ours	Yours
Basins, sinks, baths, showers and toilet flushing systems which were provided by us		
Blockages and wastes (attempt to clear)		
External joinery, doors and frames, window frames, glazing and catches		
External walls, roof & fascia boards		
Fencing, pathways and sheds		
Fuses and plugs on electrical appliances		
Gutters, drains, pipe works & gullies		
Light bulbs		
Plastering work to interior walls & ceilings (But not painting and decorating)		
Repairing appliances installed by yourself. i.e. cooker and washing machines		
Repairing minor fittings such as curtain poles or curtain rails or any fixtures added by you		
Replacement of damaged door furniture i.e. door handles, letterboxes and security chains		
Replacing plugs in baths, wash hand basins and kitchen sinks		

Repair	Responsibility	
	Ours	Yours
Reporting any criminal damage or vandalism to the police and obtain a crime reference number		
Re-setting the trip switch		
Setting heating controls		
Smoke detectors fitted by the Trust		
Toilet seats and lids		
Treating household pests (The environmental health team of the Local Authority may be able to help you)		
Wiring, fixtures and fittings for heating, drainage, power and lighting		

Our service to you

There is advice and guidance in this Handbook, but please remember you can always phone us if you are in any doubt or are unsure of what to do.

When you report any repair to us, to ensure we are able to provide you with a professional and efficient service, please let us know:

- Your name, address and phone number;
- Details of the item that needs repairing, providing as much information as possible;
- Availability – let us know of any days you are unavailable, which will prevent contractors from arriving when you are not available.

What happens next?

Dependant on the nature of the repair we will either raise a works order directly with a contractor, or for more complex problems arrange for a visit from a surveyor. You will be informed of this at the time of your call.

After the inspection the surveyor who visited you will send us a report detailing the problem and the recommended remedy. Sometimes the surveyor can advise that no repair is required at all.

We will inform you of the response time when we place the order.

The response times are:

- **Emergency** **3 hours (in extreme cases)**
- **Emergency** **24 hours**
- **Urgent** **7 calendar days**
- **Routine (non urgent)** **28 calendar days**

The contractor will contact you to make an appointment, where possible. For emergency repairs you are expected to stay at home until the contractor has attended.

Response times – how quickly?

The following table shows how we decide on the priority of the repairs and assess whether they are a risk to health and safety.

Category and target date	Types of repairs
<p>Emergency: Assessed due to the severity of the situation, this will be either a 3 hour emergency or a 24 hour emergency. This priority is to make safe, and remove any immediate danger to any person or serious damage to the property. Sometimes follow-up work will be required at a later date.</p>	<ul style="list-style-type: none"> • Severe roof leaks • Burst pipes • Blocked drains/toilet • Loss of power/light (not resetting trip switches) • Loss of heating in cold weather (between the 31st Oct and the 1st of May) • Insecure external doors or windows



Category and target date	Types of repairs
<p>Urgent: We will respond to you within 7 calendar days for repairs that should be conducted quickly.</p>	<ul style="list-style-type: none"> • Repairs to stop water leaks. Plumbing works such as, sinks, heating systems and baths • Depending on situation repairs to the external window and door locks • Faulty wiring or electrics • Small roof leak due to missing roof slates • Re-glazing • Partial loss of heating i.e. some radiators
<p>Routine: We will respond within 28 calendar days for repairs that are non-essential or general repairs.</p>	<ul style="list-style-type: none"> • Broken gutters • Minor plumbing • Plastering • Internal door locks/handles

Things to be aware of

- We may need to carry out an inspection of your repair or issue, before the repair itself will be carried out.
 - The telephone number for the Out of Hours is for emergencies ONLY.
 - If we believe we can solve an issue by talking you through how to rectify the fault, we would expect your full co-operation. The following are examples of things we would not necessarily consider a repair and you **may** be recharged for:
 - How to reset your trip switches
 - How to re-pressurise your boiler
 - How to change the temperature settings on your thermostat
- (We appreciate that not all tenants can carry out these tasks and would ask that you have a friend or family member who can do this for you).
- You may be charged for any damages caused by you, a family member or visitor or something not deemed to be fair wear and tear.
 - If any damage is caused through vandalism, you must contact the police and obtain a crime reference number to ensure you are not charged for putting right the damage.
 - We strongly advise you to take out home contents insurance. There are policies that provide cover against damage to your TV, carpets, furniture, clothing and other household contents, if, for example, you had a fire or flood or burst pipe. Insurance policies would also cover for lost or stolen keys and for certain items stolen in a break-in.
 - The Trust will not be liable for loss or damage to your personal contents.

Servicing of equipment

We are responsible for the annual maintenance and service of your boiler, passive ventilation system, smoke alarms, anti-scald valves and some disabled adaptations which have been installed in some properties.

Gas Servicing

We are obliged by law to carry out gas safety inspections every year. These checks are **essential** to make sure the gas supply is safe and that you and your household are not at risk from carbon monoxide poisoning. We will always try to arrange a convenient time with you to do this. If you refuse us access to your home to carry out the service, we will take legal action to enforce the terms of your Tenancy Agreement. This could lead to a Court Order to allow us to enter and could even result in you losing your home.

You should ensure that any obstructions are removed to allow easy access for the contractor to carry out the service.



Satisfaction surveys

Once the repair has been reported we will send a questionnaire for you to complete. We welcome and encourage your feedback as these are used to monitor our performance and to ensure that we offer you continuous improvement.

How to identify a fault

When you report a repair there will be specific information that we need to ensure we are advising our contractors correctly about what the problem is. We have put together some illustrations and handy tips to help you when you need to report a repair. Some of the illustrations may not correspond exactly to what you have in your property; they are just a guide to help you.

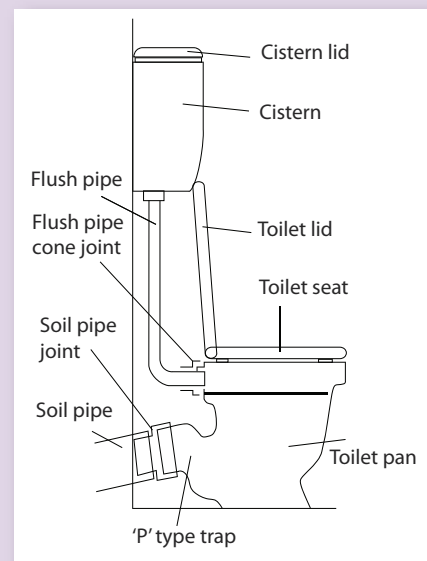
We will ask you to help us get the repair right by asking the following questions. **Don't worry if you don't know the answers!**

Toilets

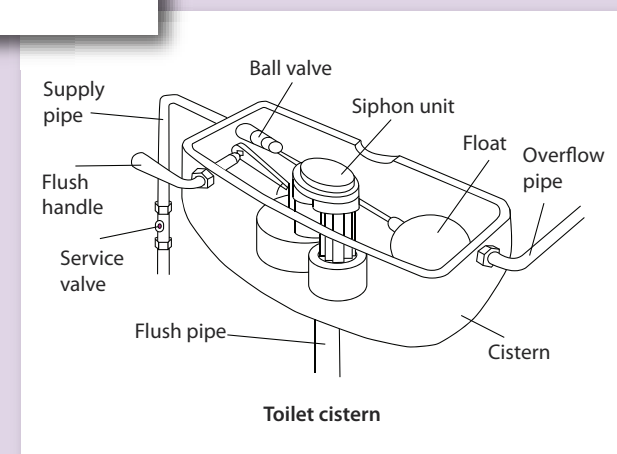
It is the tenant's responsibility to try and clear a blockage, replace toilet seat lids and repair any damage that is not due to wear and tear.

You should always try and clear away a blockage, if it is due to inappropriate material, the Trust may re-charge you.

We need to know what the problem is:



- Is the toilet blocked?
- Is the overflow running?
- Is the cistern leaking?
- Is the seat broken?
- Is the toilet pan cracked or leaking or is the toilet flush not working?
- If a leak is from a pipe at the back of the toilet, is it from the flush pipe, or soil pipe, or the valves that connect them?

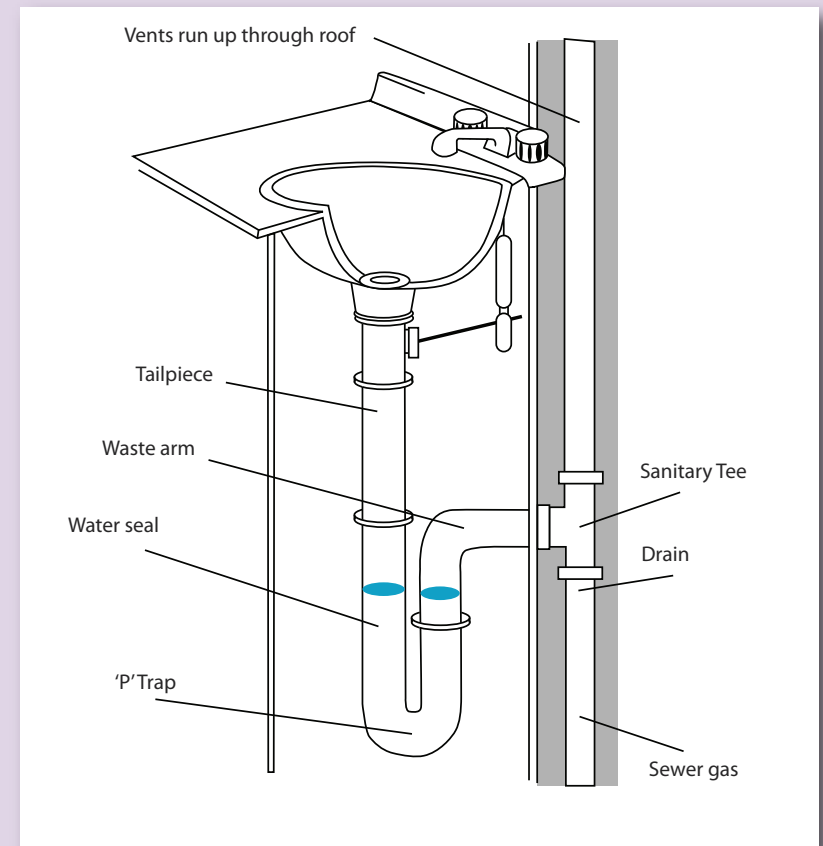
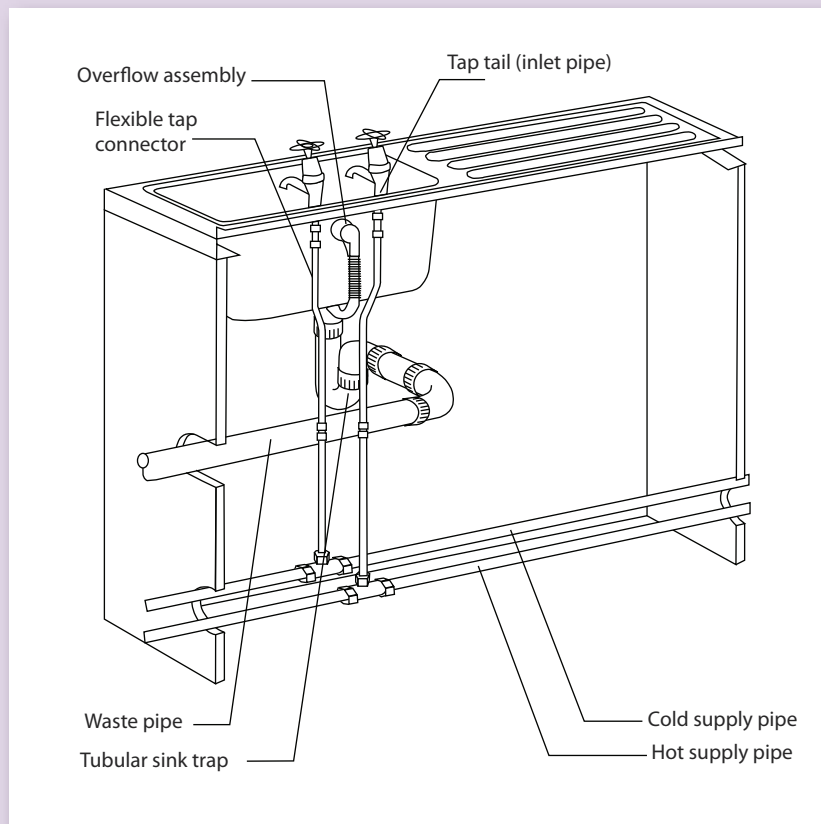


Sinks and Basins

(also applies to baths and showers)

The tenant is responsible for cleaning baths, sinks, basins and showerheads. You will also be asked to replace plugs and chains on baths, basins and sinks. If there are any specialist items you have had installed yourself, then you will be responsible for these repairs as well as repairing any damage caused by yourself or family members.

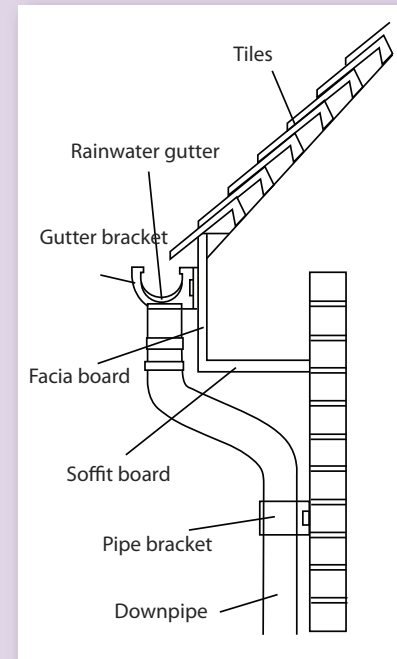
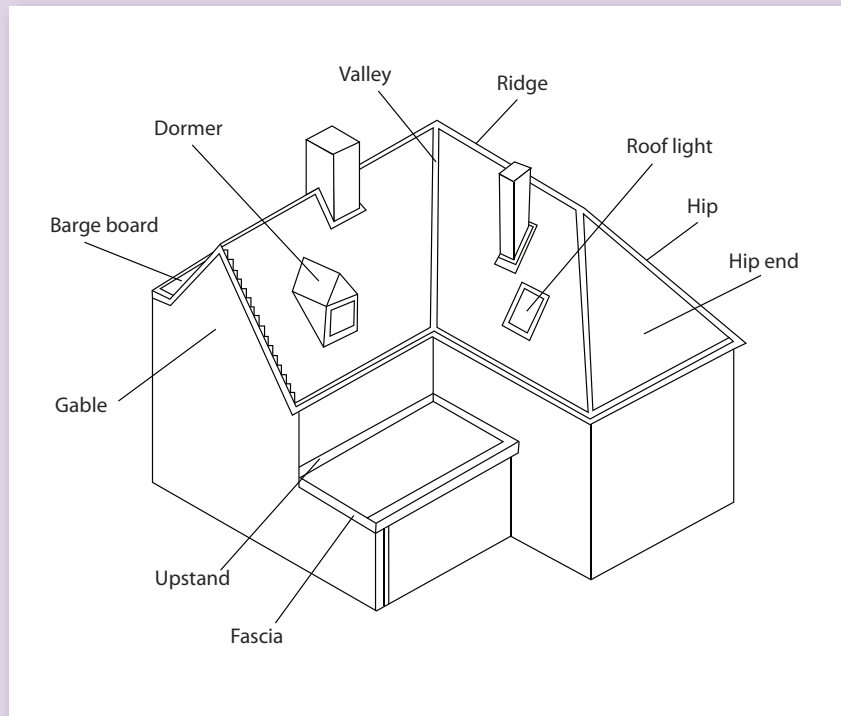
You should always try and clear away a blockage, if it is due to inappropriate material, the Trust may re-charge you.



- Is the waste pipe leaking or blocked?
- If there is a leak under the sink – which pipe is leaking?
- Does it leak only when the water is turned on?
- How bad is the leak? Is there a constant drip?
- Is the tap dripping or leaking?
- Which tap is it? Is it the hot or cold water tap?
- Is the shower riser unit loose?

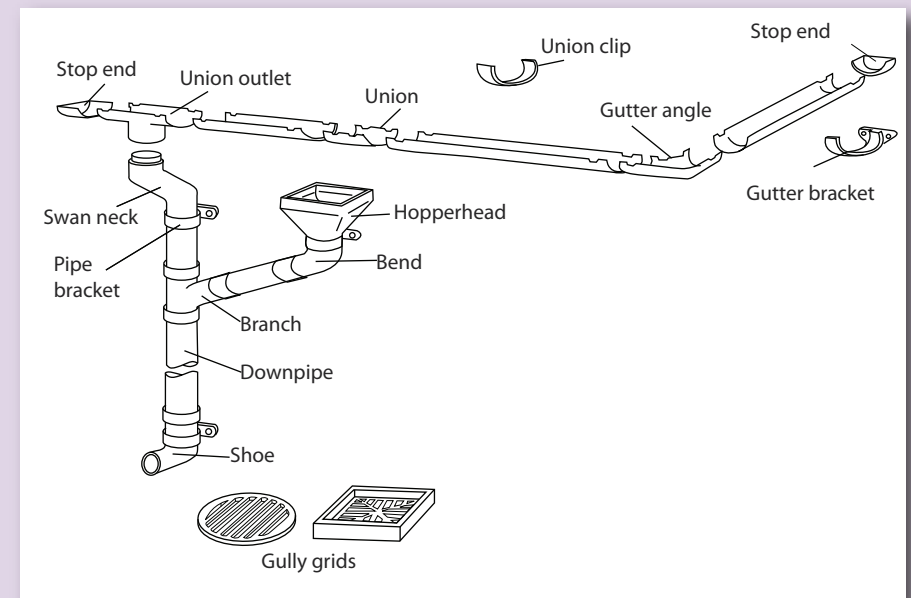
Gutters and Roofs

It is the tenant's responsibility to ensure leaves and rubbish are cleared away from the gullies to prevent blockages. If you wish to put up additional television, radio aerials or satellite dishes outside your property (although you must ask for permission in writing before hand) again this is the tenant's responsibility. Also for repairing any damage that has been caused by you or a family member.



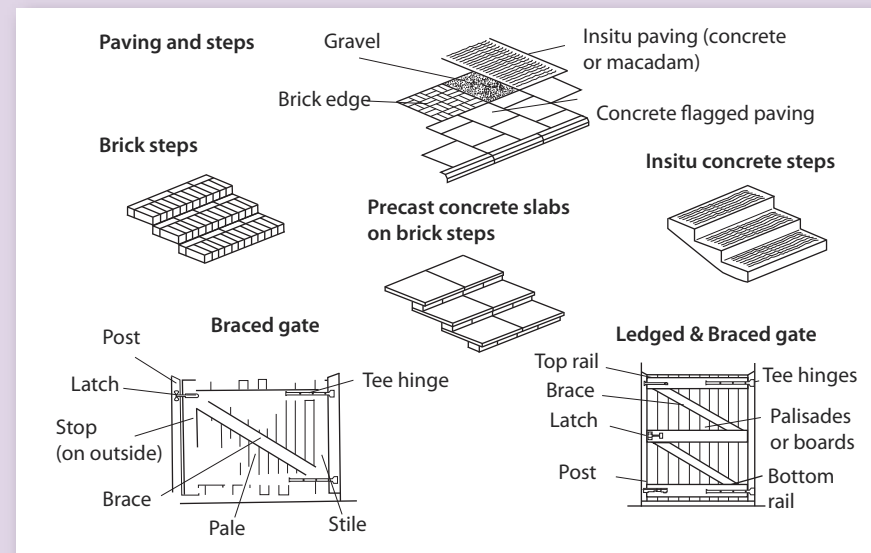
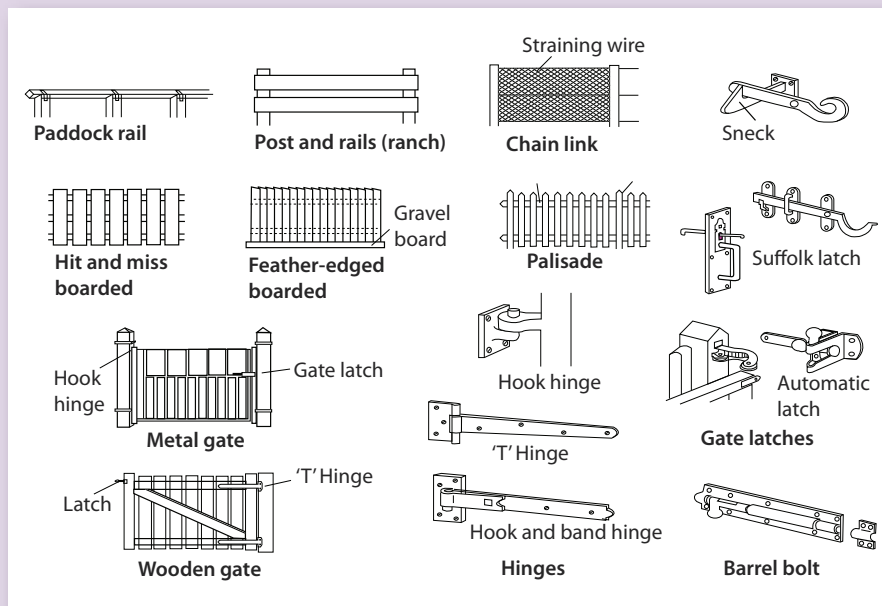
We need to know what the problem is:

- Is the gutter or down pipe loose, leaking or blocked?
 - Is the gutter or pipe bracket loose or broken?
- Do you have a leaking roof? If so where is the leak and does it come through into the property? Do you have loose slates or tiles? Are any of these broken?



Gardens and fences

If there is any damage to your fencing, paving or shed in and around your garden, depending on the severity the Trust will issue a repair. If the damage is caused by yourself or family you may be re-charged for any repairs undertaken. If the fences are due to be stained and/or repaired/replaced as part of the cyclical planned works programme, the works will be done at that time.

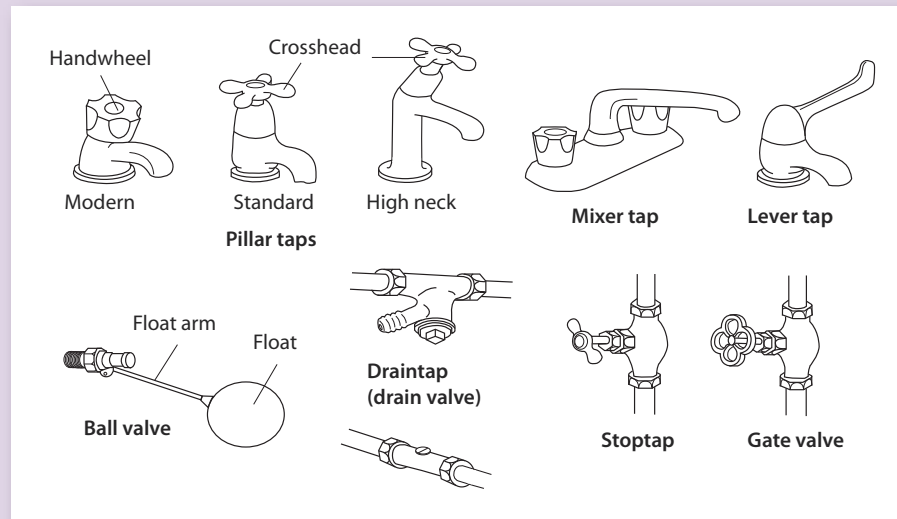


We need to know what the problem is:

- Where is the fence/path? (front, rear or side)
- What is the problem – fence loose, broken, gate sticking, and path uneven/cracked?
- What is the post/panels/gate made of?
- Is the fence shared between yourself and neighbour or next to a footpath?
- How high is the gate/fencing?
- Is the situation dangerous?

Taps and pipes

It is the tenant's responsibility to prevent water in the pipes and taps from freezing in harsh weather conditions, ensuring that you know where the main stop tap is in case of emergency. To prevent this, you may leave the heating on a low setting even if you are not at home. If any damage is caused to any pipe or tap that is not due to wear and tear you will be re-charged for the repair.



We need to know what the problem is:

- What is the problem: has the pipe burst, tap leaking, pipe under the sink leaking?
- If there is a leak from under the sink, where is it coming from, the waste pipe, pipe joint?
- If the tap is dripping, what type of tap is it? How much is it dripping?

Windows, doors and locks

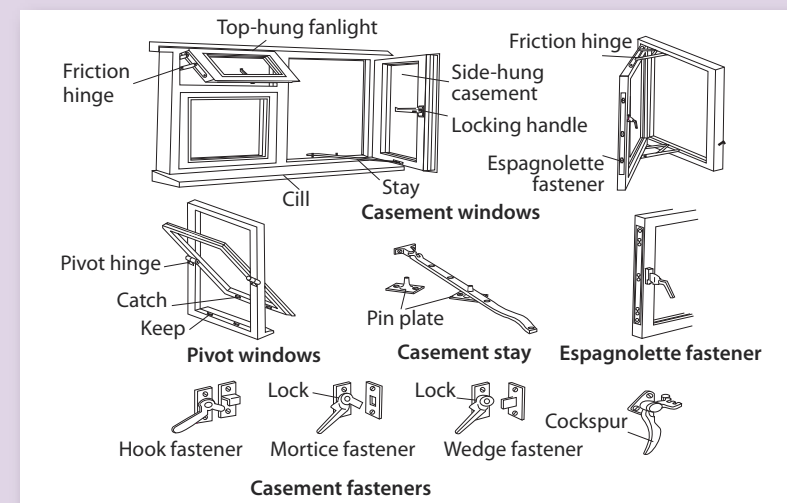
If a door or window that is damaged is caused by an act of vandalism or other criminal action you must notify the police and obtain a police reference number. If you do not report this to the police you may be re-charged for the repair.

If the window, door or locks are broken we need to know some details before you call us to allow us to assess the situation.

Windows:

We need to know what the problem is:

- Is the glass cracked or broken?
- Is the frame loose?
- Is the lock broken or merely damaged?
- Can it be locked (is your home secure)?
- Where is the window?
- Which door – front or back?



Doors/locks:

If you lose your keys or are locked out, the repair will be re-charged to yourself. This is also the case if any damage has been caused by you, friends or family or any visitors to your home.

We need to know what the problem is:

- The lock is stiff, key not turning properly or not fitting properly into the keep.
- Is the lock or handle broken, door sticking, not aligning properly or damaged?
- Is the rubber seal coming away from the door?
- Which door is it, front back or patio door?
- Is the property secure?

Ensure keys are not left on the inside of the door as you will not be able to use a spare key to gain entry if you lock yourself out.

Heating and boiler issues

It is the tenants' responsibility to ensure that the heating controls such as room thermostat and timer are set correctly. You will have a time clock or digital programmer on your boiler, this will set the times you want your boiler to come on and off.

If you suspect a gas leak call Wales and West **immediately** on **0800 111 999**. Do not switch on anything electrical, light a match, smoke or use a lighter until you are absolutely certain that the issue has been resolved.

Things to check before you call:

- Check if the electric switch is on
- Check if the pilot light is on
- Check that the thermostat is set correctly; this should be between 20°C – 30°C
- Check that the timer is set correctly
- Are the radiator valves turned up
- Have you attempted to re-pressurise the boiler?

What we need to know:

- Can you smell gas? (If yes contact **Wales and West** immediately on **0800 111999**)
- Is the central heating working? Is there a flashing red light? What does the digital reading say?
- Do you have either heating or hot water or none?
- Do you have any other source of heating? Is the boiler leaking?
- Is the radiator leaking, where is it leaking from? Can you contain it?
- If the radiators are not warming up properly, how many radiators are affected? Have you tried turning up the valve?



Handy Tips

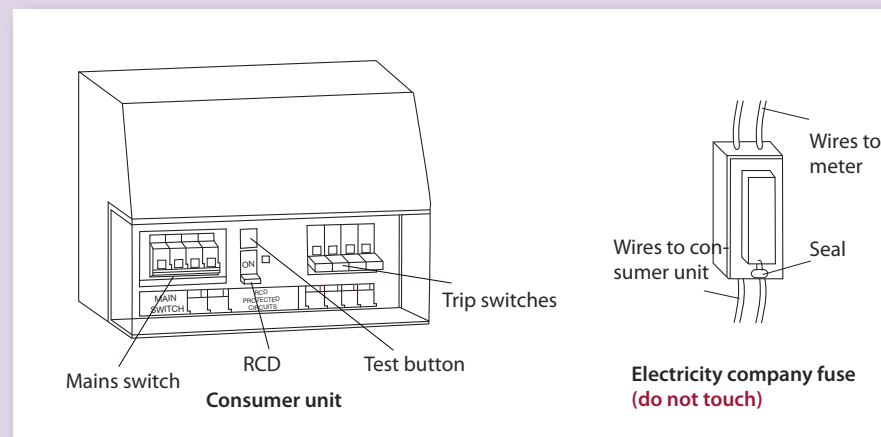
Re-setting your trip switch:

Modern circuits are fitted with a breaker fuse system. A switch is tripped when there is a fault.

Switches can trip for a number of reasons, such as an overloaded circuit (too many appliances used at once), a faulty appliance, and faulty connections or appliance leads.

If a switch has tripped you should unplug all appliances, flick the switch back on and then re-plug the items one by one. If it trips again you know this item is faulty.

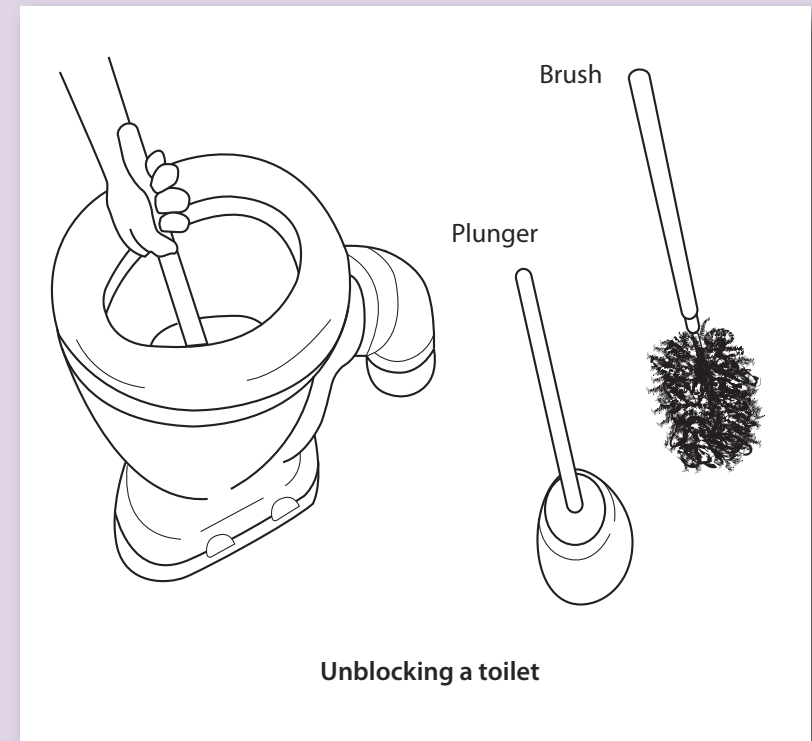
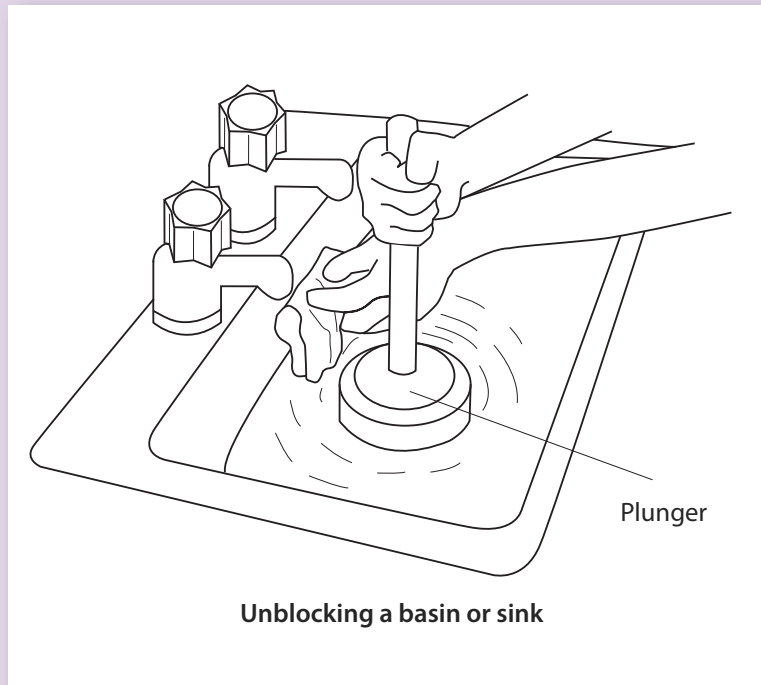
If the electric does not come back on, there is a red switch on the centre of the fuse box, this only trips half way. Pull the switch **down** and push all the way up again, this is the main trip switch.



Unblocking your sink or toilet:

Blockages in basins and sinks are usually caused by a build-up of fat, tea leaves, hair and so on.

Clean out the trap if a waste pipe is slow to drain but not blocked. Put a bowl under the trap and unscrew the joints. Remove the trap. Clean it and replace it, checking the seals are in place and all joints are screwed up tightly.



Blockages in toilets are usually caused by unusual objects such as nappies or air fresheners. You must not use toilets as waste bins. Do not balance air fresheners on cisterns or attach them to the rim of the pan as they may fall in.

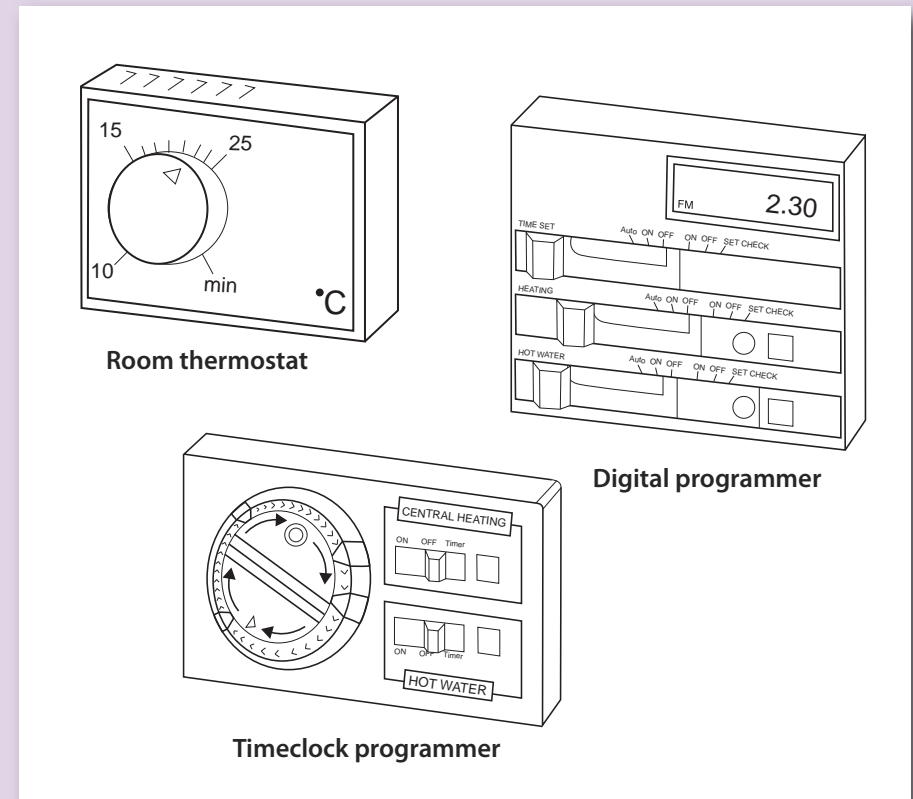
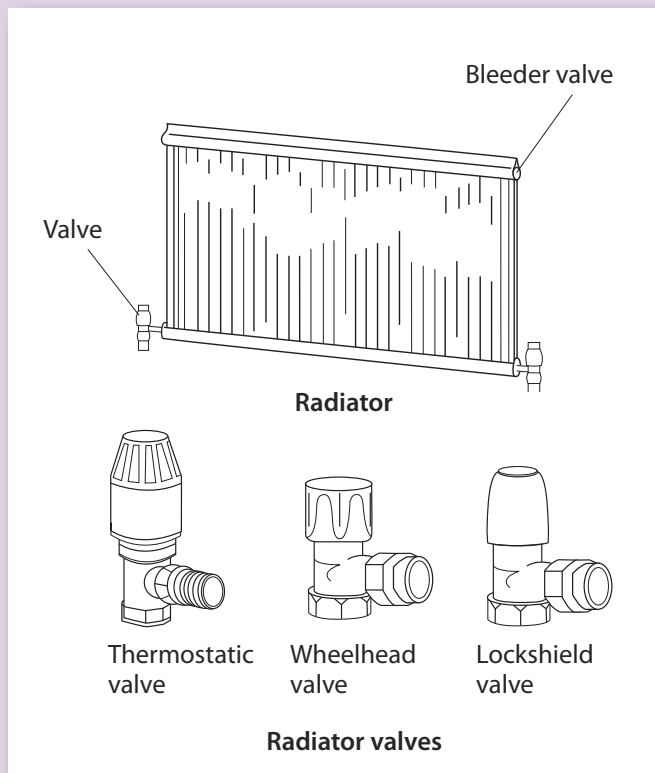
If more than one fitting (sink, basin, bath or shower) is blocked, the problem may be in the main drainage. Call the repairs service.

Heating:

If you have no heating and your radiators are cold try turning up the thermostat in the hallway as it may be that the room temperature has reached that temperature. It is recommended by the manufacturer that this is between 25 and 30°.

Check that the timer is set correctly on the boiler. It may be easier to use the on/constant switch and turn on/off as required, if the timer is faulty and until any repair work is completed.

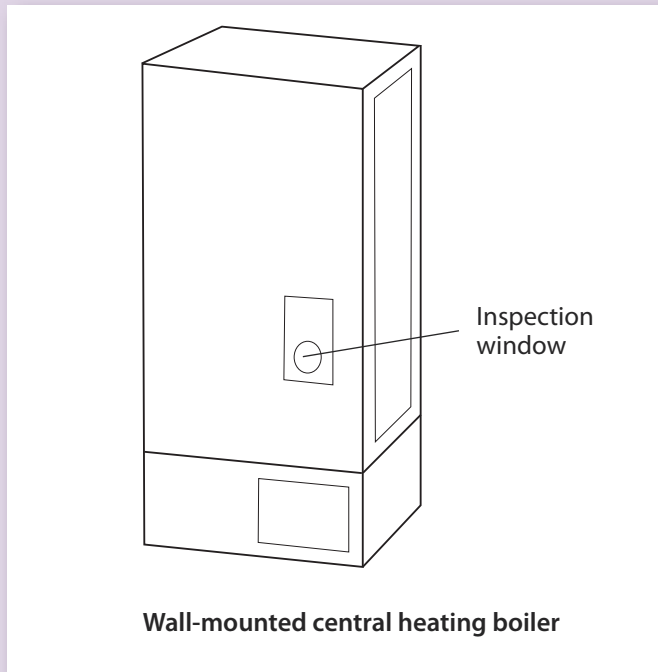
Turn up the temperature on the radiators; it may be that they are too low a setting.



We strongly recommend that you adjust the heat in your home by using the room thermostat in the hallway rather than re-setting the boiler or radiators

Do not bleed your radiators. Combination boilers will have either a pressure gauge or a low pressure light on the front of the boiler.

This may cause the pressure to drop and a flashing red light will appear on your boiler. This means that the boiler has now shut off and you will have no heating or hot water.



Re-pressurising your boiler.

To re-pressurise your boiler you need to find the blue valve which is either underneath the boiler, towards the back or in the cupboard under the sink. Once this has been found, turn the valve a quarter of a turn clockwise until the pressure gauge reaches 1½ – 2 bar (marked on gauge) then shut off valve by turning to left. You should hear the release of pressure. The pressure should rise again and the boiler will begin to work again and the green light should appear. Close the pressure valve. It is normal to have a little water come out.

Contact the Trust if the boiler does not re-pressurise.

Tenant re-charge

Don't be worried by the title! We always take account of the circumstances and the vulnerability of the tenant and in some cases the amount will be recommended by the Housing Officer to be 'written-off'.

The Trust is responsible for ensuring that the housing stock and fixtures and fittings are kept in good repair and that an effective and responsive service is provided.

All the services that we provide to you have to be paid for from your rents and service charges and it would not be fair or equitable if the costs incurred by individual tenants in carrying out repairs/replacements caused because of neglect/deliberate or accidental damage/misuse/loss were passed on to all tenants, by having to increase the rents.

Categories of repairs

There are two categories of repairs – Essential and Non-Essential.

- Essential repairs are where there is a significant risk to Health & Safety or security, or risk of further damage to the property.
For example:
 - o Total loss of electric power
 - o Blocked or leaking foul drain, soil stack or WC pan (where there is only one WC in the dwelling)
 - o Repair/replacement locks to windows or doors, where property is insecure
 - o Broken windows

- This is not an exhaustive list and each case will be dealt with on its own merits.
- Any repair which does not constitute either a Health & Safety or Security risk is classed as non-essential.

What does this mean for you?

If it is established that the repair/replacement requested falls within the Tenant Re-Charge Policy, you will be advised at the time you report the problem to the Trust that you will re-charged. (If you report the problem to the Out of Hours Service, which operates after 5.00pm and weekends, you may not be advised of this, but you can ask the operator if you are likely to be charged).

If the repair/replacement is **essential**, a job **will** be raised immediately and will be treated as an **emergency** category repair.

If the repair/replacement is **non-essential**, the work **will not** be undertaken until a substantive part of the costs have been paid.



What repair/replacement requests will I be responsible for?

The following list is not exhaustive, but gives an indication of the range of repairs/replacements you will be responsible for:

- Replacement of external keys including replacement of locks or barrels, when keys are lost
- Gaining entry where locked out, including making good any damage
- Repairs due to incorrect installation of appliances by tenant or a contractor employed by a tenant
- Replacement of damaged door handles, letter boxes and door knockers
- Rectification of a repair of unacceptable standard or improvement work undertaken by tenant
- Clearing blockages, waste pipes to sink, bath, wash hand basin and lavatory waste pipes and drains blocked by household refuse, cooking fat and non-flushable items
- The repair of any damage caused in the erection or subsequent removal of television or radio aerials
- Glazing broken intentionally or through negligence of the tenant or their household or visitors (if the breakage is due to criminal damage, the re-charge policy will not be applied **provided that a** Crime Reference Number (CRN) is provided)

- The repair of damage caused by the connection of dishwashers etc
- Rubbish clearance
- Break-in and damage not reported and proven to police as criminal damage
- Removal of mice and other vermin or pests, including infestation caused by the tenant or their pets
- Replacing plugs and chains on sinks, basins and baths
- Replacing broken WC seats
- Damage to fixtures and fittings caused by negligence of tenant or visitor
- Re-setting electrical trip switches, where the contractor has been unable to find a fault with the electrical circuit
- Re-pressurising gas boilers, where the contractor has been unable to find a fault
- End of Tenancy repairs and clearance

Will I always be charged?

Individual circumstances will always be taken into account when deciding whether or not you should be re-charged, for example the additional wear and tear has been reasonably caused by the tenant's disability or state of health, or the keys have been lost due to the tenants mental health.

The Planned and Cyclical Maintenance Programmes will always be discussed with tenants at the Resident meetings prior to starting the works.

Cyclical Maintenance

All our properties are included in a 5 year rolling cyclical maintenance programme, which includes the following:

- external decoration works to clean the guttering
- stain and/or repair/replace the external fencing and sheds
- paint/stain the door frames and front and/or back doors
- repair/replace/decorate any property specific external timberwork

If you wish to know when your bungalow is due to be included on the programme, please contact your Housing Officer. You will be advised, in advance of any works taking place.

Planned Maintenance

In addition, we carry out stock condition surveys to identify repairs needed to the inside and outside of your home. This may identify the replacement of boilers, kitchen units, bathroom fittings, windows and any other items for which the Trust has responsibility to maintain. These planned programmes will be carried out on a cycle according to the lifespan of the specific item (how long it will last before it has to be replaced).

I am dissatisfied and would like to make a complaint

If you have contacted the Trust and are dissatisfied with the first response you have received you can make a formal complaint and seek further information or assurances from the Trust.

The complaints procedure:

You may make a complaint by Telephone to
0800 028 5596

- By letter to: Newport Housing Trust Ltd
6th Floor, Clarence House
Clarence Place, Newport NP19 7AA
- By e-mail: info@nht.org.uk
- At a Public Meeting organised by the Trust or recognised Residents Groups
- By a petition or through a Customer Comment slip (e.g. Repairs)
- You can also make a direct complaint to the Trust through a member of the Board of Directors who will pass your complaint to an Officer of the Trust.

The Complaint will initially be dealt with by an Officer of the Trust or their agents and you should receive a written acknowledgement within 5 working days. There should be a full written response within 10 working days or reasons for additional time required being given. If the response is unsatisfactory you can appeal to the next stage as described on the following page:

Stage 1 Initial Complaint – acknowledged by Corporate Services – passed to responsible/operational officer for investigation and response

Stage 2 Trust Head of Operations

Stage 3 Trust Chief Executive

Stage 4 The Board of Directors (Represented by the Chair or an appointed Working Group)

At any stage during the Complaints procedure you have the right to contact the:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed CF35 5LJ

Tel: **01656 641150**

Fax: **01656 641199**

Email: **ask@ombudsman-wales.org.uk**

Web: **www.ombudsman-wales.org.uk**

Complaints – Definitions

A complaint is an expression of dissatisfaction however made about the standard of service, action or lack of action by the Trust, its staff or agents acting on the Trust's behalf, affecting the public, tenants or customers.

It is not a complaint when the customer requests an initial service, information, guidance or advice or an explanation of Trust policy or practice. However, wrong advice previously given may be grounds for complaint.

In most cases complaints can be dealt with on the spot if made in person or on the telephone. If the tenant(s) is not satisfied with the explanation given or the action promised in response to the complaint, the details will be recorded and the complaint passed on to a more senior member of staff to resolve.

If the complaint is of a more serious and/or complex nature and cannot be resolved at the time (if delivered in person or on the telephone) the complaint will be written down and passed to the relevant officer for consideration.

A complaint is not...

A disagreement with, or refusal to accept a Government regulation which we are applying; a disagreement with a stated Trust policy; or, a routine request for a service – for example, the reporting of a repair to your home.

Anonymous Complaints

The Trust (and its agents) will expect all formal complaints to be made either in writing or in person with the name and address of the complainant recorded. However, in the event that a complaint is received anonymously the details shall be passed in all cases to the Chief Executive who will decide what action, if any, will be taken in respect of the complaint. The Chief Executive will consider the nature of the complaint and any evidence to suggest whether the complaint has substance, is a hoax, or merely an attempt to discredit the Trust and/or its staff.

It will be the Chief Executives decision whether or not the complaint warrants further investigation or not.

In all cases, the Chief Executive will record the complaint for monitoring purposes.





Ridgeway Community Centre – Ridgeway Residents Association

The residents group was established in 2000; located on Ridgeway Hill.

The group has an Older Person's keep-fit club, plus a slimming club and cake decorating classes. The residents group is currently working with a Community Development Officer who is helping to get new groups started like a silver surfer's computer class and various other activities. If anyone is interested then please come along – you will be most welcome.

Since 2008 the Ridgeway residents group successfully applied for a grant of £5,000 from the award for all Wales. We have used this for the benefit of our residents, doing two day tours last year plus a Turkey and Tinsel holiday to Eastbourne, as well as a trip to the Riverfront Pantomime. We put on a Christmas dinner at the Parc golf club – Coedkernew. We hold fish and chip suppers at the Ridgeway Community Centre **regularly**.

In 2009 the group organised five one day tours for £3 each for our Newport Housing Trust residents. We visited the Cotswolds; Brixham & Paignton; Weymouth; Elan Valley and Aberystwyth; Swansea and the Gower and also a holiday to Llandudno in April with each resident receiving a discount. The outings are scheduled for May – September, every year.

In 2010 the group will be starting a book reading club in the Community Centre on Ridgeway on Wednesday 1st April 2010, starting at 7pm. Please come along, all are welcome.

There is not a dedicated Newport Housing Trust community group at the Gaer, however the Trust are keen to encourage this. In the interim period the Gaer residents are more than welcome at either established group at Ridgeway or Bishpool and Treberth.

For further details, please telephone the Trust on **01633 261990** and speak to Corporate Services, who will be happy to provide additional information.



Bishpool and Treberth Community Group

The Community Group was established in 2000; the early days of the bungalow development.

The Group has eleven committee members and meet for committee meetings every two months.



Recently a new temporary community facility was erected between the two estates of Bishpool and Treberth and this was officially opened in June 2008.

The group hold weekly Bingo sessions, and painting and sugar craft classes that started in the autumn of 2009. Various day trips are run throughout the year and have included trips to McArthur Glen Shopping Mall, Bourton-on-the-Water, Porthcawl and a Christmas holiday in Torquay.

The unit is open every Friday morning from 11am and we welcome residents to come in and have a chat and a cup of tea or coffee.

Any resident on the Newport Housing Trust estates who would like to join in any activity, please come on a Friday and have a chat to one of the committee members – all are welcome.

There is not a dedicated Newport Housing Trust community group at the Gaer, however the Trust are keen to encourage this. In the interim period the Gaer residents are more than welcome at either established group at Ridgeway or Bishpool and Treberth.

For further details, please telephone the Trust on **01633 261990** and speak to Corporate Services, who will be happy to provide additional information.



How to get involved and have your say

We believe in giving you the opportunity to influence and shape our services and ensure that you have the chance to become as involved as you would like. After all, our residents are at the heart of everything that we do now and in the future and have helped and shaped the way the Trust has evolved.

You can get involved in several ways:

- Join one of our Tenant Focus Groups
- Become a trained member of the Reality Focus Group
- Attend Joint Residents Group meetings, which are held every quarter
- Attend the Annual Residents Group meeting, normally held in January
- Join your local Residents Group or consider setting up a new group
- Become a Tenant Board Member

For those of you who do not want to take an active role, but would still appreciate your voice being heard, there are various ways this can be achieved:

- Complete and return the Customer Surveys. These are a quick and easy way for you to let us know your views and help us to improve the services we offer
- Read the quarterly Newsletters and provide us with feedback
- Telephone or write to us with your comments
- Make your voice heard via our comments page on the website

Useful Information & Contacts

Emergency Control Centre,
Newport City Homes:
*(For emergency repairs out
of hours: 5pm to 8.30am
Monday to Friday, weekends
and bank holidays)*
01633 381111

Police
(Non emergency)
01633 244999
(Emergency)
999

Gas Leak
Call Wales and West Utilities
0800 111999

Total loss of Electricity
Call Western Power
Distribution on
0800 0520400

Welsh Water
0800 0520130
or visit
www.dwrcymru.co.uk

Newport City Council
Civic Centre, Newport
NP20 4UR
01633 656656
or email
info@newport.gov.uk

Newport City Homes
01633 381111
www.newportcityhomes.com

Citizens Advice Bureau
Corn Street, Newport
01633 265688

Are you feeling a little unwell
but not in need of medical
attention? Just want a little
advice? Then call NHS Direct
Wales on
0845 4647 or visit
www.nhsdirect.org.uk

Shelter Cymru: advice line
08450 755005

Bus Station Enquiry Office
(Newport Transport)
01633 263600
24hr National Rail Enquiries
08457 484950
Care and Repair
02920 576286

Crime Stoppers
0800 555111

Age Concern & Help the
Aged **0800 009966/02920
431555**

Disability Wales
02920 887325

RNIB Cymru
02920 450440

Shop Mobility
01633 673845

The Samaritans
0845 790 9090 or visit
www.samaritans.org.uk

Tenant Participation
Advisory Service *(Cymru)*
02920 237303

Welsh Tenants Federation
01685 723922
www.welshtenantsfed.org.uk

The Pension Service
Pension Credit
0800 991234
State Pension
0800 7317898

Welsh Assembly
Government
www.wales.gov.uk
or **0845 0103300**

Direct Gov – easy access to
public services
www.direct.gov.uk

South East Wales Race
Equality Council
01633 250006

Gas/Electric Suppliers
Swalec **0800 0525252**
British Gas **0800 0480202**
NPower **08450 714525**
E.On **08450 599905**

Newport Housing Trust Residents Drop-in Surgeries

WHERE?

WHEN?

**Bishpool/Treberth
Community Facility**

**1st Thursday of every month
(from 7th February)
10.00am – 12.00pm**

The Gaer Community Centre

**3rd Wednesday of every month
10.00am – 12.00pm**

Ridgeway Community Centre

**3rd Thursday of every month
New surgery time from
17th April
2.00pm – 4.00pm**

Come along and see your Housing Officer with any housing related problems or queries you have.

Dates and times are correct at the time of printing. For details of any changes which may have occurred, please contact the Trust on 01633 261990.

Monitoring our Performance

How do we know if we are providing a good service?

There are several areas of the service that we provide to you that we have to monitor and report to the Welsh Assembly Government. These are known as Key Performance Indicators (KPI's). These are reported on an annual basis and the results are published as a league table, with our results compared with the other Social Landlords in Wales.

The Trust targets are continually reviewed, in consultation with tenants, to ensure that we perform within the top 25% of Social Landlords. For 2009/10 the targets are as follows:

Key Performance Indicator	Target
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How much rent is collected	98.76%
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The number of days taken to carry out emergency repairs	1 day
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The number of days taken to carry out urgent repairs	7 calendar days
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The number of days taken to carry out routine repairs	28 calendar days
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How much rent arrears is owed by current tenants	1.3%
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How much rent arrears are owed by former tenants	0.5%
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How much rent was lost due to properties being empty	0.4%
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How many days did it take to complete the void works	14 calendar days
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In addition, we also have targets and monitor areas which our tenants have told us are important to them. As an example, we have a target of 15 seconds or four rings in which to answer telephone calls and a target of five days to acknowledge correspondence. For a full list of Service Standards and the Trust's targets, please contact a member of staff.





Newport Housing Trust
Ymddiriedolaeth Tai Casnewydd

6th Floor, Clarence House, Clarence Place, Newport NP19 7AA.

www.nht.org.uk