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Annual report

Along with this edition of the Residents' Newsletter, you will find the Residents' Annual Review - Newlon's annual report to residents. It contains information about how we performed in the last year and the progress we are making through our Trust Newlon initiative. It also shows how we are performing against the Tenant Satisfaction Measures (TSMs) and provides more information about some of the challenges we have faced, the changes we have made and how our results compare with other housing associations in your area.

Christmas closures - advance notice

Our offices, including the Barnsbury Estate Office, will be closed for the Christmas and New Year break. Wednesday 24th December will be our last working day and we will reopen on Friday 2nd January.

During this time our contractors will provide emergency repairs only. Emergencies include total electricity loss and major leaks. In these instances our contractors will 'make safe' and may be able to make a full repair provided extensive works are not needed. If additional works need to be approved we cannot do this until we reopen.

If you have an emergency repair during this period please phone **020 7613 8080**, where a recorded message will direct you to the contractor providing cover. Please note that we will not be able to reply to any text messages or emails over the closure period.



Residents' Forum update from Blossom Shakespeare, Residents' Forum member and Newlon resident

The September Residents' Forum took place at Newlon House, bringing together residents and staff for a full and engaging agenda.

This meeting saw the introduction of Jon Cuming-Higgs, the new Resident Board Member, who will be Chairing the Residents' Forum moving forward. We also had three new Forum members, which was great to see.

During the meeting, Sarah Shaw, Director of Housing, shared encouraging performance updates with average satisfaction for rented residents at 65%, with a high point of 71% in July. Forum members have reflected in meetings how they have seen the difference in Newlon's services.

The two new repairs contractors, Gilmartins and MNM, formally started on 29th July and are being really responsive to any expected teething problems. The handover from Wates was smooth.

Sarah talked about complaints escalation, and one main reason being is Newlon taking too long to do what they say they will. Newlon are undertaking analysis currently as to why this is happening and how to do better.

Matt Morrall presented on how Newlon approaches anti-social behaviour (ASB), covering partnership working including case studies, current legislative framework changes, and he introduced the draft Neighbourhoods Strategy for consultation. Each borough will have its own strategy that will be developed with residents over the next few months.

Rachel Rainbow presented the Neighbourhoods' team three month pilot of patches, commencing with blocks with a residents' association: River's Apartments, Ashburton Triangle, Lascar Wharf and Millstream Tower. This is designed to increase satisfaction by having a single point of contact, and improve communication and trust built between Newlon and residents. More patches will be added over time.

Joe Molloson presented an updated draft of the Residents' Annual report, which is based on the TSM areas and benchmarked against similar organisations, asking did Forum members find it useful and did the benchmarking make sense as it showed our improvement. Forum members liked that it was approachable, easy to read and positive.

Blossom Shakespeare gave a roundup of the joint July meeting with the Board, and Sarah Shaw thanked members for a great meeting, stating that the Forum is genuinely connected to other Newlon bodies and meetings. Residents' voices are a vital part of governance at Newlon.

There are lots of ways to have your voice heard. Where you can, please get involved.

Visit **newlon.org.uk/residents/getting-involved** or email **getinvolved@newlon.org.uk** to find out more.

Help us keep your home in good repair - we need your support

We're carrying out stock condition surveys to make sure our homes are safe, well-maintained and accurately recorded in our systems. If your home has been selected, a specialist surveyor will visit between 8am and 6pm, Monday to Friday. If you're not in, they'll leave a card so you can book a time that works for you.

The survey takes 30 - 45 minutes and covers key areas like your kitchen, bathroom, boiler, windows and doors. We'll need access to all parts of your home and someone over 18 must be present. Surveyors will carry photo ID and a letter of authority.

Your cooperation is essential - working with us helps keep your home in good condition and ensures future improvements are well planned.

If you have questions, call us on **020 7613 8080** (Mon - Fri, 8am - 5pm).







Repairs service update

We'd like to share an update on our new repairs contractors, MNM and Gilmartins. The initial pre-mobilisation phase came with a few challenges, including system interface issues that caused double bookings and a temporary glitch with operative tracking. We're pleased to confirm that these issues have now been resolved.

Scheduled repairs

We've identified that one of our contractors is not responding to scheduled repairs as promptly as expected. We understand how frustrating this can be and sincerely apologise for any inconvenience caused. Please be assured that we are working closely and urgently with the contractor to improve response times and ensure a reliable service for our residents.

Emergency repairs

We're pleased to report that both contractors are responding well to emergency repairs, and we're encouraged by their performance in this area.

We'll continue to monitor progress closely and will keep you updated as the service develops. Thank you for your patience and understanding during this transition.

Update on rent payments

Rent increases for social and Intermediate Rent housing are being implemented in line with the Government's 10-Year Plan for Social Housing, which aims to ensure the long-term sustainability of affordable homes across the UK.

The plan:

- Keeps increases predictable and capped.
- Reflects rising costs of maintenance and services.
- Allows housing providers to reinvest in better homes and safer communities.

Each year, rents are reviewed to reflect rising costs and maintain essential services.

For Intermediate Rent homes, the increase takes effect every April, based on the Consumer Price Index (CPI) from the previous September plus 1%.

For Social Rent properties, the same formula applies, with changes introduced annually in October. The Government has confirmed its intention to reintroduce rent convergence as part of the upcoming social housing rent settlement. The public consultation on this proposal has now ended and the final decision is expected to be announced in the autumn statement due in November.

Rent convergence is the process of gradually aligning social rent levels with a national benchmark known as formula rent. This benchmark is calculated using factors such as property value, local earnings and the number of bedrooms. The aim is to eliminate inconsistencies where similar homes in the same area are charged different rents depending on the landlord or tenancy history.

Under the proposed framework, rents currently below formula rent would be allowed to increase by an additional fixed amount each year, beyond the standard CPI + 1% cap. Options under consideration include £1 or £2 weekly increases, though the final approach will be confirmed in the autumn statement.

As a not-for-profit, charitable housing association, all rental income is reinvested into maintaining existing homes, delivering vital safety upgrades and building new affordable housing. These increases are essential to continue providing safe, secure and high-quality homes for residents.

We understand that many households are facing financial pressures due to rising living costs and energy bills. If you're struggling to pay your rent or service charges, please contact the Income Team by emailing

Income@newlon.org.uk as soon as possible. Early communication allows us to work with you to set up manageable repayment plans and avoid further difficulties.

Additional support is available through our Financial Inclusion team, **financialinclusion@newlon.org.uk**, who can assist with budgeting, benefit claims, problem debt and access to food, fuel and essential household items. To find out about the help and support that is available from the Government and from your local authority, please visit

www.newlon.org.uk/cost-of-living-support

Together, we're committed to supporting residents while investing in the future of social housing.

Awaab's Law and winter home readiness: keeping your home safe and healthy

As the colder months approach, it's vital to ensure your home is not only warm and comfortable but also safe from health hazards like damp and mould.

This winter, residents will benefit from stronger protections under **Awaab's Law**, alongside practical steps everyone can take to reduce the risk of mould and improve indoor air quality.

Understanding Awaab's Law

Awaab's Law was introduced in July 2023 as part of the Social Housing (Regulation) Act, following the tragic death of two-year-old Awaab Ishak in 2020 due to prolonged exposure to mould in his Rochdale home. The law sets out clear responsibilities for social landlords to investigate and resolve health hazards – starting with damp and mould – within strict timeframes.

Emergency hazards are urgent issues that pose an immediate and serious risk to a resident's health, such as life-threatening damp and mould.

- **Response time:** The landlord must investigate and make the property safe within 24 hours.
- Alternative housing: If the home cannot be made safe within that time, the landlord must provide and pay for suitable temporary accommodation.
- **Written report:** A written summary of the findings must be provided to the resident within 3 working days of the investigation conclusion.

Significant hazards are a serious health risk but are not an immediate emergency.

- **Investigation:** The landlord must investigate the issue within 10 working days of being notified.
- **Written report:** A written summary of the findings must be provided to the tenant within 3 working days of the investigation conclusion.
- **Repairs begin:** It should be made safe or work must start within 5 working days of the investigation conclusion.
- **Repair completion:** All necessary repairs must be completed within a reasonable timeframe, with a maximum of 12 weeks for any follow-up work to start.
- Alternative housing: As with emergencies, if the home cannot be repaired within the deadlines, the landlord must arrange for the resident to move temporarily until the Significant Hazard is resolved.

In 2026, the law will expand to cover additional hazards such as excess cold and heat, fire risks, structural collapse and hygiene issues. By 2027, it will apply to all significant hazards defined by the Housing Health and Safety Rating System (HHSRS), excluding overcrowding.

Getting your home ready for winter

While Awaab's Law strengthens protections, there are also simple steps you can take to help prevent damp and mould in your home during the colder months:



Ventilate regularly

Open windows for 10-15 minutes daily to allow fresh air to circulate. This helps balance moisture levels and prevent mould growth. Regular dusting and vacuuming also helps.

Keep bathrooms dry

Wipe down condensation from walls, tiles, and windows after bathing. Store unused toiletries in cupboards to make it easier to clean wet surfaces.

Control moisture in kitchens and bathrooms

Keep doors closed when cooking or bathing to contain moisture. Use pan lids and extractor fans to reduce steam and humidity.

Maintain warm temperatures

Rooms colder than 18°C are more prone to mould. Try to keep your home consistently warm, especially in unused or less frequently heated rooms.

Dry clothes carefully

Avoid drying clothes directly on radiators. Instead, use a clothes airer in a well-ventilated room with the door closed. If using a tumble dryer, ensure it is properly vented to the outside.

Allow air to circulate

Avoid placing large furniture directly against walls. Mould thrives in enclosed spaces with poor airflow.

Use moisture absorbers or dehumidifiers

Disposable moisture traps can help soak up excess humidity. These are inexpensive and widely available in hardware stores and online. If budget allows, electric dehumidifiers are a very effective way to absorb excess moisture from the air.

Use your extractor fans

Extractor fans are low-cost to run (around £6 per year) and offer big benefits in controlling moisture and improving air quality.

Reporting damp and mould

If you notice signs of damp or mould - even if it seems minor - please report it immediately:

- Call our Service Centre on **020 7613 8080**
- Email: repairs@newlon.org.uk
- Use the My Newlon portal: https://my.newlon.org.uk/signin

If you think that the damp and mould in your home is an urgent or emergency situation - please call us immediately on 020 7613 8080.

Hardship Fund - Impact Report summary for 2024/25

In a year marked by rising living costs and financial uncertainty, Newlon Housing Trust remained a vital source of support for residents - offering not just financial aid, but compassion, dignity and hope.

Over the past year, 791 residents sought welfare and financial inclusion support. We helped 253 residents claim a total of £679,210 in welfare benefits and distributed £107,932 from our hardship fund to 334 households facing urgent need.

Support extended beyond emergency funding. We provided tailored budgeting and debt advice to 87 households, helping build long-term financial resilience. In total, 677 residents received direct financial aid across four key areas:

- £76,226 for essential household items.
- £15.220 in food vouchers.
- £9,906 in energy vouchers.
- £8,023 for urgent needs like baby items, travel costs, hygiene products, and winter clothing.

One powerful story is Fathia's - a former teacher and mother of six who left work to care for her terminally ill husband. After his passing, she was grieving and financially overwhelmed. "I didn't know how I would get through it," she said. "The help I received from Newlon gave me the strength to carry on - for my children and for myself." We supported her with bereavement benefits, funeral cost assistance and ongoing welfare advice.

Our impact was strengthened through community partnerships:

- The Engine Room Homework Club supported children's education.
- Foodbanks and pantries in Hackney and Islington provided six months of low-cost food.
- Suited & Booted and Dress for Success helped residents prepare for work.
- Time to Grow Hackney enabled residents to grow fresh produce for soup kitchens.
- The Little Village provided essentials for newborns.
- Solace Women's Aid supported families escaping domestic abuse.

Thanks to generous donations, we also provided laptops and mobile phones to families in crisis – tools that offered safety, connection and opportunity.

We expanded outreach efforts around Universal Credit transitions, raised awareness of entitlements like Pension Credit and offered drop-in sessions for budgeting and benefit guidance. Digital awareness training helped residents navigate online systems, with tailored support for different groups.

During the festive season, we delivered 50 Christmas hampers to residents facing hardship, including new parents, bereaved individuals, older residents without family and young people leaving care.

One resident wrote: "I've been a tenant of Newlon for 30 years and I have never felt so heard and listened to. Not because you are helping me, but simply because you listened to me and I felt heard. I've been offered a job thanks to your help with my CV and personal statement, and being sent to Suited & Booted for work clothes. I felt very positive because of your contribution."

Looking ahead, we're committed to expanding the reach of our hardship fund, deepening partnerships, enhancing digital and financial literacy and advocating for residents navigating complex benefit systems.

We extend heartfelt thanks to our funders, whose support has made this work possible:

Clarke Wilmott, Centrica, Delta Security, EEM Ltd, John O'Conner, LHC, Locations London, Martin Arnold, Mobysoft, Mulalley, QFSM, RCL, Smarter Services and Wates.

My Newlon online portal

Pressed for time or unable to reach us during the day? Why not get in touch at a time that suits you using the My Newlon portal? It's simple to use, with an easy sign-in process and clear step-by-step quidance. Through the portal, you can:

- Pay your rent.
- View rent statements.
- Check estate inspection schedules (if you live on an estate or in a larger block).
- Report local issues.
- Request repairs.
- Track the progress of repair jobs.
- Access newsletters and annual reports.
- Update your personal details.
- View communal documents relevant to your building (if you live on an estate or in a larger block).

Take control of your housing needs – anytime, anywhere. If you need assistance accessing the My Newlon portal, please contact the Service Centre on **020 7613 8080**.



Contents insurance: protect what matters most

Imagine coming home to find your laptop missing, your TV damaged, or your furniture ruined by a leak from upstairs. It's a distressing situation and unfortunately, it happens more often than you might think.

That's where contents insurance comes in. It helps cover the cost of replacing or repairing your personal belongings if they're stolen, damaged or destroyed. This includes everything from electronics and furniture to clothes, kitchenware and even your phone.

What's not covered by Newlon's buildings insurance

Many residents assume our buildings insurance covers their personal items - but it doesn't. It only protects the structure of the building. In the event of a fire, flood or burglary, you could be left to cover the costs yourself unless you have contents insurance.

Affordable peace of mind

You can get cover for up to £50,000 for as little as £40-£50 a year, with the average cost around £138 depending on the level of protection. When you consider the value of everything in your home, contents insurance offers excellent value.

What you're protected against

- Theft and vandalism.
- Fire and smoke damage.
- Water damage from leaks or burst pipes.
- Optional accidental damage cover.

You've worked hard for your belongings - why leave them unprotected?

Finding the right policy

Comparison sites like Go Compare, MoneySuperMarket and Compare the Market make it easy to find a policy that suits your needs and budget.

Worried about the cost?

We understand insurance can feel like an extra expense, especially when money is tight. But cancelling your policy could leave you vulnerable. Before deciding, ask yourself:

- Could I afford to replace everything I own?
- Would I need to rely on credit and could I manage the repayments?
- Could I afford even the basics like a bed or clothes?
- Is £10 a month worth the peace of mind that your belongings are covered if the worst happens?



Update your details



As your housing provider, we're here to support you - and having the right contact information helps us do that effectively. That's why it's important to keep your personal details, like your phone number, email address, date of birth and household information up to date.

Here's why it's important:

- Quick contact in emergencies
 If there's an urgent repair, safety issue or emergency in your building, we need to reach you fast.
- Access to the right support
 We offer a range of services to help you. Up to date details mean we can connect you with the right support when you need it.
- Stay informed
 From rent updates to maintenance schedules and community news we want to keep you in the loop.
- Safety and legal compliance
 Accurate records help us carry out essential safety checks and meet legal requirements for your home.

You can update your information by emailing our Service Centre **customerservice@newlon.org.uk** or by calling them on **020 7613 8080**. You can also update your details by logging into your My Newlon portal account.

Welcome to Met Engage



The Metropolitan Police are transforming to become a service that truly delivers for you - and Met Engage is a key part of that change. Met Engage is a new platform that connects you directly with your local police teams. It's designed to help you stay informed, share your concerns and shape how your area is policed. This isn't just a space for the Metropolitan Police to tell you what they are doing - it's a way for you to tell them what matters most to you.

What Met Engage offers:

- Local updates from your neighbourhood policing teams.
- Surveys to share the issues affecting you, helping us respond directly to your concerns.
- Safety advice and guidance to help protect yourself and your community.
- Opportunities to help solve crimes by sharing information.
- Event listings including ward panel meetings, bike marking, street briefings, and community walks.
- Messages available in over 100 languages, making it accessible to all.

Whether it's crime prevention, community events or simply getting to know your local officers, Met Engage is your one-stop hub for staying connected and informed. Why not sign up today? Visit **www.metengage.co.uk** to register and to help shape the future of policing in your area.

Unwelcome furry visitors -Newlon's approach to pests

By Jeannie Lowen, Newlon resident

The recent report of a rat infestation in a block of flats in Hackney reminded me of my experience of a rat home invasion. When I moved to this area, I was horrified to hear neighbours casually talking about seeing huge rats in their gardens. It seemed it was a regular issue due to the amount of major demolition and building works in Spitalfields. Demolition works frequently dislodged the rats from their nests, causing them to break cover to seek a new abode.

Eventually the inevitable happened and my friend's ground floor flat had a visitor. She would hear it scrabbling under the floorboards. Newlon sent a pest control operative to carry out preventive and eradication measures. From the droppings he verified that it was rats and laid poison under the floorboards. He arranged to return once the rats had been poisoned to remove it along with any dead rats and seal the entry points. My friend then found out that wire wool would block them out and so she decided to go ahead and block the holes herself. What seemed like a great idea - was not! Ratty had brought along a pal. They were possibly looking for somewhere warm and cosy in the insulation felt under the floor to make a nest. Rather than blocking them out she had sealed them in. Worse, they had eaten the poison so they were running around desperately looking for water. They become dehydrated when they are dying. It was traumatic as they looked so cute sticking their heads out, I remember the floppy ears looked adorable. We wished we didn't have to eradicate them. It felt so sad as you could see they had individual characters.

Unfortunately, wild rats pose a dangerous health risk. They can carry serious illnesses like leptospirosis, salmonella and the rarer, hantavirus and rat-bite fever.

These can spread through their urine, droppings or bites. If they get onto food stores, contamination can lead to gastrointestinal illnesses and other health complications.

The pest control operative was excellent; he was very diligent in searching out entrance points and this took a few visits to sort out. Because it's an old building trying to find all the entrance points proved more difficult than you would expect. Obvious entry points were sealed up but unfortunately a new route had been made by subsequent visitors. That one took a lot of lateral thinking and was finally found under the floor of the communal hallway.

Rats are fascinating, intelligent creatures, even if they're not the most welcome houseguests. We felt so sad when we discovered a small extremely neat pile of rubble under the cooker where they'd tried to dig their way out to escape.

The rat problem has been solved and hopefully no more major demolition works are planned nearby for a while. It no longer bothers me if I see a rat scurrying along the street, I'm battle hardened and I've also learnt to respect them.

For more information about Newlon's approach to pests, including rats, please visit **www.newlon.org.uk/pests/**.



Saving lives with a new defibrillator



This Defibrillator project was a result of a collaboration between Symon Sentain, Property Services Director, and Chris Lloyd from the Phillip Blaireman Residents Association. Funding the defibrillator came from the Residents Association and local partners. Newlon also contributed to the funding, and Symon Sentain arranged for it to be installed. After costs, there was a £400 surplus which the Residents Association decided to donate to Newlon's Hardship Fund which supports struggling residents. The defibrillator is registered with The Circuit, making it accessible to first responders in emergencies.



Community wellbeing activities

Wellbeing programmes at our Barnsbury Community Centre

The following wellbeing programmes for individuals and families take place at the Barnsbury Community Centre, N1 OFE. The Centre is easily accessible by public transport and the majority of activities are free or low cost and open to all Newlon residents, not just those who live locally to the Centre.

- Family art sessions this programme aims to build creative skills and to develop life skills such as communication, confidence and awareness. There are limited spaces so please register by calling or texting 07487 708 115 or by emailing info@nairtfr3edom.com. These family art sessions run twice a year for six classes at a time during May-June and September-November.
- Women's only exercise classes these take place on Mondays or Tuesdays. They require a small contribution. If you would like to take part or need more information please contact Julie Vibert by email iuliet.vibert@qmx.com.
- Gardening residents who are interested in allotment boxes or maintaining flower beds can register their interest by contacting the Barnsbury Office on O2O 7833 2525. There are some potential spaces for Barnsbury residents only and there may also be opportunities for non-Barnsbury Newlon residents in the community garden.

Kids In Motion at Barnsbury Community Centre

"We explore, learn and grow in motion."

Kids In Motion is a vibrant nursery based at Barnsbury Community Centre, offering a safe, stimulating space where children learn through movement, play, and discovery. With both indoor and outdoor areas, the nursery follows the Early Years Foundation Stage (EYFS) framework, encouraging natural, hands-on learning.

Open Monday to Friday, 8:00 a.m. - 6:00 p.m., it offers 15 hours of funded childcare for children aged 9 months, 2 years, and 3 years.

Following a January 2025 Ofsted inspection, Kids In Motion was rated Outstanding in every category.

To get in touch, you can email islington@kidsinmotion.co.uk, call **020 8075 6500**, or simply drop by the Barnsbury Community Centre for a chat or to arrange a viewing.



You said

We listened

Resident Engagement Strategy

Co-Production Group - request for residents

The current Resident Engagement Strategy (RES) for Newlon runs from 2023 - 2026. It was co-produced with 19 residents by Emma Preston-Dunlop, Newlon's Resident Involvement Manager, and we would like the next strategy for 2026 - 2029 to be produced in a similar way.

Is this something that interests you? The RES aims to involve residents in decision-making and service planning. It focuses on creating a resident-first approach, ensuring that residents' voices are heard and respected. The current strategy has four main themes:

- Co-designing your services with us.
- You say, we listen, we do.
- · Your voices amplified.
- Your Resident Engagement Strategy.

The strategy includes:

- Enhanced Partnership and Neighbourhood
 Working strengthening community participation
 and engagement across all areas where homes
 are located.
- Feedback Loop actively listening to resident feedback and providing updates on changes made.
- **Regulatory Compliance** meeting safety and regulatory standards through a range of channels.
- Digital and Hybrid Methods utilising digital and hybrid methods to innovate and adapt to changing communication needs.
- **Involvement Opportunities** providing residents with multiple accessible opportunities to share their feedback and influence service delivery.

The strategy is designed to lead to better services for residents in the long run and to foster a cordial relationship between landlords and residents. It aims to create a strong feedback loop with measurable impact, ensuring residents have more influence over the way services are delivered.

If you're interested in being part of the Resident Engagement Strategy Co-Production Group please email Emma at **getinvolved@newlon.org.uk**.





On Friday 29th August, Barnsbury Community Centre came alive with residents and Newlon staff enjoying a fantastic day of fun, food, and connection.

Designed to foster engagement between Newlon and the local community in a relaxed and welcoming environment, the event was a resounding success. The day was packed with activities for all ages – from face painting, henna and balloon modelling to biscuit decorating, tattoos and a bouncy castle.

Thanks to the amazing volunteers and generous support from Vistry, Prestige, TMN, Mount Anvil, Gilmartins, Tesco, Asda, Kids In Motion and NHS Community Dental, the day was a huge success.

Events like this show the power of community – thank you to everyone who made it so special.









Hate has no home here - October is Hate Crime awareness month

At Newlon, we believe everyone deserves to feel safe, respected and valued in their community.

That's why we're standing together this Hate Crime awareness month to say: **Hate has no home here.**

What is a Hate Crime?

A hate crime is more than just a criminal act - it's one driven by prejudice, hostility or hatred toward someone because of who they are. This could be based on:

- Race or ethnicity.
- Religion or belief.
- Sexual orientation.
- Disability.
- Gender identity.
- Or other personal characteristics such as age, lifestyle or appearance.

Hate crimes can take many forms, including:

- Verbal abuse or threats.
- Physical attacks.
- Damage to property.
- Harassment or intimidation.
- Online abuse.

These acts don't just harm individuals - they can deeply affect families, neighbours, and entire communities.

What will Newlon do?

If you experience or witness a hate crime, please know that we're here for you. When you report it to us, we will:

- Treat your report seriously, confidentially, and as high risk.
- Aim to contact you within one working day.
- Investigate thoroughly and assess any risks to your safety.
- Offer advice, support, and referrals to specialist services.
- Work with other agencies if needed.
- Take appropriate action against perpetrators when there is enough evidence.
- Agree an action plan with you and keep you updated.
- Always prioritise your safety in any action we take.

How you can help

If the behaviour is ongoing, please keep a record with details of each incident - what happened, when and where.

To report hate crime or anti-social behaviour (ASB), contact us by emailing **asb@newlon.org.uk** or by calling us on **020 7613 8080**.

Why reporting matters

What makes a hate crime different is the motive behind it it's not just about what happened, but why it happened. The law often treats hate crimes more seriously because of the emotional and psychological impact they can have.

By reporting hate crime, you help us:

- Support you and others affected.
- Take action against those responsible.
- Prevent future incidents.
- Build a safer, more inclusive community.

Other ways to report

Hate crime is a criminal offence. You can also report it to:

- Police (emergency): 999.
- Police (non-emergency): **101** or at any police station.
- Crimestoppers (anonymous): 0800 555 111 or crimestoppers-uk.org.

Additional support for hate crime victims

- Samaritans 24/7 emotional support: Call **116 123** or visit **samaritans.org**.
- Victim Support Help for anyone affected by crime: **victimsupport.org.uk**.
- ASB Help National charity for ASB victims: **asbhelp.co.uk**.
- Stop Hate UK stophateuk.org.
- Galop Support for LGBTQ+ hate crime: galop.org.uk.
- Tell MAMA Support for anti-Muslim hate crime: **tellmamauk.org**.
- Community Security Trust (CST) Support for antisemitic hate crime: **cst.org.uk**.

Coming soon: Newlon's Neighbourhood Strategy

We're excited to share that Newlon is developing a new Neighbourhood Strategy - a targeted plan to enhance the areas our residents call home. The strategy will focus on delivering:

- Safer, cleaner, and better-maintained neighbourhoods.
- Stronger community connections.
- Support for wellbeing, inclusion, and access to opportunities.

Recognising that each area is unique, we're creating tailored plans for our larger boroughs to address local priorities. Work is already underway, and Hackney's draft plan will be shared with the Residents' Forum and Hackney Residents Group in November for feedback. Led by Newlon and shaped by residents, this strategy aims to build neighbourhoods we're proud of. Stay tuned for updates.

Tackling tenancy fraud -

November is Key Amnesty month

What is Tenancy Fraud?

Tenancy fraud is when a resident provides false information to gain a property or sublets the property to someone else or does not use the property as their only or main home.

Examples of Tenancy Fraud include, but are not limited to:

- **Unlawful subletting** letting out all or part of the property without Newlon's consent.
- Obtaining housing by deception providing false or inaccurate information to receive a property.
- Wrongly claimed succession taking over a tenancy by succession when they're not legally entitled to do so.
- **Key selling** receiving payment to pass the keys of the property onto someone else.
- Abandonment leaving the property and residing elsewhere with no intention to return and have not issued Newlon a proper Notice to Quit or agreed written surrender of the property.

Why does Tenancy Fraud matter?

There are currently estimated to be 100,000 social homes nationwide which could be occupied by someone who doesn't have the right to do so. At a time when more families are struggling financially, we want to do everything we can to ensure our homes are occupied by residents who need them.

What can happen if we find out that a resident is committing Tenancy Fraud?

If we find out that a resident is committing Tenancy Fraud they could lose their home and they could be fined up to £50,000 or imprisoned for up to two years.

November is Key Amnesty month

This November, we are running a Key Amnesty to tackle Tenancy Fraud. Our Key Amnesty allows anyone committing Tenancy Fraud to hand their keys back to us and to have no further action taken against them.

How will the Key Amnesty work?

If you are a resident who is committing Tenancy Fraud and you want to hand your keys back to us with no repercussions, please do the three following things:

- **1.** Email **asb@newlon.org.uk** or call **020 7613 8080** and ask for the Investigations team.
- **2.** Come to our Tottenham Hale office and hand over the keys to your property.
- **3.** Sign a Notice to Quit (NTQ) form to end your tenancy. The NTQ form can also be emailed to you to return.

A word about unlawful subletting

Unfortunately, unlawful subletting is the most common type of tenancy fraud committed by Newlon residents. If you think that a Newlon property is being sublet or if you believe that you are living in or renting a Newlon home from someone other than Newlon, please get in touch.

You can email asb@newlon.org.uk or call 020 7613 8080 and ask to speak to the Investigations team. You will be given advice and support and the information you provide will be treated in the strictest of confidence.



A targeted 'Hotspots' strategy

We understand that feeling safe at home goes beyond the physical structure - it includes neighbourhood security and tackling anti-social behaviour (ASB). In response to resident feedback, we've developed a more proactive and collaborative approach to building and neighbourhood safety.

Over the past year, we've introduced a new strategy to address ASB 'hotspots' - areas where multiple residents report recurring issues. This approach brings together our Neighbourhoods, Building Safety, Investigations and Resident Involvement teams to respond quickly and effectively.

Actions taken include:

- Designing a new anti-tamper intercom system for one estate.
- Installing secure entry and communal doors across a scheme.

- Restricting unauthorised access to rooftop spaces in several blocks.
- Adding CCTV and improved lighting in specific housing areas.

These targeted interventions have led to long-term reductions in ASB and improved residents' sense of safety.

Ongoing collaboration and monitoring

We continue to hold regular meetings to review ASB hotspots and work closely with local partners to address persistent and serious cases. Resident satisfaction with our ASB and neighbourhood management services compares favourably with other housing providers, reflecting the positive impact of this joined-up approach.

Tpas National Tenant Conference -

reflections by Sharon Tate, Newlon Resident

As an involved resident, I was delighted to attend the Tpas National Tenant Conference – an inspiring event that brought tenants together to share experiences and amplify our voices. This year's theme asked: Is the New Regulation Creating Real Respect in Social Housing?

The focus was on whether recent changes are driving genuine cultural transformation, where fairness, respect and listening to tenants are the norm.

The conference opened with powerful speeches. A standout keynote from a Tenant Scrutiny Chair outlined five signs of true respect from housing providers: listening, honesty, follow-through, fairness and seeing tenants as people - not just residents.

Workshops highlights:

• Engaging ethnic minorities - is there a seat at the table?

This session explored barriers to ethnic minority involvement in tenant engagement and offered practical recommendations for more inclusive practices.

Looking after yourself with the Tpas wellbeing coach

A reflective session on recognising burnout, featuring deep breathing and self-havening techniques to calm the nervous system. I found it genuinely helpful and plan to use it regularly.

· In conversation with the regulator

The Chief of Regulatory Engagement joined for a Q&A, reflecting on the first year of proactive regulation and giving tenants a chance to ask direct questions.

· In Conversation with the Ombudsman

This interactive session explored the complaints process and how tenants can influence better outcomes through the Housing Ombudsman's work.

 Taking the stigma out of social housing the residents' view

A powerful discussion on challenging outdated attitudes and promoting fairness, drawing on lived experiences and the G15 report.

Conclusion:

The conference was insightful, practical and empowering. It offered fresh thinking and meaningful conversations about the future of tenant involvement. I left feeling inspired and better equipped to turn ideas into action.

The 2025 Tpas National Tenant Conference was attended by two involved Newlon residents

- Ben Roe and Sharon Tate.

Visiting our Head Office

Newlon has a hybrid working approach which means that the majority of staff members are spending part of the week working from home and part of the time in the office. Please only visit the Head Office if you have an appointment. It means that the member of staff you need to see will be in the office on that day rather than working from home.

If you are due to attend an in-person event at our office, please reschedule if you develop any cold, flu or COVID symptoms. We can arrange to carry out appointments through video conferencing such as Zoom or Teams.

Write for your newsletter

Do you have an idea for an article for this newsletter? We welcome articles from residents of all ages. If we publish it we will send you £20 in vouchers of your choice! Send your article idea to **newsletters@newlon.org.uk**.

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Telephone: **020 7613 8080**

Email (general enquiries): **customerservice@newlon.org.uk** Email (repairs): **repairs@newlon.org.uk**

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www.newlon.org.uk

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