Fro [redacted] - [redacted] blic.Health@torfaen.gov.uk>
To: [redacted] <[redacted]>
Cc:
Date: Wed, 17 Jun 2026 12:16:59 +0000
Subject: RE: Urgent Safety and Enforcement Concerns – 5 Crane Street and 6 Commercial Street, Pontypool

[redacted]

Dear Mrs [redacted],

I can confirm that your email has been forwarded to all relevant teams withing the council and they have been asked to respond directly in due course.

I have also asked that a referral be made to South Wales Fire and Rescue Service.

Regards

Richard Marshall

Housing Safety and Environmental Protection Team

Torfaen County Borough Council

From: [redacted] <[redacted]>
Sent: 0
To: TCBC - Planning <planning@torfaen.gov.uk>; TCBC - Public Health Team <public.health@torfaen.gov.uk>; TCBC - Public Protection Admin Team <publicprotectionadminteam@torfaen.gov.uk>; TCBC - Call Torfaen <calltorfaen@torfaen.gov.uk>; enquiries@naturalresourceswales.gov.uk
Subject: Urgent Safety and Enforcement Concerns – 5 Crane Street and 6 Commercial Street, Pontypool

External: This email originated from outside Torfaen County Borough Council. Please take care when clicking links.
Allanol: Mae'r e-bost yma wedi dod o'r tu allan i Gyngor Bwrdeistref Sirol Torfaen, cymerwch ofal wrth glicio ar ddolenni.

Dear Sir/Madam,

I am writing to raise a number of serious concerns regarding 5 Crane Street and 6 Commercial Street, Pontypool, and to request that the appropriate departments investigate the matters outlined below.

It has been reported that substantial alterations have been carried out at ground floor level, resulting in two floors effectively being combined into a single open area. It is unclear whether the necessary permissions, approvals, building control sign-off, or landlord consent were obtained for these works.

There are also concerns that the property has effectively been taken over and access restricted. We have received information suggesting that the landlord has been prevented from freely accessing parts of the premises and is reluctant to involve the police due to concerns about potential confrontation.

We further understand that an active fire prohibition notice exists in relation to the property. Despite this, it has been alleged that sales activities have continued from the premises. If correct, this would raise significant public safety concerns and may warrant urgent investigation.

Additional reports indicate that fly tipping activity has been observed involving the occupier. We have also obtained night-time footage relevant to the property, which may assist investigators if required.

Furthermore, information received suggests that the occupier may currently be sleeping at the premises. Concerns have been raised that this may be connected to attempts to control access to upper sections of the building and roof areas. It has also been reported that access routes have been obstructed, including the blocking or barricading of at least one door and the obstruction of other means of escape.

Given the combination of alleged unauthorised alterations, fire safety concerns, possible obstruction of escape routes, reported residential occupation of a commercial premises, and potential enforcement issues, I respectfully request that the appropriate departments review these matters and take any action considered necessary.

Please ensure this information is passed to the relevant teams, including Building Control, Planning Enforcement, Environmental Health, Fire Safety Liaison Officers, and any other appropriate enforcement bodies.

Thank you for your attention to this matter. I would be grateful if you could confirm receipt and advise whether these concerns have been referred to the relevant departments.

Yours faithfully,

[redacted]

'********** DISCLAIMER: The information contained in this e-mail is a) the property of Torfaen County Borough Council; and b) confidential. It is intended only for the addressee. If you are not the addressee you must not disclose, copy or distribute this or take any action in reliance upon it. If you receive this e-mail in error, please notify us immediately by telephone on ++44 (0) 1495 766366, and re-direct the e-mail and any attachments to us. WARNING: Please ensure that you have adequate virus protection in place before you open or detach any documents attached to this e-mail. The Council welcomes correspondence in Welsh and English. Correspondence received in Welsh will be answered in Welsh and will not lead to any delay. Personal data processed by the council is done so in accordance with our requirements under Data Protection Law (UK GDPR and Data Protection Act 2018). For more information on how we do this please see our Privacy Notice ********** YMWADIAD: Mae'r wybodaeth sy'n gynwysedig yn yr e-bost yma a) yn eiddo i Gyngor Bwrdeistref Sirol Torfaen; a b) yn gyfrinachol. Fe'i bwriedir ar gyfer y derbynnydd yn unig. Os nad chi yw'r sawl y cyfeiriwyd hi ato, ni ddylech ddadlennu, copïo na dosbarthu'r wybodaeth neu ei defnyddio i weithredu. Os derbyniwch yr e-bost yma fel camgymeriad, gadewch i ni wybod ar unwaith drwy ffonio ++44 (0) 1495 766366, a danfonwch yr e-bost yn ol gydag unrhyw atodiadau. RHYBUDD: Gwnewch yn siwr bod gennych ddiogelwch feirws digonol cyn agor neu ddatgysylltu unrhyw ddogfen sydd yn atodiad i'r e-bost hwn. Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg. Cewch ateb Cymraeg i bob gohebiaeth yn Gymraeg ac ni fydd yn arwain i unrhyw oedi. Mae data personol sy'n cael ei brosesu gan y cyngor yn cael ei wneud yn unol â'r gofynion sydd arnom ni o dan y Gyfraith Diogelu Data (RhDDC y DU a Deddf Diogelu Data 2018). Am fwy o wybodaeth ar sut yr ydym yn gwneud hyn gwelwch ein Hysbysiad Preifatrwydd