

# The **Resident Services** team



## The Resident Services team is here to help Newlon residents who...

- are interested in looking for work,
- are interested in training or in developing employment skills,
- have questions or worries about benefits changes,
- need help with finances,
- are looking to take part in health and wellbeing activities, or
- would like to get involved in order to help us improve the services we provide.

If you are a resident in need, or a local stakeholder who would like to partner with us, please email [resident.services@newlon.org.uk](mailto:resident.services@newlon.org.uk), or call us on **020 7033 4605**.

If you are a resident and would like to get involved in our forums, panels or groups, please email [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk) or call us on **020 7613 8084**.



# What we do

## 1. Welfare and financial inclusion

We provide direct support to Newlon residents facing financial hardship through the provision of welfare advice and assistance in making applications for benefits, including housing benefit. We also refer residents to external services which offer support in managing money and utilities.

## 2. Employment and training

We support residents who are seeking employment, work placements, apprenticeships or training. This service also benefits from the support of Newlon's contractors who help us achieve our social and employment goals.

## 3. Community facilities and wellbeing programmes

We provide vibrant but cost-effective local halls and spaces for residents to take part in health and wellbeing programmes and other community-based activities. Our two main spaces are based at Barnsbury in Islington and at Lascar Wharf in Tower Hamlets, however we work across all key boroughs in north and east London to engage with residents.

## 4. Resident involvement

Becoming an involved resident gives you the opportunity to help us improve how we look after our homes and deliver our services, giving you a greater say in your community. There are three levels for engaging with us and providing your input.

### A. Bigger picture

Joining strategic forums and panels.

### B. Local picture

Getting involved with community groups or projects, or inspecting your block or estate.

### C. Lighter touch

Dipping in and out of groups or taking part as and when you have time. This could be filling in a survey, coming along to a focus group, going to training or conferences, taking part in our Readers' Panel or becoming a Mystery Shopper.

**If you would like this information in large print, audio, Braille, or an alternative format, please ask a member of staff.**

Newlon Housing Trust is a charitable housing association.

Newlon Housing Trust, Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE.  
Tel: 020 7613 8080 (Phone calls may be recorded for training and quality purposes.)

This leaflet was correct at the time of printing. Information does change over time. Please check our publications at [www.newlon.org.uk/publications/leaflets-brochures/](http://www.newlon.org.uk/publications/leaflets-brochures/) for the latest version.