

Local Housing Strategy 2012-17



Regeneration & Regulatory
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Foreword

This Strategy is based on extensive consultation with the people of Newport. Throughout the summer of 2011 we went out into the community and asked people in Newport major housing issues were in the city. The main themes of this document come directly from this consultation.

This strategy also reflects major legislative changes that occurred after the consultation period ended. In early 2012 the Welfare Reform Act became law, and with it began a series of major changes to the benefits system.

Many people in Newport are already feeling the impact of changes to Local Housing Allowance, Income Support and Employment Support Allowance. Over the coming years a cap on benefits, reductions for people under occupying socially rented properties and the introduction of a universal credit are all due to be implemented.

These changes are already increasing demand for housing and advice services in Newport. Our challenge will be to continue to work with our partners to deliver a high quality service, which meets the changing needs of the people of Newport.

This strategy is integral to meeting that challenge. It sets out our priorities for forthcoming years, supported by clear commitments and actions. We have also tried to make it a practical document, with lots of useful information. Throughout the document you will find links to various websites where you can find further information about the work the local authority and its partners are undertaking on a particular issue. There is also a directory of organisations that can provide further advice and support in relation to housing.

This is a strategy for the people of Newport, and I would welcome your views on the strategy and its content. At the back of this document you find details of how you can submit your comments and suggestions. These will be vital in developing future strategies and ensuring the people of Newport have the good quality housing they deserve.



Paul Cockeram
Cabinet Member for Social Care and Wellbeing

Introduction

In 2010, local community planning produced the document 'Feeling Good About Newport', which sets out the improvements that local people want to see in the city, and how they will be achieved. Good quality, affordable housing and the regeneration of local communities is seen as vital in improving the lives of local people. The National Housing Strategy for Wales 2010 states, 'Housing is the bedrock of communities. It drives the demand for local services, shops and facilities. People's homes are the focus for the delivery of many services such as health and social care services.'

Newport is a growing city; its population is expected to increase by over 4% between 2010 and 2020 with more people living alone, and more people aged over 65. We need to make sure that, as far as possible, the city's housing stock matches the needs of the people who want to live here.

Most Newport households live in owner-occupied homes but the local housing market has been affected by the UK's economic recession and the banking crisis. Mortgage lending has been tightened up and many would-be first-time buyers are unable to buy a home. This means that not only are younger people finding it more difficult to afford their first home, but others may not be able to sell when they need to. More owner-occupiers may have to stay in accommodation which is unsuitable for them and will be in need of help, such as a Disabled Facilities Grant, or mortgage rescue, to continue to manage in their own homes. Other owners who have empty homes to sell may leave them empty, waiting for the housing market to improve. The Welsh Government, through local councils, is providing funding in 2012 to help owners bring empty homes back into use.

Given the current conditions in the housing market, more people are expected to turn to the private rented sector. But the government's proposed welfare reform could have a significant impact on the housing market in Newport, with many people seeing a fall in the amount of Housing Benefit they are paid. We need to be prepared for this, and we want to encourage a private rented sector that offers a range of good quality, affordable housing, with responsible landlords.

No matter who owns their home, people need to be able to keep it warm in winter. A recent survey of Newport households found that around 18% are likely to be in fuel poverty – that is, having to spend over 10% of their income on fuel for heating and other uses. In 2020, more than 18% of Newport's population will be over 65 and there is a continuing need for the city council and partner agencies to help people on low incomes, or in homes that are hard to heat, to stay warm and well throughout the year.

Newport has a good stock of homes - nearly 13,000 - which are owned and managed by housing associations. Newport City Council and local housing associations are now advertising all affordable housing together through the Home Options Newport scheme, to make it easier for people to apply for housing and find a property that they want. New developments are 'neutral tenure' – people can move in as tenants, buy into ownership if they are able, or switch from owning to renting if their circumstances change through a personal crisis such as illness or redundancy. With fewer people able to get into the housing market, demand for affordable housing, either rented or

shared ownership has been increasing significantly, and the council continues to respond to this through its work with housing associations and commercial developers.

In 2010/11, more than 1,000 households in Newport presented to the council as homeless; more than 200 children experienced the trauma and disruption that homelessness brings. Of those people who actually faced a real threat of homelessness and sought help early enough from the council's advice service, over half were helped to stay in their home or to move to somewhere more secure. Nevertheless, the council accepted that over 500 households were homeless under the law and had a priority need for housing.

Whilst the economic recession has had an impact across Wales, some communities have suffered more than others. The Welsh Government's Communities First programme directs resources towards those areas in greatest need. The Community Development Service, based at Malpas Court, is responsible for the programme in Newport and works with the Local Service Board and local communities to improve their quality of life through skills training, volunteering, access to work programmes and other activities.

This document sets out the main housing issues that Newport City Council aims to tackle over the next 5 years, from 2012-17. It takes account of what local people told us they see as the most important housing issues.



What does Newport look like?

Some of the key facts about Newport which affect the kind of housing, and housing services, that people need are:

- The number of older people living in Newport is increasing. In 2008 people aged 65 or over made up 16% of the population, by 2033 this expected to increase to 22%.
- 18,000 working age people in Newport have a disability. This is just over 20% of the total working age population.
- The majority of housing in Newport is in the private sector. 80% of the housing stock in the city is either owner occupied or privately rented.
- As of April 2012 the average property price in Newport was £106,884, lower than the Welsh average of £114,762.
- Between 2007 and 2011 686 new units of affordable housing were provided in Newport, the second highest amount of any local authority in Wales.
- More people are living alone than ever before. In 1991 there were just over 13,500 single person households in Newport. By 2010 there were over 18,000.
- Newport has the second largest Black and Minority Ethnic (BME) population in Wales. Just over 8% of Newport's population are from a BME group.
- In April 2012 6% of the working age population of Newport was claiming Job Seekers allowance. 33% of claimants were aged 17 – 24.
- In 2010/2011 over 1,000 people presented to the local authority as homeless. The most common reason for becoming homeless was being asked to leave by family or friends.

The following pages set out what people in Newport told us were their main housing concerns, with some information about what is already being done, and what additional things the council and its partners are planning to do to, to tackle them.

Welfare Reform

The Welfare Reform Act 2012 represents the biggest change to social welfare in the last 60 years. The Act replaces existing financial benefits for people who are looking for work or on a low income, with a single benefit called Universal Credit. This will be paid monthly and will rely on information from the government's 'real-time' tax database. There will also be a 'total benefits cap', limiting the amount that any one household can receive, but this is expected to affect only a very small number of Newport households.

Some of the changes brought in under Welfare Reform are specific to housing, while others will have a secondary impact on housing welfare. Direct measures include:

- the restriction of rent payments for single people aged 25-35 to the single room rate, currently £53.56 per week for Newport
- changes to the calculation of the Local Housing Allowance which limits the maximum rent for private tenants
- cuts to Housing Benefit for social housing tenants assessed to be 'under-occupying' their home
- the switch from Housing Benefit to a housing element within Universal Credit, paid monthly into the tenant's bank account and not to the landlord

Through these and other steps, the government aims to contain the rising cost of Housing Benefit, achieve best use of the social housing stock, and move people of working age who are receiving benefits, closer to the work culture. However, it is anticipated that there will be increased demand for smaller socially rented homes and for shared accommodation, with the potential for a rise in single homelessness. Housing associations may be experience rising rent arrears and more tenants looking to transfer to smaller properties where they will not be 'under-occupying'.

Newport City Council is working with partner agencies to plan for, and mitigate the effect of, the Welfare Reforms where there is likely to be an impact on local residents. Two groups have been set up for this purpose, a strategic group under the Local Service Board, and an operational group for officers who deliver housing and related services. These groups will co-ordinate action by the relevant services to alleviate the impact of Welfare Reform.

This includes:

- co-operation between the Council and social landlords to identify and support tenants at risk of rent shortfall
- review of access to social housing to take account of the changes
- continued development of the private rented sector to maximise the supply of good quality, affordable homes
- community-based programmes to help people move into education, training, voluntary work or paid employment

In consultation with local people and partner organisations, we will continue to set out a Local Housing Strategy and Action plan to direct service developments, informed by ongoing research and analysis of the local housing market.

Welfare Reform

- A specific and separate action plan is in place to try to mitigate the impact of welfare reform.
- Ensure that clear information is available for residents on the changes to Welfare Benefits.
- Ensure that all professionals are aware of the changes so that they can signpost people to receive advice and assistance.
- Improve access to employment through the council's employment and skills preparation programme.
- Ensure help and advice is directly available to the most vulnerable by working in partnership with social services.
- Ensure that applicants understand all of the financial implications of signing for a new tenancy, so that they can make an informed decision about their housing.



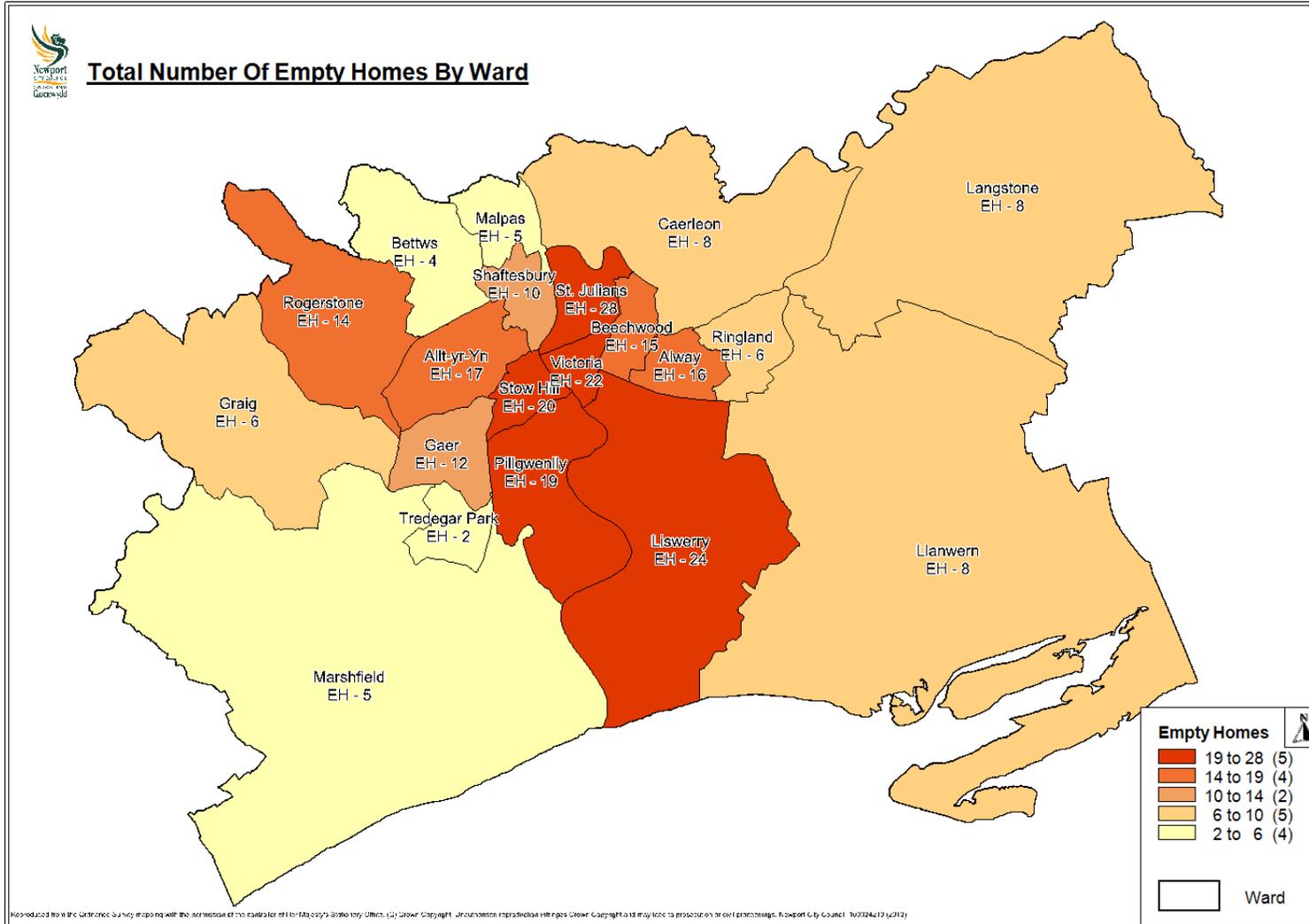
- Develop house share opportunities for those applicants under 35 years who can only access shared accommodation in future.
- Provide help to existing tenants who need to move to more suitably sized, affordable accommodation.
- Work with the Department for Work and Pensions to support the change over to Universal Credit.

The changes around Welfare Reform will clearly have an adverse impact upon a number of residents, work undertaken by Newport City Council and partner organisations aims to mitigate these changes where possible.

Priority	Actions	Links
<p>Welfare Reform</p>	<ul style="list-style-type: none"> • Raising the awareness of the welfare reform changes to the residents of Newport • Raising the awareness of the welfare reform changes among professionals • Providing co-ordinated advice and support to residents of Newport affected by welfare reform • Providing practical solutions to residents of Newport affected by welfare reform 	<p>Promote the Universal Credit Calculator produced by Policy in Practice so that residents are aware of potential changes in their income due to welfare reform. http://policyinpractice.co.uk/universal-credit/universal-credit-calculator/universal-credit-claim/</p> <p>Signpost to good practice and useful publications, such as that produced by Rent Officers Wales on Housing Benefit changes http://wales.gov.uk/docs/desh/publications/121101housingbenefitfagen.pdf</p> <p>Promote facilities such as the Money Advice Service which offer quick and easy tools to help people make the most of their money https://www.moneyadviceservice.org.uk/?utm_medium=email&utm_source=The+Money+Advice+Service&utm_campaign=1177741+Fresh+Start+campaign+Partners+V1.1&utm_content=moneyadviceserviceorguk</p> <p>Promote and utilise www.househwarewales.co.uk as an alternative source of accommodation</p> <p>Work with Newport Credit Union and other reputable lenders to improve access to affordable credit/lending http://www.newportcreditunion.co.uk/</p>

What about homes that are just left empty?

Map 1 - Distribution of privately owned houses in Newport registered as empty for more than 2 years at May 2012



- In April 2012 Newport had nearly 1,000 privately-owned houses and flats which had been empty for more than 6 months
- Over 250 of these have been empty for more than 2 years
- The issue of empty homes is attracting more public attention. Following Channel 4 television's programme, 'The Great British Property Scandal', 100,000 people signed an online petition in the first week asking for Government action on empty homes.
- The Welsh Government has now announced a fund of £10,000,000 to bring empty homes back into occupation
- Newport City Council is working with other Gwent councils to administer the 'Houses To Homes' scheme, funded by the Welsh Government. It will provide interest-free loans to owners to bring homes up to standard and back into occupation
- Charter Housing offer advice, a management service and possible help with finance to owners wanting to bring empty homes back into use. With funding from the Welsh Government, Fairlake has bought and refurbished city centre homes for affordable rent
- Partner Housing Associations can utilise section 106 money to bring back empty homes, when this becomes available



Newport City Council will secure funding options through the Welsh Government's national scheme, and will use its statutory powers whenever it is possible and right to do so, to reduce the impact of empty homes on the city



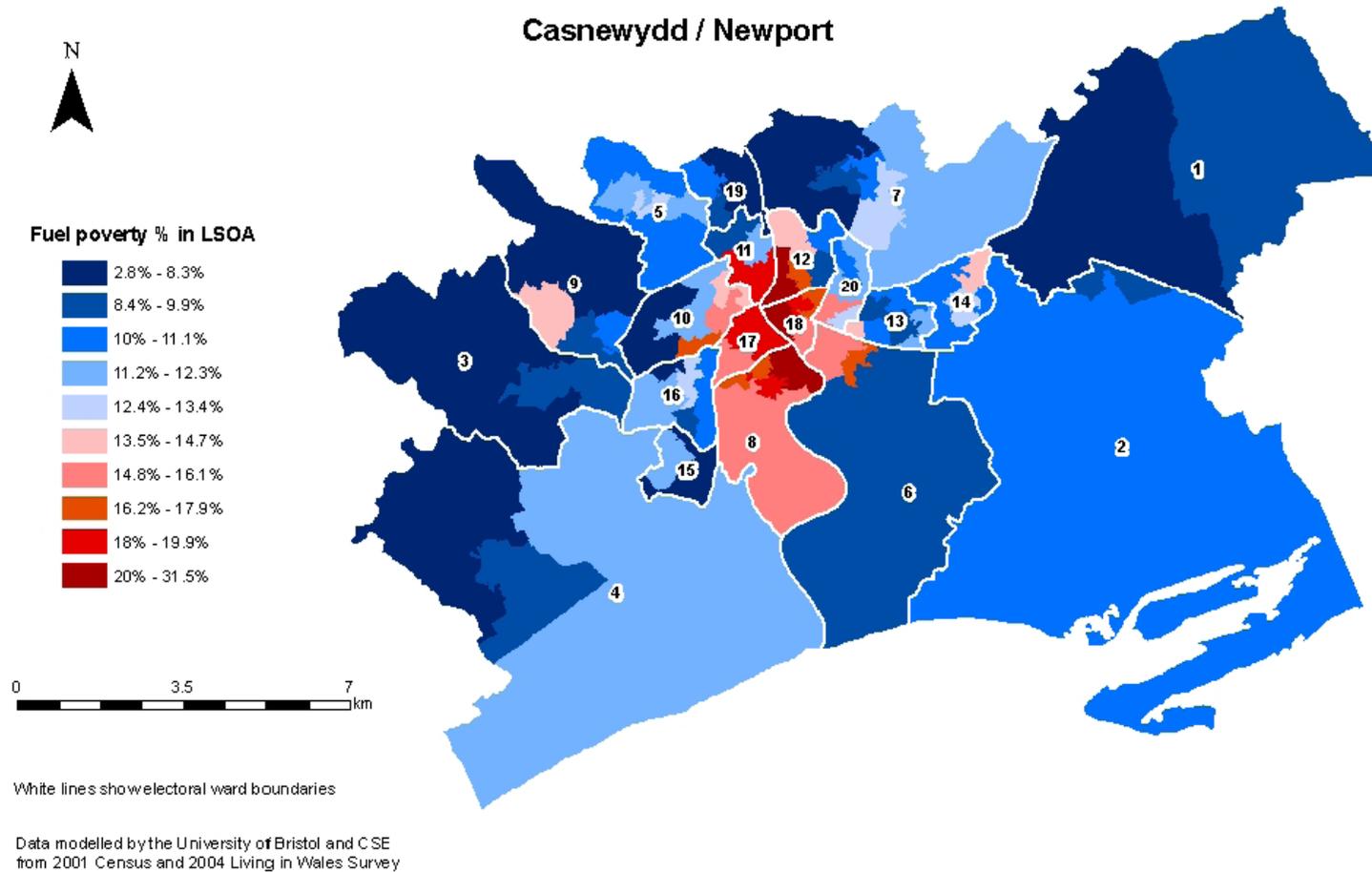
Llywodraeth Cymru
Welsh Government

Houses to Homes (H2H)

Priority	Actions	Links
<p>Empty homes</p>	<ul style="list-style-type: none"> • Newport City Council's Empty Homes Strategy 2012-15 – implementation of an action plan to reduce the number of private houses falling into disuse, and their impact on the city • Welsh Government Houses 2 Homes loans scheme will offer interest-free loans for eligible properties to help owners bring empty homes back into use- Newport City Council will work with neighbouring local authorities to maximise funding secured for the former Gwent area • Charter Options Lettings Scheme will provide a let-only or fully managed service for private owners, to help bring unused residential accommodation into use as affordable rented housing • Melin Leasing Scheme offers to manage privately owned properties under a minimum 3-year lease for suitable properties, to provide temporary accommodation for homeless families and single people 	<p>http://www.newport.gov.uk/dc/index.cfm?fuseaction=housing.emptyproperties&contentid=CONT608756</p> <p>http://www.newport.gov.uk/dc/index.cfm?fuseaction=housing.emptyproperties&contentid=cont646800</p> <p>http://www.charteroptions.co.uk/</p> <p>http://www2.torfaen.gov.uk/Housing/PrivateSectorHousing/MelinLeasingScheme.aspx</p>

Will Newport's homes be fit for the future?

Map 2 – Levels of fuel poverty in Newport, 2001



Source: 2001 Census, Output Area boundaries. Crown Copyright 2003. Crown copyright material is reproduced with the permission of the Controller of HMSO. Ward boundary data © Crown copyright. All rights reserved. Welsh Assembly Government. Licence Number: 100017916. [2008]. © Hawlfraint y Goron. C edwir pob hawl. Llywodraeth Cynulliad Cymru. Rhif Tmwydded: 100017916. [2008].

- The 'Living in Wales' survey 2008 estimated that 26% of all households in the principality were 'fuel poor' – that is, they could not afford to keep warm enough at a reasonable cost
- The same report suggested that the number of households in fuel poverty across Wales could increase by over 50% if fuel prices continued to rise
- The Welsh Housing Quality Standard requires all social housing to have a minimum rating for space and water heating under the Standard Assessment Procedure; housing associations are modernising their properties, installing energy-efficiency measures such as new boilers, Newport City Homes are currently modernising the stock of former council properties transferred in 2009. The Welsh Housing Quality Standard does not extend to private sector houses.
- New homes built at Mariners Quay as a result of a partnership between Fairlake, Newport City Council, Newport Unlimited and the Leadbitter Group were constructed to the highest environmental standards with utilities bills from as little as £5 a week. It is the largest development in the UK built to this standard



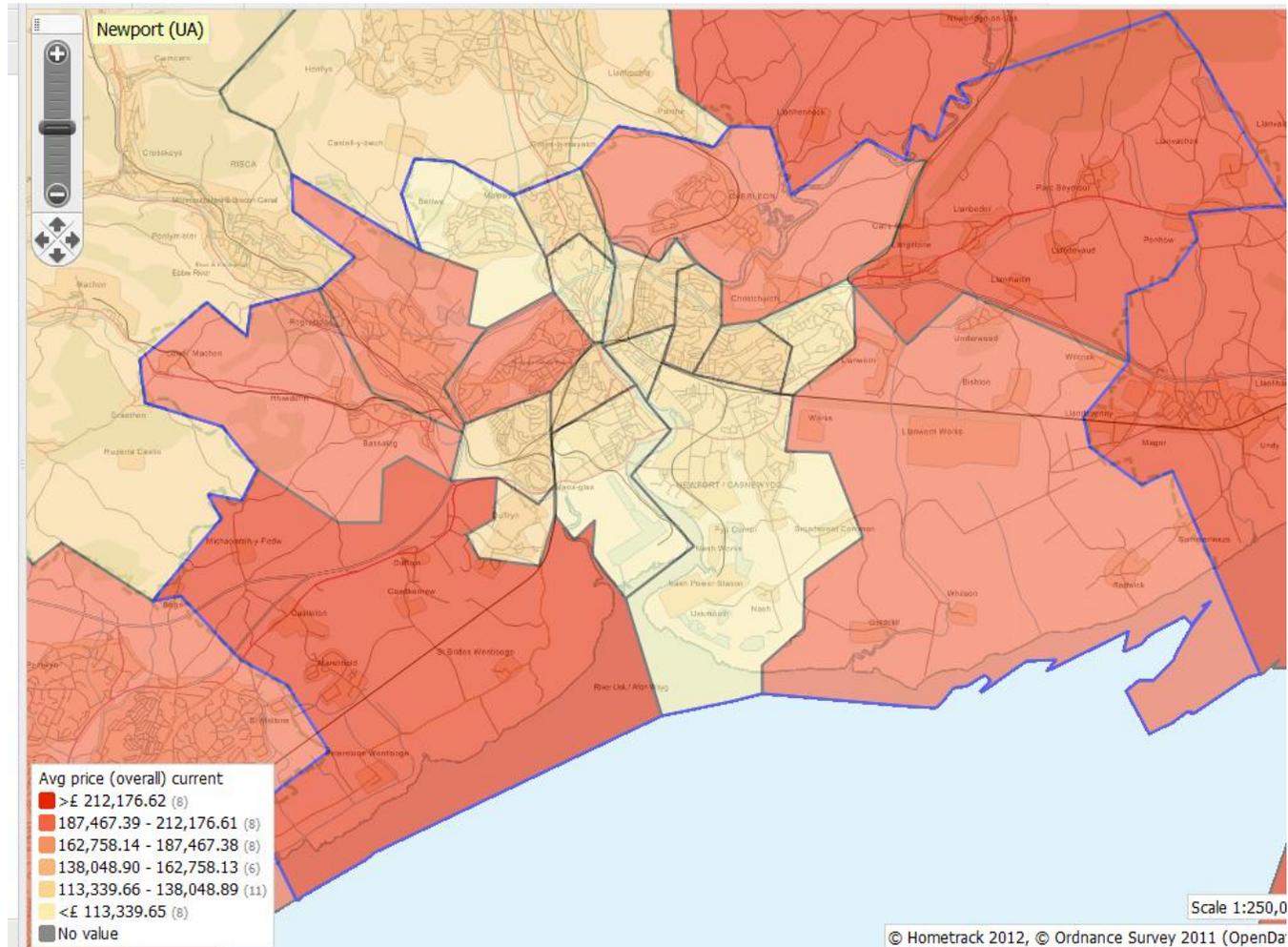
- 550 'hard to treat' homes in Newport have had improved insulation and renewable technology measures fitted under Phase 1 of the Welsh Government's 'Arbed' scheme, and 'CESP', the Community Energy Saving Programme, securing them against fuel poverty for the future
- A further 600 homes in Newport will benefit from energy efficiency measures under Phase 2 of the 'Arbed' scheme, and other energy efficiency funding schemes such as the Green Deal, which will help to reduce carbon emissions and support the economy through the creation of 'green' jobs.

Newport City Council will continue to develop its Affordable Warmth Strategy, securing funding for local initiatives wherever possible and working with local schools to help children learn about energy efficiency.

Priority	Actions	Links
<p>Homes that are fit for the future</p>	<ul style="list-style-type: none"> • ‘The Heat Is On!’ – a strategy and 3-year action plan to make sure that people in Newport can afford to heat their homes properly • The Welsh Housing Quality Standard is the Welsh Government’s minimum standard for homes. Core elements are that: <ul style="list-style-type: none"> ○ Homes are in good repair, safe and secure ○ Are adequately heated, fuel efficient and well insulated; new build homes are being well insulated and using new technology to make heating the home as cheap as possible ○ Have up-to-date kitchens and bathrooms ○ Are well-managed ○ Are in safe, attractive environments ○ As far as possible, suit the specific requirements of the household; new homes are built so they can be adapted in the future for someone with a disability <p>By 31 March 2017, all socially rented homes in Newport will meet the Welsh Housing Quality Standard.</p> <ul style="list-style-type: none"> • Phase 2 of Arbed, the Welsh Government’s Strategic Energy Performance Investment Programme, will be implemented in Newport, and other energy efficiency programmes such as the CESP (Community Energy Saving Programme), followed by the Green Deal 	<p>http://www.newport.gov.uk/stellent/groups/public/documents/report/cont402419.pdf</p> <p>Revised guidance for social landlords on the WHQS: http://wales.gov.uk/docs/desh/publications/091207housingwhqsguide.pdf</p> <p>http://wales.gov.uk/topics/environmentcountryside/energy/efficiency/arbed/?lang=en</p>

Can people in Newport afford the homes they need?

Map 3 – Average house prices in Newport at May 2012 (6-month rolling average), by ward, from sales and valuations



- At the start of 2012, the average property price in Newport was £144,901. If a first time buyer wanted to purchase a property of this price they would need a deposit of around £30,000¹. In 2011, average earnings in Newport were £27,872 a year
- In 2010 mortgage companies began repossession proceedings against nearly 300 households in Newport
- In public consultations, more opportunities to 'rent now, buy later' was the fourth highest priority housing issue
- Between 2007 and 2011 nearly 5,000 people registered with the council for affordable housing, either rented or shared ownership; over the past 15 years, 180 families have bought a first home through the Homebuy scheme
- Recent new developments have included houses and flats at Lysaghts Village and Lysaghts Parc, houses at Foxglove Meadows at Bettws, and apartments at Parc Eglwys, Bassaleg. Further opportunities for affordable rent and shared ownership will be available on developments in Maindee and Llanwern
- Housing associations, the council and a range of agencies work together through the Newport Financial Inclusion Forum, to try to reduce financial exclusion, when people are unable to access mainstream financial products



Newport City Council will continue to maximise opportunities to reduce the shortfall of affordable housing in the city by working in partnership with housing associations, the Welsh Government, and commercial housing developers.

¹ Council of Mortgage Lenders, Average Loan to Value Ratios

Priority	Actions	Links
Affordable homes	<ul style="list-style-type: none"> • Financial Inclusion – Newport City Council and local housing associations are developing a Financial Inclusion Strategy, setting out a shared programme to ensure that residents do not have to rely on unregulated, expensive financial services. This includes:- <ul style="list-style-type: none"> ○ Moneyline Cymru will continue to provide affordable loans to social housing tenants in Newport ○ Money Saviour ○ Seren Group utilising local energy consultancy ○ Housing associations will have dedicated staff offering financial inclusion services such as Money Advice for residents ○ Newport Credit Union will offer their savings and loan scheme and run surgeries at the Information Station • Newport City Council and partner housing associations will work with housing developers and private landlords to create affordable homes for people in housing need, in tenures to suit their circumstances <ul style="list-style-type: none"> ○ Charter Housing Association is the regional broker for House Share Wales, a new scheme to promote affordable, good quality shared accommodation for single people in the private sector ○ New affordable housing units will be offered as ‘neutral tenure’ – applicants can rent, buy or part-buy, depending on their circumstances ○ Provision of furnished accommodation ○ Melin Homes and Charter Options will offer management services to private landlords, to improve access to the private rented sector for people in housing need 	<p>Contact individual housing associations for details of their existing or forthcoming schemes</p> <p>http://www.elmline.co.uk/moneyline-cymru-wales.html</p> <p>www.newportcreditunion.co.uk</p> <p>http://www.newport.gov.uk/_dc/index.cfm?fuseaction=housing.affordablehomes</p> <p>http://www.housesharewales.co.uk/</p> <p>http://www.newport.gov.uk/_dc/index.cfm?fuseaction=housing.homepage&contentid=CONT549909</p>

What help is there for people to manage at home?

Table 1 - Type of housing-related support needs by male and female respondents

Housing-related support services are funded through the Supporting People (SP) programme. The Gwent Needs mapping Exercise (GNME) form is a questionnaire used by all SP teams in Gwent to establish people's accommodation and support needs. The table to the right shows Newport figures for 2010/11 GNME returns, of which there were 1,292, completed by members of the public approaching statutory or voluntary services. The information collected through the GNME is fed into the Supporting People Operational Plan, which sets out plans for the future development of housing-related support.

Type of support needed	Male		Female		Total	
	No.	%	No.	%	No.	%
Help in setting up and maintaining a home	368	47.9	262	50.3	630	48.9
Help in developing domestic and practical living skills	134	17.4	107	20.5	241	18.7
Help in developing social skills/confidence	108	14.1	101	19.4	209	16.2
Help in establishing personal safety/security	85	11.1	110	21.1	195	15.1
Help in managing behaviour/attitude	91	11.8	51	9.8	142	11.0
Advice, advocacy and liaison with other agencies	236	30.7	217	41.7	453	35.1
Help with budgeting/managing finances/debt management	196	25.5	183	35.1	379	29.4
Help with benefit claims	206	26.8	197	37.8	403	31.3
Emotional support/counselling	118	15.4	160	30.7	278	21.6
Help in gaining access to other services	162	21.1	127	24.4	289	22.4
Help in establishing social contacts and activities	89	11.6	81	15.5	170	13.2
Monitoring of health and well-being	105	13.7	74	14.2	179	13.9
Peer support and befriending	43	5.6	47	9.0	90	7.0
Help in finding other accommodation	432	56.2	187	35.9	619	48.0
Community Alarm Services	10	1.3	13	2.5	23	1.8
Help in arranging services	60	7.8	91	17.5	151	11.7
Other, please state:	2	0.3	0	0.0	2	0.2

- More than a quarter of respondents to our public survey thought that providing support to help people keep their homes should be a priority for the Council.
- Care & Repair Newport offer services to help older people, such as a 'Healthy Homes' check, assistance with finding builders and organising finance for small works to the home
- The Lighthouse Project is a partnership between Newport City Council and Taff Housing Association. It provides support to people in their homes or those leaving hospital. Support workers from the Lighthouse Project can assist with managing bills, applying for benefits, finding and managing suitable accommodation and developing or relearning new skills.
- Newport City Homes offers a 24-hour, 7 days a week telecare service through your telephone landline. Users have a portable call button to summon help from the telecare team or a named contact if they need it; a range of sensors around the home can help support independent living
- Newport City Council's TASA team provides support to homeless families or individuals in temporary accommodation to help them prepare for, and settle into, permanent homes
- Charter Housing Association has developed a service called 'Mi Pad' to provide structured learning for tenants aged 16-24 which has significantly reduced tenancy failure for young people – the project is being expanded with housing partners
- In 2010/11 Newport City Council received over 300 preliminary enquiries about Disabled Facilities Grants, to help people overcome difficulties in moving and their home and living independently

Newport City Council, with other organisations, will continue to develop and deliver services that help people to cope with independent living

Priority	Actions	Links
<p>Help for people to manage at home</p>	<ul style="list-style-type: none"> • Development of the annual Supporting People Operation Plan to bring forward proposals for service developments in housing-related support • Newport Care & Repair – provides advice, repair and minor adaptations for people over 60 or those who are vulnerable, in owner-occupied or privately rented housing • Safety at Home scheme – carries out minor works to help people to continue living independently in their own homes • Lighthouse Project – provides low-level support for everyday living to people in their own homes • My Pad – is a project for 16-25 year olds who are either in supported housing awaiting their first tenancy or are in the early stages of their first tenancy. The project is designed to teach life skills to ensure the tenancy is sustained. • Newport City Homes' Telecare Service provides all kinds of assistive technology to allow people to remain safely in their own home rather than having to move to a residential care setting • TASA (Temporary Accommodation Support & Assistance (TASA) & LIFT (Life in First Tenancy) – provide low-level support for people who are in temporary emergency accommodation or moving into settled accommodation • Disabled Facilities Grants service - provides essential adaptations to allow disabled people to access essential facilities around the home 	<p>Read more about Supporting People, and the quarterly newsletter, at: http://www.newport.gov.uk/dc/index.cfm?fuaction=socialcare.supportingpeople&contentid=cont590297</p> <p>http://www.newportcareandrepair.co.uk/</p> <p>http://www.newport.gov.uk/dc/index.cfm?fuaction=housing.homepage&contentid=cont652137</p> <p>http://www.newport.gov.uk/dc/index.cfm?fuaction=socialcare.supportingpeople&contentid=CONT329664</p> <p>http://www.newportcityhomes.com/downloads/Factsheets/how_does_telecare_work.pdf</p> <p>http://www.newport.gov.uk/dc/index.cfm?fuaction=housing.homeless&contentid=CONT576703</p> <p>http://www.newport.gov.uk/dc/index.cfm?fuaction=socialcare.supportingpeople&contentid=cont590297</p>

	<ul style="list-style-type: none"> • Housing associations will provide Physical Adaptations for their tenants, subject to funding from the Welsh Government • Rapid Response Adaptations Programme – provided by Newport Care & Repair, installs minor adaptations to the home such as grab rails and shower seats, for those at risk of admission to hospital or to support discharge from hospital • Gwent Frailty Programme • The Seren Group will continue to develop its ‘Prevention by Intervention’ programme, focusing on early identification of problems to enable targeted support, before tenancies fail • Charter Housing Association’s OK Kids Project, launched in 2011, continues to provide parenting support for young families • Implementation of Newport Financial Inclusion Plan 2012-13, including: <ul style="list-style-type: none"> ○ Promotion of Credit Union rent/jam jar accounts ○ Creation of online Money Advice information ○ Campaign for 2 additional free-to-use ATM’s ○ School Gate project ○ Smart Marketing campaign for inclusive financial services ○ Promote links with Affordable Warmth Strategy 	<p>seaction=housing.homepage&contentid=cont652141</p> <p>http://www.newportcareandrepair.co.uk/advice/rapid-response-adaptations/</p> <p>http://www.seren-group.co.uk/wp-content/uploads/downloads/2011/05/Prevention-by-Intervention-Policy.pdf</p> <p>http://www.charterhousing.co.uk/wp-content/uploads/downloads/2012/03/OK-Kids.pdf</p> <p>Web page to be developed within Newport City Council website</p>
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Will Newport have the right housing for older people?

- The Welsh Government estimates that by 2033, 22% of Newport's population will be aged 65 or over.
- In our public survey, nearly 20% of respondents thought older people should have more opportunity to 'downsize'
- From 2007 to 2011, the number of house sales in Newport fell by 70%. In the current market, many older people are unable to sell when they need to
- In 2010/11, over 1,800 low-cost, minor adaptations were carried out by Newport Care & Repair to help older householders manage in their own homes
- Newport City Council is working with the 'Houseproud' agency to set up an equity release scheme which can help older people use the value of their home to help maintain it

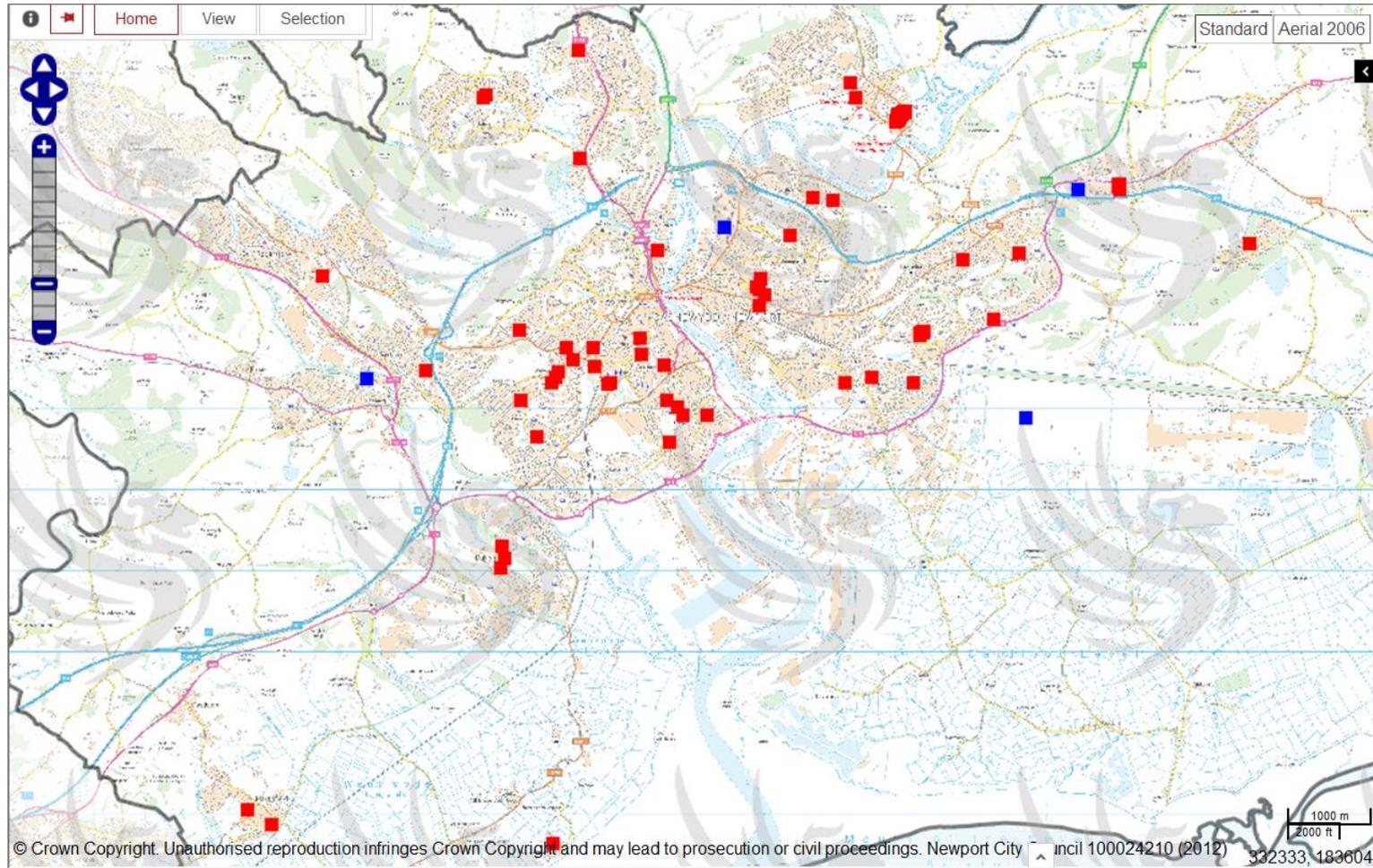


- Newport City Homes has converted bedsits and 1-bedroom flats at Woodside sheltered scheme in Duffryn to spacious, high-quality 2-bedroom flats
- Newport Housing Trust provide a range of accessible bungalows in locations around the City.
- Fairlake is offering high-specification 2-bedroom apartments at Parc Eglwys, Bassaleg, for sale to people over 55 as affordable ownership homes

Newport City Council is working with Housing Association partners and other organisations to review existing housing schemes and design other housing services that will meet the needs of older people today and in the future

Priority	Actions	Links
<p>Housing for older people</p>	<ul style="list-style-type: none"> • Continued implementation of the Older Persons' Accommodation Strategy • Ensure the provision of housing options for people wishing to downsize – Common Housing Allocations Policy for Newport (pages 8 & 11) • Equity Release Scheme, allowing older owner-occupiers to release equity from their property to fund housing improvements • Newport City Council and its partners are looking to provide new build opportunities for people wishing to downsize, to be detailed in the Strategic Housing Investment Plan – see map above for location of proposed schemes • Newport City Homes has a residents' forum for sheltered housing tenants to have a voice in the management of their homes 	<p>http://www.newport.gov.uk/stellent/groups/public/documents/plans_and_strategies/cont376919.pdf</p> <p>http://www.homeoptionsnewport.co.uk/NovaWeb/Infrastructure/ViewLibraryDocument.aspx?ObjectID=275</p> <p>Strategic Housing Investment Plan for Newport to be available in Autumn 2012</p> <p>http://www.newportcityhomes.com/download/Minutes/Sheltered%20Forum%20minutes%208th%20Feb%202012.pdf</p>

Map 4 - Current housing and proposed housing for older people – all tenures



Existing ■ **Proposed** ■

Who can I talk to about housing?

- Over 1,700 people a year call in at the Council's drop-in Housing Options service at the Information Station (Newport's former railway station) Service. The service provides housing advice, homelessness prevention, and homelessness assistance.
- Anyone can make an online enquiry from the council's website www.newport.gov.uk
- If you want to put your views about housing policy or housing issues, you may find public consultation events on the council website, or contact us direct – find our contact details as the end of this document
- Newport's Black and Minority Ethnic Housing Forum works to address the housing issues faced by Newport's BME communities; the BME Communities First Co-ordinator is based in the Community Development team at Malpas Court, Malpas
- Shelter Cymru is Wales' national homes charity and can provide advice on housing and related issues such as money management and benefits.
- The Council's Environmental Health team can advise about housing conditions, explain the regulations for Houses in Multiple Occupation and investigate complaints
- The Council's Planning Services Team provides services to householders and businesses and can give advice on applications for planning permission and building regulation approval
- The Housing Benefits Section, at the Information Station, can advise anyone who needs help paying rent



Newport City Council aims to ensure that high quality advice about housing is freely available and that local issues are taken account of in policy-making

Priority	Actions	Links
<p style="text-align: center;">Talking about housing</p>	<ul style="list-style-type: none"> • Housing advice service based at the Information Station • Online housing waiting list and advice modules • Council's online housing advice enquiry form • Environmental Health Housing Team based at Telford Depot • Continued support for the Black, Minority Ethnic Housing Forum • Continued support for Newport's Private Sector Landlords Forum • Shelter Cymru hold housing advice surgeries at the Citizens Advice Resource Centre, see website for details or tel. 0845 0755005 	<p>http://www.newport.gov.uk/dc/index.cfm?fuseaction=housing.homepage&contentid=CONT549909</p> <p>http://www.homeoptionsnewport.co.uk/Data/ASPPages/1/30.aspx</p> <p>https://services.newport.gov.uk/site/scripts/xforms_form.php?formID=213</p> <p>http://www.newport.gov.uk/dc/index.cfm?fuseaction=environmentalhealth.privatesectorhousing&contentid=CONT217274</p> <p>Contact Newport City Homes www.newportcityhomes.com</p> <p>Link to EH page when updated</p> <p>http://www.sheltercymru.org.uk/get/display-surgery.aspx?Parentid=2&subcat=55&countyid=9&officeid=1</p>

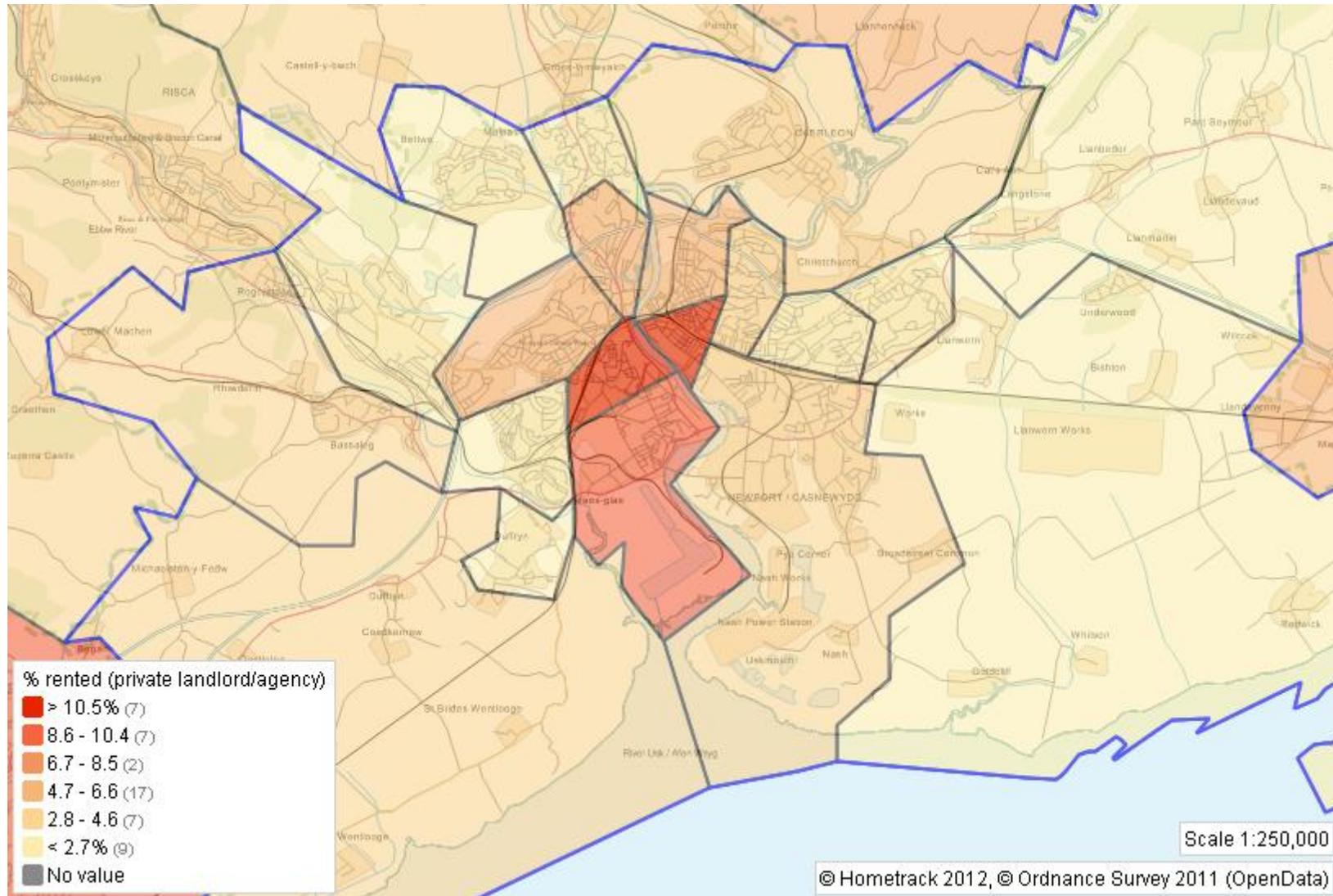
See page 42 for a directory of housing related services

What about homes that are privately rented or owned and in poor condition?

- In our public consultation concerns were raised about the activities of some private landlords and letting agents. These included charging unreasonable fees and not returning deposits.
- Research has shown that poor quality housing contributes to childhood asthma, poor cardio-respiratory health, mental health problems and home injuries
- The Housing Health & Safety Rating System replaced the old Fitness Standard. It says that any residential premises should provide a safe and healthy environment for any potential occupier or visitor.
- The Environmental Health (Housing) team investigates complaints about residential property and can require the owner to carry out repairs and improvements; they carried out 746 assessments under the Housing Health & Safety Rating System in 2010/11 and found 454 Category 1 or 2 hazards, the most serious ratings
- Newport City Council supports Landlord Accreditation Wales, a national scheme backed by the Welsh Government, to encourage high standards of property and tenancy management in the private sector, and supports Newport Landlords' Forum to promote good practice in the private rented sector
- The Council's Housing Improvement Agency Advice Service can help owner-occupiers who are elderly or vulnerable to consider home repairs or improvements, through home inspection, advice on costs and funding, or help with finding a reliable contractor
- The Housing Renewals team can provide general advice and leaflets about housing improvements, or specific issues

Nearly 80% of homes in Newport are owner-occupied, or privately rented; the Council will seek to improve the condition and management of privately owned homes in the city

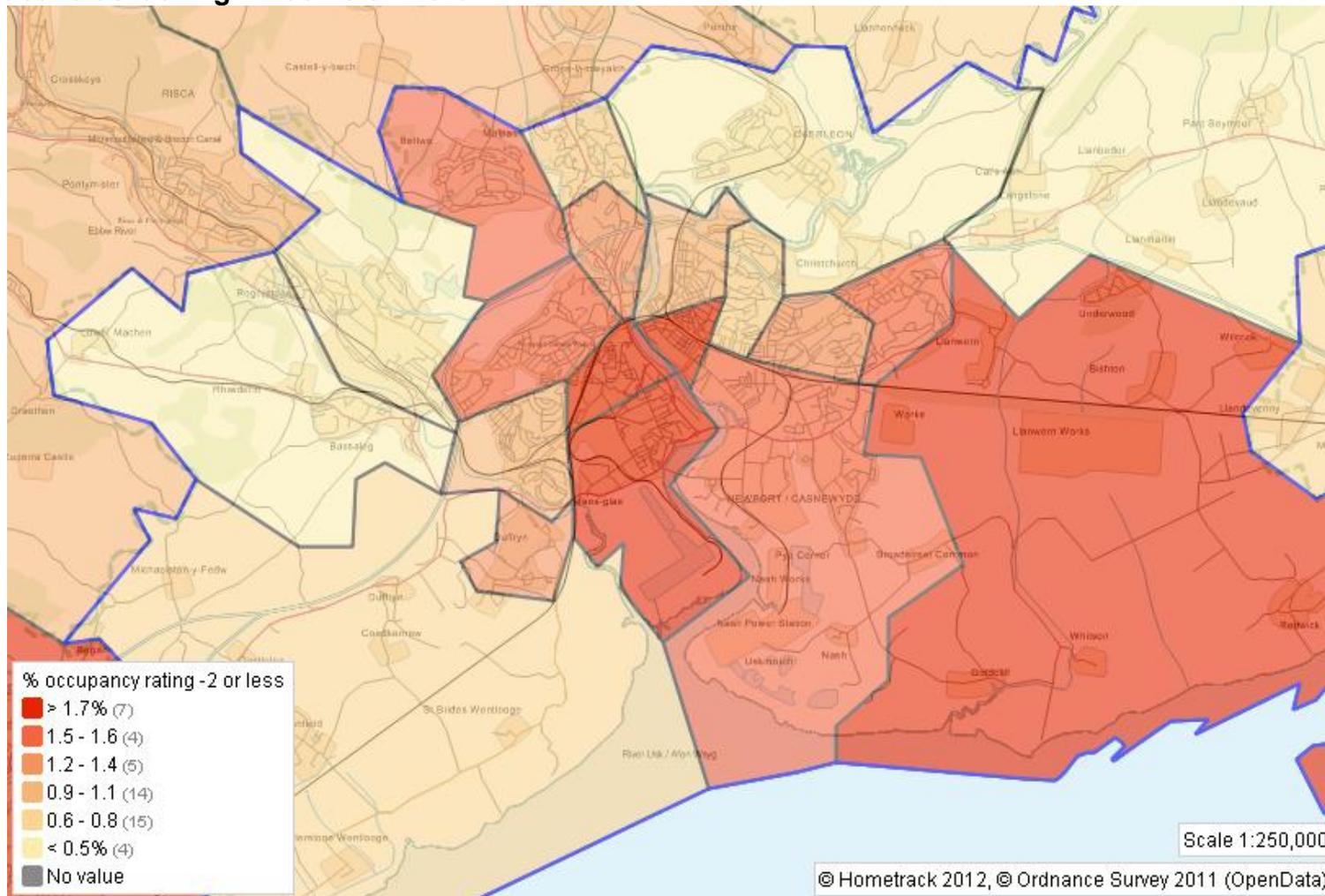
Map 5 – Privately Rented Accommodation in Newport, percentage of homes by ward



Priority	Actions	Links
<p>Private homes in poor condition</p>	<ul style="list-style-type: none"> • Newport City Council Private Sector Housing Team can offer support to vulnerable or elderly home-owners who want to carry out improvements to their home • The City Council will be working with partner organisations to formulate a Private Rented Sector Strategy in line with the Welsh Government’s approach outlined in the housing White Paper ‘Homes for Wales’ • Newport City Council’s licensing scheme for Houses in Multiple Occupation (HMOs) require landlords to bring properties up to a minimum standard and maintain and manage them to a high standard. • Environmental Health Housing will actively ensure that, where Category 1 hazards under the Housing Health & Safety Rating System are identified in a home, they are rectified, ensuring the health and safety of occupants and visitors • Environmental Health Housing can offer support and advice to owners, tenants and landlords who have issues in their properties • Landlord accreditation • Newport City council’s Housing Improvements Agency can offer information and advice about housing improvements • Charter Options Letting Agency – provides a tailored management service for private landlords, to help improve standards in the private rented sector 	<p>http://www.newport.gov.uk/dc/index.cfm?fuseaction=housing.homepage&contentid=N_060060</p> <p>http://wales.gov.uk/docs/desh/consultation/120521/whitepaperen.pdf</p> <p>http://www.newport.gov.uk/dc/index.cfm?fuseaction=environmentalhealth.privatesectorhousing&contentid=CONT218334</p> <p>http://www.newport.gov.uk/dc/index.cfm?fuseaction=environmentalhealth.privatesectorhousing&contentid=CONT217274</p> <p>http://www.newport.gov.uk/dc/index.cfm?fuseaction=environmentalhealth.privatesectorhousing&contentid=CONT217274</p> <p>http://www.welshlandlords.org.uk/</p> <p>http://www.newport.gov.uk/dc/index.cfm?fuseaction=housing.homepage&contentid=N_060060</p> <p>http://www.charteroptions.co.uk/</p>

Will more people be living in overcrowded homes?

Map 6 – Households lacking 2 Rooms or more



Will more people be living in overcrowded homes?

- The 2001 census found that 5% of households in Newport were overcrowded compared to 4% in Wales as a whole. In our public survey young people were the most concerned about overcrowding
- Studies have shown a link between overcrowding and poor health in children and have shown that overcrowding can affect how well a child does at school
- Some people are forced into living with friends because they are unable to access their own accommodation. This is particularly an issue for people who have not lived in Newport very long and have problems obtaining the references many private landlords require
- In 2010/11, 36 private homes were found to have Category 1 hazards for crowding and space under the Housing Health & Safety Rating System.
- Melin Homes and Charter Housing have invested in the Homeswapper system which will help residents looking to move to smaller properties, freeing up larger properties for households who need the extra space.
- Owner-occupiers over 55 who want to move to one of Fairlake's new shared ownership apartments may be able to let their own property through the Charter Options scheme, helping to increase the supply of affordable, family-sized homes
- The Common Allocations Policy being implemented by the Council and its partner social landlords gives extra priority to people who want to 'downsize', and extra priority to households who need to move due to overcrowding.

Pressure on the existing housing stock is likely to go on increasing; the City Council will continue to work in partnership with other services and agencies to prevent and reduce overcrowding

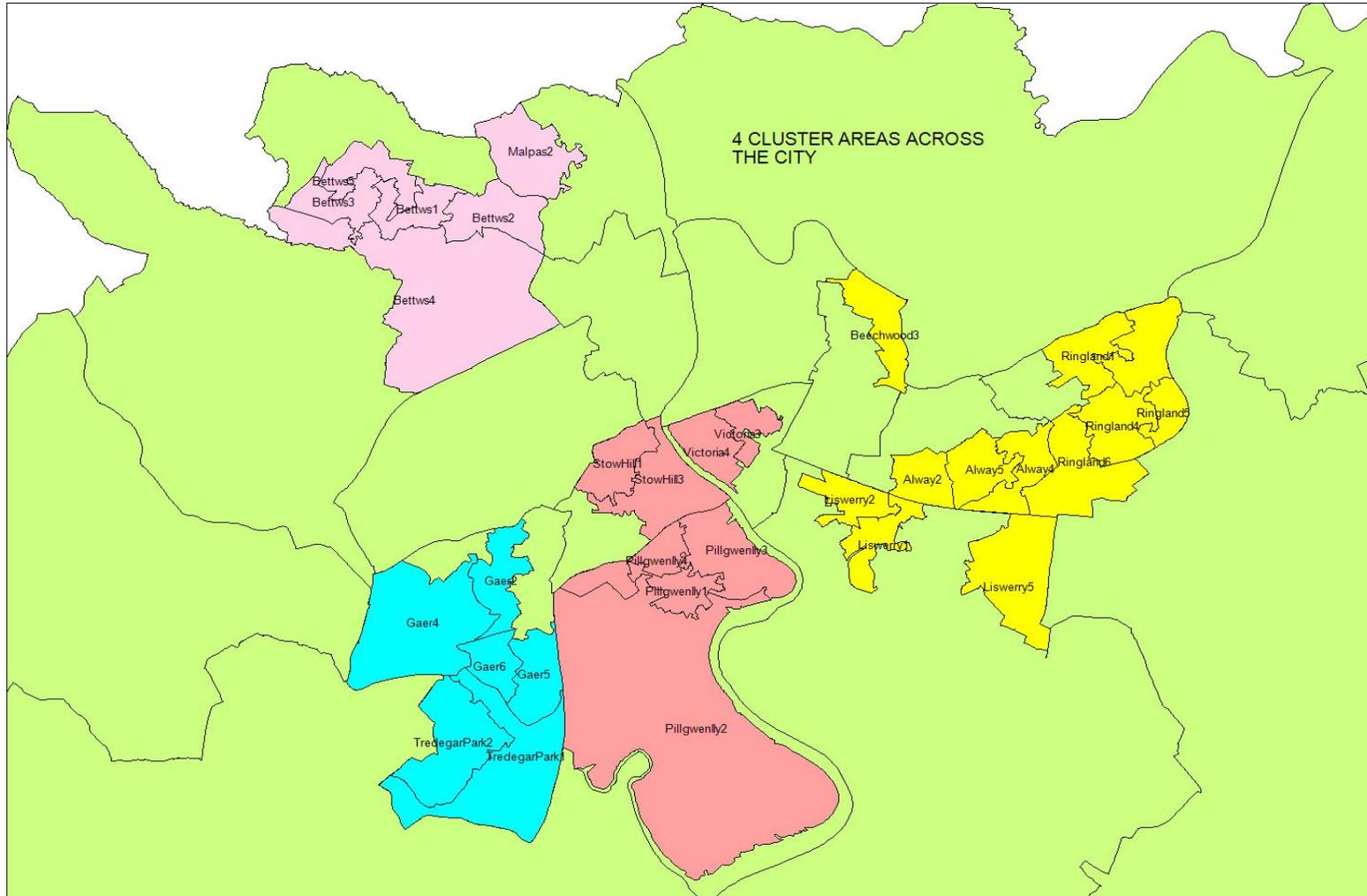
Priority	Actions	Links
<p>Overcrowded homes</p>	<ul style="list-style-type: none"> • Creation of a Strategic Housing Investment Plan will help focus resources for housing to target problems like overcrowding as effectively as possible • Newport City Council's development of 'The Ladder Unit' will provide affordable, safe shared housing for young people in employment; if the pilot project is successful, it could lead to further developments in the city • Homeswapper – a national service, supported by Newport housing associations, helping tenants to exchange properties and move between areas to make the best use of homes and adapt to changes brought in by Welfare Reform • The Common Housing Allocations Policy for Newport includes a points allocation for overcrowding, to help families move to larger accommodation (page 9) 	<p>Strategic Housing Investment Plan to be available by Autumn 2012</p> <p>http://www.homeswapper.co.uk/</p> <p>http://www.homeoptionsnewport.co.uk/NovaWeb/Infrastructure/ViewLibraryDocument.aspx?ObjectID=275</p>

How can we have stronger communities and more attractive neighbourhoods?

- Our public survey found some people felt that there was less pride these days in their homes and neighbourhoods
- The Communities First Programme aims to involve people in training, volunteering or work which improves their quality of life and increases local prosperity. Skills training, access to work programmes, community projects and family support are all delivered through the Community Development service, based at Malpas Court, and its neighbourhood offices. The Welsh Government is restructuring the Communities First programme and Newport City Council is working to ensure that communities in Newport will continue to benefit from the programme
- Housing associations and the Council's Recycling & Sustainability team work in partnership to target particular areas from time to time, clearing up fly-tipping, litter-picking, and encouraging local residents to keep the environment clean
- Newport City Council works with other statutory and voluntary organisations within 'Safer Newport', the statutory community safety partnership. Anti-social behaviour is a strategic priority for the partnership and local housing associations are involved in the Anti-Social Behaviour theme group to tackle issues such as vehicle-related nuisance, youth behaviour and alcohol-related incidents
- As part of their modernisation works for the Welsh Housing Quality Standard, housing associations are also carrying out improvements to the environment such as additional lighting, better communal entry systems and new fencing. The two biggest social landlords, Newport City Homes and Charter Housing Association, both have dedicated budgets of around £50,000 per year for environmental improvements led by tenants' views
- The Council's Community Development Team supports Malpas Court Social Enterprise, which offers a range of services involving people from the local community; vegetable boxes, garden maintenance, bedding plants, and planted baskets and tubs are all available at competitive rates

The Council will continue to engage people in education, training, work and voluntary activities, to promote personal development and build strong communities

Map 7 - Proposed cluster areas for Newport under the next funding round of the Communities First programme



Priority	Actions	Links
<p>Stronger communities, attractive neighbourhoods</p>	<ul style="list-style-type: none"> • Bid to the restructured Communities First programme, the Welsh Government programme to alleviate disadvantage in communities throughout Wales, to secure funding for proposed new cluster areas • Newport City Council's Waste & Recycling service • Safer Newport – the statutory partnership between the police, the City Council, Local Health Board, Fire, Probation and Youth Offending services, to address crime and disorder on a local basis • Schemes and projects being implemented by individual housing associations to help local communities: <ul style="list-style-type: none"> ○ Melin Homes' Be Me Therapy – helps people develop more positive feelings and behaviour to cope with life's difficulties ○ Newport City Homes' estate 'walkabouts' and Environmental Improvement Fund for grants of up to £3000 for community-led environmental projects ○ Community waste initiatives such as Charter Housing Association's 'skip amnesties ○ Newport City Homes has launched a 12-month Action Plan in partnership with local residents to improve the Pillgwenlly neighbourhood ○ Melin Homes will provide small grants to support local community groups under the association's 'Jump Fund' scheme, and training opportunities for young people through its 'GwirVol' volunteering programme 	<p>http://services.newport.gov.uk/site/scripts/services_info.php?serviceID=496 www.ourcommunityinwales.co.uk</p> <p>http://www.newport.gov.uk/dc/index.cfm?fuseaction=wasterecycle.homepage</p> <p>http://www.newport.gov.uk/dc/index.cfm?fuseaction=commsafety.partners</p> <p>http://www.melinhomes.co.uk/beme</p> <p>http://www.newportcityhomes.com/downloads/Regen%20booklet.pdf http://www.charterhousing.co.uk/wp-content/uploads/downloads/2012/01/Moving-forward-together-strat.pdf http://www.newportcityhomes.com/news.asp?nID=118</p> <p>http://www.melinhomes.co.uk/opportunities</p>

How will we know whether services are effective?

For each of the 9 priorities, we have identified some measures which will help show how much is being achieved and what difference it is making. The table below shows these measures and will be used to report performance annually to the Cabinet Member for Social Care and Wellbeing at Newport City Council, whose foreword began this document.

	Priority	Performance Measure	Lead/Contact	Target	Type of PI	Actual Performance
1.	Empty homes	Number of empty homes in Newport (all types of privately owned residential dwellings empty for more than 6 months at 1 April and receiving 50% Council Tax discount)	Housing Strategy team	940 April (2013)	Service Plan (SP)	
		Number of homes empty for more than 6 months at 1 April 2012 returned to use during the year through direct intervention by the local authority	Housing Strategy team	60 (2102/13)	SP (Numerator for National Strategic Indicator PSR/004)	
		Total value of loans completed under the Welsh Government's Houses to Homes scheme	Housing Strategy team	£440,000 (by April .2015)	Local/LHS	
2.	Homes that are fit for the future	% of socially rented homes in Newport which meet the Welsh Housing Quality Standard by 31 March 2013	Housing Strategy team	60%	WG requirement	
		Number of properties with improved thermal efficiency during the year	Private Sector Housing team	800 (2102/13)	SP	
		Number of homes likely to be removed from Fuel Poverty during the year	Private Sector Housing team	1025 (2102/13)	SP	
3.	Affordable homes	Number of additional affordable housing units provided during the year	Housing Strategy team	65 (2012/13)	Local	
		Number of new clients who received advice and support to prevent homelessness during the year	Housing Needs team	1300 (2102/13)	SP	

	Priority	Performance Measure	Lead/Contact	Target	Type of PI	Actual Performance
4.	Help for people to manage at home	Number of Disabled Facilities Grants completed during the year	Private Sector Housing team	210 (2102/13)	SP (Numerator for National Strategic Indicator PSR/002)	
		Average number of days taken to deliver a Disabled Facilities Grant in	Private Sector Housing team	475 days (2102/13)	SP National Strategic Indicator PSR/002	
		Average number of days taken to provide a small scale adaptation during the year	Private Sector Housing team	19 days (2102/13)	SP	
		Number of clients receiving tenancy support and advice during the year	Housing Needs team	157 (2102/13)	SP	
		Number of households receiving energy and benefits advice during the year	Private Sector Housing team	1400 (2102/13)	SP	
5.	Housing for older people	Number of enquiries for assistance with Repairs and Improvements (i.e. enquiries still outstanding)	Private Sector Housing team	450 (April 2013)	SP	
		Number of homes allocated via Home Options Newport to people over 65	Housing Needs team	No target	Local/LHS	
		Number of additional housing units completed for older people	Housing Strategy team	No target	Local/LHS	
6.	Talking about housing	Number of cases of potential homelessness prevented during the year	Housing Needs team	155 (2102/13)	SP (Numerator for National Strategic Indicator HHA/013)	
		Total RHSO housing advice interviews undertaken	Housing Needs	1700	SP	

	Priority	Performance Measure	Lead/Contact	Target	Type of PI	Actual Performance
		during the year	team	(2102/13)		
		BME Housing Forum: <ul style="list-style-type: none"> • Publication of a second newsletter • Information Day 	Housing Strategy team	By April 2013	Local/LHS	
		Number of online enquiries about housing answered during the year	Housing Needs team	No target	Local/LHS	
7.	Private homes in poor condition	Number of equity release schemes and advice packages offered during the year	Private Sector Housing team	30 (2102/13)	SP	
		Assessments carried out by Environmental Health Officers under the Housing Health & Safety Rating System	Environmental Health (Housing) team	No target	Local/LHS	
		Number of private rented properties managed under Charter Options scheme and Melin Leasing Scheme at 31 March 2013	Housing Strategy team	No target	Local/LHS	
		Of the Houses in Multiple Occupation known to the local authority, the percentage at 31 March that: <ul style="list-style-type: none"> a) Have a full licence b) Have been issued with a licence with conditions attached c) Are subject to enforcement activity 	Environmental Health (Housing) team	No target	PSR/007	
8.	Overcrowded homes	Number of social housing tenants who move to a smaller home under the Common Allocations Policy, thereby releasing a larger home suitable for a family.	Housing Needs team	No target	Local/LHS	
		Number of applicants on the Housing Register who give overcrowding as their main reason for wanting to move	Housing Needs team	No target	Local/LHS	
		Number of applications on the Housing Register that are given points for overcrowding	Housing Needs team	No target	Local/LHS	
		Average number of days all homeless families with children spend in B&B	Housing Needs team	3 days	Service Improvement dataset HHA/016	

	Priority	Performance Measure	Lead/Contact	Target	Type of PI	Actual Performance
9.	Stronger communities, attractive neighbourhoods	Number of individuals who have been supported into employment	Community Development team	450	SP	
		Number of individuals who have been engaged into training, job search activities and or voluntary work.	Community Development team	1250	SP	
		Number of incidents of Anti-Social Behaviour reported to the Community Safety Warden service	Anti-Social Behaviour Manager	No target	SP	
		Estate clean-up days or other environmental initiatives	Housing Strategy Team	No target	SP	

Housing Directory

For any Council service, you can telephone the City Contact Centre on 01633 656656 or, for housing services, write to:

Housing & Regeneration Manager
Newport City Council
Civic Centre
Godfrey Road
Newport
NP20 4UR

You can also use the Council's online enquiry form https://services.newport.gov.uk/site/scripts/xforms_form.php?formID=213

Housing and related Council services:

- Community Development Team – based at Malpas Court, Malpas, administers the Communities First Programme in Newport, Flying Start/Sure Start, and works with local communities to develop capacity and resources
- Private Sector Housing – based at the Civic Centre, provides the Housing Improvement Agency Advice Service, Affordable Warmth programme, Safety At Home and Disabled Facilities Grants
- Housing Needs – based at the Information Station
 - Housing Options team provides advice on all aspects of housing, homelessness prevention, homelessness advice and assistance
 - Housing Access team maintains the Common Housing Register for affordable housing in Newport and nominates applicants for affordable housing of any tenure
 - TASA team provides support to households in temporary and emergency accommodation
 - Homeless Strategy and Emergency Accommodation team is responsible for the Homelessness Strategy and for the supply of temporary accommodation for homeless households
- Housing Strategy Team – based at the Civic Centre, responsible for affordable housing, empty homes, Local Housing Strategy, special housing needs, working with Housing Associations, housing initiatives

- Environmental Health (Housing) – based at the Telford Depot, investigates complaints about housing conditions, administers the mandatory and additional licensing schemes for Housing in Multiple Occupation, can advise about health and safety hazards in the home, and statutory nuisance in neighbouring properties
- Supporting People - based at Blaen-y-Pant, administers Supporting People funding programme which provides housing-related support
- Housing Benefits Section – based at the Information Station, processes claims for, and advises on, Housing Benefit and Council Tax Benefit
- A Duty Planning Officer is available for personal or telephone enquiries (via the City Contact Centre) at the Information Station on Mondays, Wednesdays and Fridays, and there is an online form on the Planning pages of the council website, to contact a member of the Planning Team

Other Organisations:

Registered Social Landlord Partners

Aelwyd Housing Association – 58Richmond Road, Cardiff, CF24 3ET Tel 02920 481203 www.aelwyd.co.uk

Baneswell Housing Association Ltd – 19c West Street, Newport, NP20 4DD Tel. 01633 265528

Charter Housing – Exchange House, High Street, Newport, NP20 1AA Tel. 01633 212375 www.charterhousing.co.uk

Elim Housing, Units 3 &4, Pinkers Court, Briarlands Office Park, Gloucester Road, Rudgeway, South Gloucestershire, BS35 3QH Tel. 01454 411172 www.elimhousing.co.uk

Fairlake Living - Exchange House, The Old Post Office, High Street, Newport NP20 1AA Tel. 01633 233876 www.fairlakeliving.co.uk

Hafod Housing Association – St Hilarys Court, Copthorne Way, Cardiff, CF5 6ES Tel. 02920 675800 www.hafod.org.uk

Linc Cymru Housing Association – 387 Newport Road, Cardiff CF24 1GG Tel. 02920 473767 www.linc-cymru.co.uk

Melin Homes – Ty'r Efail, Lower Mill Field, Pontypool, Torfaen NP4 0XJ Tel. 08453 101102 www.melinhomes.co.uk

Newport City Homes (including Telecare Service) – Newport City Homes, Nexus House, Mission Court, Newport NP20 2DW Tel. 01633 381111 www.newportcityhomes.com

Newport Housing Trust, Clarence House, 1 Clarence Place, Newport NP19 7AA Tel. 0800 028 5596 www.nht.org.uk

United Welsh Housing Association – Y Borth, 13 Beddau Way, Caerphilly, CF83 2AX Tel 02920 858100 www.uwha.co.uk

Third Sector

Care & Repair Newport – Exchange House, The Old Post Office, High Street, Newport, Gwent, NP20 1AA Tel. 01633 233887 www.newportcareandrepair.co.uk

Landlord Accreditation Wales - c/o Private Sector Housing, Cardiff Council, City Hall, Cardiff, CF10 3ND. TEL 029 2087 1815 info@welshlandlords.org.uk

Age Cymru Gwent, 12 Baneswell Road, Newport NP20 4BP Tel: 01633 763330

Barnardo's Cymru, Trident Court, East Moors Road, Cardiff CF24 5TD Tel: 029 2049 7531

Citizens Advice Bureau, 8 Corn Street, Newport NP20 1DJ Tel: 01633 212680

Family Action, 501-505 Kingsland Road, London E8 4AU Tel: 020 7241 7459

Grŵp Gwalia Cyf, 7-13 The Kingsway, Swansea SA1 5JN Tel: 01792 460609

Home Advisory Service, Woodcot, 15 Woodlands Lane, Hayling Island, England PO11 0JU Tel: 02392 790712

Lighthouse Project – contact the Supporting People Team via the Council’s Contact centre on 01633 656656

Gwent Association of Voluntary Organisations (GAVO), Ty Derwen, Church Road, Newport, Gwent NP19 7EJ
Tel: 01633 241550

Llamau Ltd, 3-7 Clytha Park Road, Newport, NP20 4SE Tel: 01633 244134

Mind Cymru, 3rd Floor, Quebec House, Castlebridge, Cowbridge Road East, Cardiff CF11 9AB Tel: 029 2039 5123

Right Move Bond Scheme, Solas Cymru Ltd, 11 Devon Place, Newport NP20 4NP Tel. 01633 664045

Shelter Cymru – housing advice & support services, Tel. 0845 075 5005 or online at www.sheltercymru.org.uk

South East Wales Energy Agency, Clarence House, Clarence Place, Newport, NP19 7BR Tel: 01633 223111

Comments

Your comments and suggestions are important to the continued development of the Newport City Council Local Housing Strategy. We would appreciate your feedback about the Local Housing Strategy and welcome any views you have on how we can improve.

	Strongly Agree	Agree	Disagree	Strongly Disagree
I found the document easy to understand				
I think the document addresses the main housing issues for Newport				
I felt more informed after reading the document				
Any other comments:				

Please return the completed form to Newport City Council, Housing Strategy, Room 704, Civic Centre, Newport NP20 4UR or alternatively e-mail your comments to sally.davies@newport.gov.uk.

If you have any queries please telephone the Housing Strategy Team on 01633 656656.