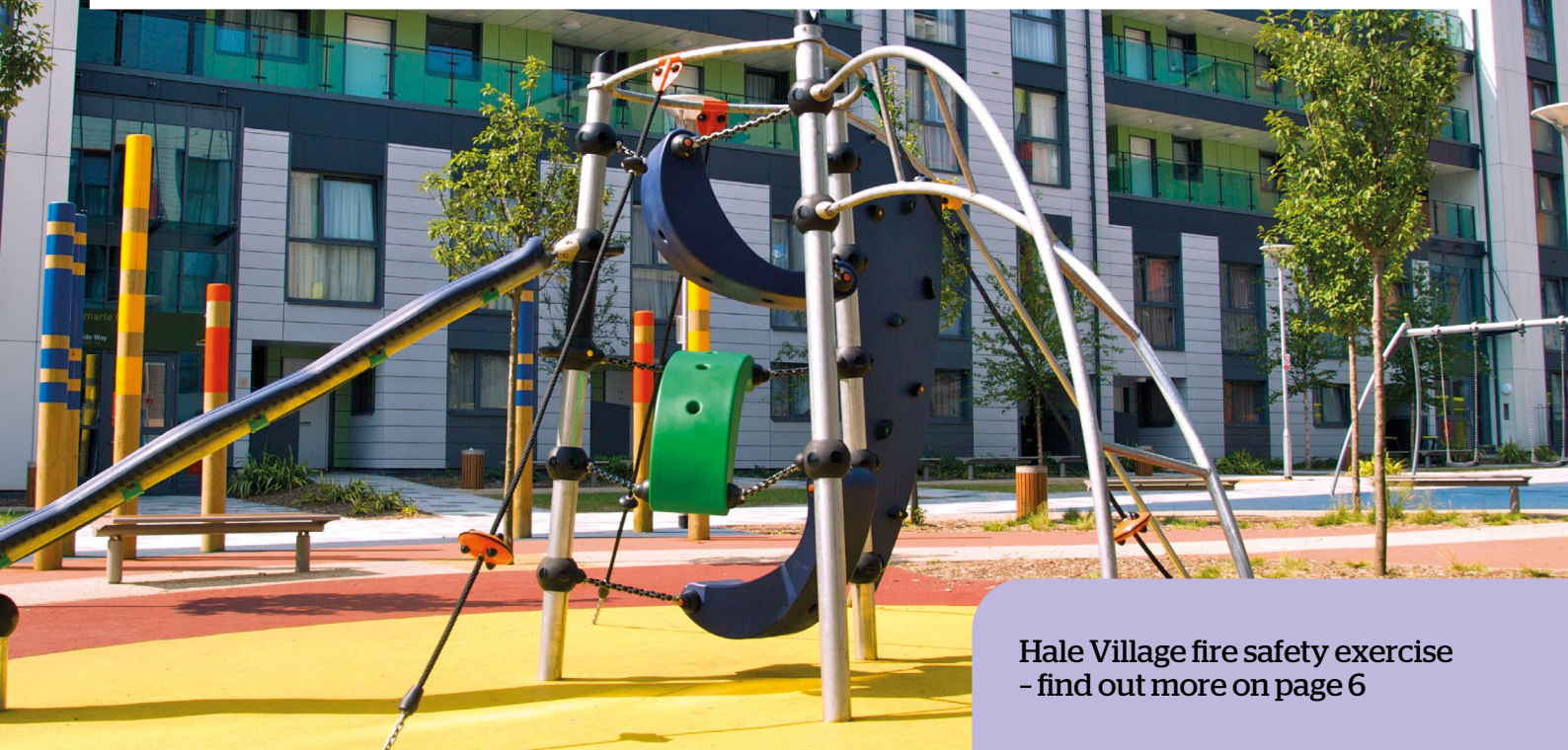


Newlon News



Hale Village fire safety exercise
- find out more on page 6

What's inside?

Residents' Forum news
Repairs performance update
Update your details
Nuisance noise
Neighbourhood Strategy
Domestic abuse support
My Newlon
Fire Safety
Downsizing
Community activities
Mystery shopping results
Parcel delivery advice
Drain blockages
Spring clean your finances
Digital fraud

Contacting the Service Centre - callback option

Did you know that the winter months are our busiest months with residents experiencing longer wait times when trying to speak with one of our Service Centre Advisors?

To help address this, we can offer you a helpful callback option. When you call us on the usual residents' enquiries number **020 7613 8080**, all you have to do is select the callback option when prompted and follow the instructions. We will always call you back within one day and usually within two hours.

For all non-urgent maintenance/repairs queries you can also email us at **repairs@newlon.org.uk**.

For all other housing related queries, please email us at **customerservice@newlon.org.uk**.

We also recommend that you sign up or continue to use My Newlon, our online self-service portal. Find out more about My Newlon on page 5.

Residents' Forum update from Jon Cuming-Higgs.

Jon is Chair of the Residents' Forum and a Newlon resident



The Residents' Forum met on Wednesday 5th November, with a strong turnout of Forum members, the Chief Executive and Directors from across the organisation. Here are the key headlines from our discussion.

This was my first time chairing the Residents' Forum, which felt rather daunting. However, the Forum members were very dedicated and well-informed, and I managed to get through the meeting with only a couple of hiccups.

Performance and satisfaction

We reviewed the latest data, which showed a positive trend. While the latest national data indicates a rise of just 0.5% in overall tenant satisfaction, Newlon's has risen by 3%. However, we also discussed a recent dip in satisfaction regarding complaints handling. This was linked to capacity issues with a new contractor, which led to a rise in complaints in September. The Forum was assured that Newlon is holding weekly operational meetings to address this and get performance back on track.

Repairs

We received an update on the new repair contractors, who started in July. Both contractors have launched a live tracking feature. This 'Uber-style' system allows you to see when an operative is on their way and track their route in real time, aiming to offer transparency and reduce missed appointments.

Awaab's Law

The Forum discussed the new protocols Newlon introduced on 27th October. Awaab's Law is named after Awaab Ishak, a two-year-old boy who died in 2020 from a respiratory condition caused by prolonged exposure to mould in his family's home. There is a new triage system ensuring emergency hazards are flagged immediately. There are also new dedicated 'Complex Repairs Officers.' These officers will manage high-impact repairs, focusing specifically on damp, mould, and structural issues. One of the Forum members volunteered to test the system and report back.

If you need to report damp or mould, please contact Newlon's Service Centre by calling **020 7613 8080**. You can also report via the My Newlon portal.

Financial inclusion

The Financial Inclusion team has been successfully helping residents experiencing financial hardship. In 2024/25, the team ensured that 29 tenancies were successfully sustained with their support, and there have been no evictions since 2024. Forum members talked about how helpful the support from the team was. I would recommend anyone who may be struggling financially to contact them sooner rather than later. They have a lot of experience helping people, and the sooner they can start helping, the better for everybody. They are dedicated to preventing people from losing their tenancies in times of crisis.

A brief history of Newlon

On a lighter note, the Forum received a potted history of Newlon, from its roots with two homes to becoming a provider in nine boroughs, offering just over 8,500 affordable homes. These homes cover a diverse range of housing – from street properties, some over 100 years old, to new-build blocks of flats – and different types of tenure, including rented and Shared Ownership. In partnership with Outward, Newlon Group's specialist care and support charity, Newlon provides homes for around 40,000 people.

Walkabouts

Forum members were invited to join the executive team on their monthly walkabouts. Each month, the Chief Executive, senior managers, and directors visit different schemes to meet residents and review the standards Newlon is maintaining regarding properties and the surrounding neighbourhood areas Newlon is responsible for. Reflecting on Newlon providing 8,500 affordable homes – that's a lot of walking about!

Working to improve our repairs performance

Following the launch of our new repairs contract in the summer of 2025 we have experienced some problems with capacity, especially in terms of meeting demand for repairs in Hackney and Islington.

You said

We listened

We have put together an improvement plan with our contractors and have been using additional specialist contractors to speed up completion of outstanding and new repairs requests.

We are making progress with completing overdue repairs and responding more quickly to new repairs. We have also made improvements in how we can use data to see which jobs have not been actioned on a daily basis. This allows us to follow up on issues with our contractors in close to real time so residents can be updated about any problems completing their repairs.

Our contractors have also recruited additional staff to manage repairs for Newlon residents.

We are confident that the steps we have taken in partnership with our contractors and based on feedback from residents will help to improve the service. We will continue to update you on progress.

Track your operative option

If you have booked a repair, both our main repairs contractors, Gilmartins and MNM, will send you a text message at the start of the morning that the repair is due. This includes a link to a tracker you can use to follow the progress of your operative. This allows you to check their progress and to see if they are running on time.

If it becomes clear from the tracker that there is a potential issue you can contact us so that we can liaise with the contractors and check what the problem is. This should help to reduce issues with repairs not being done on the day they are scheduled.



Why keeping your details up to date matters

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.



Let's keep our community peaceful

Understanding noise and how to manage it

We all want to enjoy a comfortable and peaceful home. Living in a busy community means some level of noise is normal – but when it becomes frequent or excessive, it can affect your quality of life.



When does noise become a nuisance?

Noise can range from everyday sounds to something more disruptive. Common examples include:

- Loud music or TV.
- Shouting or slamming doors.
- Inconsiderate use of appliances.
- Removing carpets or installing hard flooring, which can increase noise for neighbours.

Often, neighbours don't realise they're causing a disturbance. They may not know you work shifts, have been up all night caring for someone, or are unwell.

What can you do?

- Start with a friendly chat – a quick conversation can often resolve the issue.
- Use a Dear Neighbour Card – a simple way to let them know they're disturbing you. Download one at: newlon.org.uk/residents/anti-social-behaviour/types-asb/noise-nuisance

If talking doesn't help and the noise is unreasonable, contact us by calling our Service Centre on **020 7613 8080**. You can also contact the Investigations Team directly by emailing them at asb@newlon.org.uk.

What we're doing to help

We've listened to your feedback that some noise feels intrusive but doesn't meet the legal threshold for anti-social behaviour (ASB).

Here's how we're responding

- Encouraging use of diary sheets and The Noise App to record disturbances.
- Visiting properties to check flooring and insulation.
- Suggesting rugs over laminate flooring.
- Installing noise-reducing mats under washing machines.
- Offering mediation between neighbours.

We have a Noise Policy that treats noise as a general concern first, and as ASB only if it exceeds statutory levels. Many complaints relate to household noise transference, so we're taking steps to reduce and manage this.

What is our Neighbourhood Strategy?

Look out for Our Neighbourhood Strategy (2025-2028), which we will be publishing very soon. It is all about making sure our homes and communities are safe, clean, and welcoming places to live. It sets out how Newlon will work with residents and local partners to improve neighbourhoods and support everyone who lives in them.

You said

We listened

What does it mean for you?

We want residents to feel safe, respected, and proud of where they live. To do this, we will:

- **Keep homes and estates clean and well-maintained** – tackling issues like fly-tipping and vandalism.
- **Act quickly on anti-social behaviour (ASB)** and support those affected by domestic abuse.
- **Provide fair and accessible services** – with extra help for those who need it.
- **Listen to residents** – giving more chances to share feedback and help shape services.
- **Work with local councils, police, and community organisations** to improve safety and wellbeing.

How will we measure success?

We'll check how satisfied residents are with our services, track complaints and ASB cases, and monitor key performance indicators like repairs and estate inspections. We'll share updates through newsletters and our website.

What can residents do?

We ask residents to:

- Be considerate and respectful.
- Report issues like ASB or repairs promptly.
- Get involved in feedback and community activities.

Our goal

By working together – residents, Newlon and community partners – we aim to build neighbourhoods where people feel safe, supported and proud to live.

You are not alone: raising awareness about domestic abuse in our communities

Domestic abuse can affect anyone – regardless of age, gender, background, or circumstance. It's not just physical violence, it can also be emotional, psychological, financial, or coercive control. At Newlon we believe everyone deserves to feel safe and supported in their home. That's why we're committed to raising awareness and encouraging those experiencing abuse to seek help.

Understanding domestic abuse

Domestic abuse is often hidden behind closed doors. It can manifest as:

- Physical harm – hitting, slapping, or other forms of violence.
- Emotional abuse – manipulation, humiliation or threats.
- Financial control – restricting access to money or employment.
- Coercive control – isolating someone from friends and family, monitoring their movements or controlling their daily activities.

No one should have to live in fear. Abuse is never the victim's fault, and help is available.

How can Newlon help

As your housing provider, we are here to support you. If you are experiencing domestic abuse or suspect someone else might be, please know:

- You can speak to us confidentially.
- We will listen without judgement.
- We can help connect you to specialist support services.
- Help you address your financial issues, including separating benefit claims or helping with finances in a crisis.
- We can work with you to ensure your safety, including emergency housing options if needed.

Whether you need advice, a safe space, or urgent intervention, we are here to help you find the support you need.

Support services available

You don't have to go through this alone. There are national and local organisations that offer free, confidential support:

- National Domestic Abuse Helpline – **0808 2000 247** (available 24/7).
- Women's Aid – **womensaid.org.uk**.
- Men's Advice Line – **0808 801 0327**.
- Galop (LGBTQ+ support) – **0800 999 5428**.

You can also contact your local council for help with housing but call 999 if you are in immediate danger.

Creating a safe community together

We all have a role to play in ending domestic abuse. If you're a neighbour, friend, or family member and you're concerned about someone's safety, reach out.

Your support could make a life-changing difference.

Let's work together to build a community where everyone feels safe, respected and empowered.

Please do get in touch with us by calling our Financial Inclusion team on **020 7033 4605** or by emailing them at **financialinclusion@newlon.org.uk**.



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 guidance. 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**.

mynewlon



Jeannie Lowen, Newlon resident, reports on a Hale Village fire safety exercise run by the London Fire Brigade and Newlon

The Building Safety team invited me to join them at a recent firefighting exercise at De Havilland Court, Lebus Street, N17. The exercise aimed to give participants in depth knowledge of how the services operate at the Hale Village site. It also offered the London Fire Brigade (LFB) the chance to work collaboratively with several teams, including QFS – Fire Risk Assessment, lift specialists, Newlon Building Services and the Estates team.

The session covered lifts, dry risers, fire doors, fire alarms, Automatic Opening Vent (AOV) windows and firefighting equipment.

Lift specialists delivered a detailed toolbox talk on firefighting lift usage and functionality – essential knowledge for the LFB. I learned that lift designs vary considerably. The presentation was so thorough that components were disassembled to show the internal mechanisms and alternative ways lifts can be operated during an emergency.

One of the engineers explained that the lift in question was a designated firefighting lift and therefore one of the safest places to be during a fire – even if I'm not sure I'd feel that way! It is specifically designed to allow fire crews safe access in an emergency.

Knowing how to take correct control of lifts is crucial for the LFB and other operatives, as replacement parts can take months to arrive from overseas. Incorrect handling could therefore leave a lift out of service for an extended period.

QFSM led a toolbox talk on mechanical smoke extraction, explaining that only the floor where smoke is detected will have its AOV windows open, while all others close to control airflow.

The LFB also carried out a fire hose test on the boulevard roof using the dry riser system. I learned that dry risers are networks of pipes and valves that remain empty until needed during a fire. The test revealed some water pressure issues, which were addressed. Exercises like this highlight how vital onsite testing is in preventing operational problems during real incidents.

At the building's entrance, the Gerda Box holds crucial information such as building plans, fire exit routes, emergency isolation points and locations of specific hazards. This allows Fire and Rescue Services quick access to important data during an incident. The information is regularly checked and updated.

A key aim of the day was to strengthen communication and relationships across services. One lift engineer commented that he was impressed by Newlon's open door communication policy with external organisations and felt that they genuinely listen. Initiatives like this show how Newlon is actively implementing the government's post Grenfell building safety recommendations. It was a fascinating event to attend.

Overall, these onsite exercises provide valuable insight into how systems operate day to day and reveal any issues that may arise in an emergency, allowing them to be resolved proactively.

Thinking about downsizing?

Here's why it could be the right move for you.



If you're living in a home with **more bedrooms** than you need, now might be the perfect time to consider downsizing. Moving to a smaller home can bring a range of benefits for you – and for your community.

Benefits for you

- **Lower rent and bills:** A smaller home usually means reduced rent, lower heating costs, and cheaper maintenance.
- **Easier to manage:** Less space means less cleaning and upkeep, giving you more time for the things you enjoy.
- **More suitable space:** A home that fits your current lifestyle can feel more comfortable and practical.

Benefits for your community

- **Helping families in need:** By downsizing, you free up a larger home for a family who truly needs the space.
- **Reducing overcrowding:** Many families are currently living in overcrowded conditions and waiting for larger homes to become available. Your move could help them live in safe, comfortable conditions.
- **Making better use of housing:** Your decision helps ensure homes are used in the best way possible for everyone.

Downsizing doesn't mean losing out – it means gaining a home that suits your life today while making a positive difference for others.

If you're considering downsizing, you can do so in two main ways – through a Mutual exchange or by using HomeSwapper.

Mutual exchange with another Newlon resident

Newlon's Mutual exchange allows you to swap homes with another Newlon resident. It is available to residents who have a secure, assured, or five year fixed term tenancy. To find another Newlon resident who wants to swap their home you can read our quarterly Mutual Exchange Board, which contains an up to date list of other Newlon residents also looking to move home. This is distributed with our newsletters but you can also download it at www.newlon.org.uk/publications/mutual-exchange.

If you find another Newlon tenant you would like to swap with you can apply by filling in the mutual exchange application form.

Mutual exchange through Homeswapper

HomeSwapper is the largest UK organisation for social housing residents wishing to move home through a mutual exchange. Thousands of people join every month to move locally or across the UK. HomeSwapper makes daily checks for new swaps, and you can log on anytime to view them. It can also send you 'match alerts' to ensure that you don't miss out on your ideal home. If you are interested in a swap, you can contact the other resident and arrange to view each other's properties. We have partnered with HomeSwapper so it is free for Newlon residents to use. You can join by registering at www.homeswapper.co.uk.

Interested in finding out more? Contact us to explore your options and see how we can support you through the process. Please call the Service Centre on **020 7613 8080** or email homesandlettings@newlon.org.uk to find out more.

Downsizing opportunity available for Haringey residents aged 55+

If you're 55 or over and living in a three-bedroom or larger home in Haringey, now is the perfect time to make the move into a modern, purpose-built home designed for your comfort. Wingspan Walk, a stunning new development just north of Down Lane Park, is now complete. It offers 276 council homes, including 119 reserved exclusively for residents aged 55 and over.

Choose from energy-efficient one and two bedroom flats featuring level access showers and solar panels that can supply over half your annual energy needs. Enjoy private balconies with views of Down Lane Park and Walthamstow Wetlands, landscaped communal gardens, and step-free, wheelchair-friendly spaces. Homes are ready now, move in and enjoy low-cost heating, secure living, and easy access to local transport and shops.

This opportunity is open to Haringey social rent tenants aged 55+ downsizing from homes with three or more bedrooms.

Call **020 7613 8080** or email homesandlettings@newlon.org.uk to find out more.



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 0FE. 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 **juliet.vibert@gmx.com**.
- **Gardening** - residents who are interested in allotment boxes or maintaining flower beds can register their interest by contacting the Barnsbury Office on **020 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.



Mystery Shopping results autumn 2025



Every few months, we carry out a Mystery Shopping exercise to check how well we respond to residents' questions. This helps us make sure our service is quick, professional and friendly. For this round, 15 trained residents acted as mystery shoppers.

They sent 40 emails and made 5 phone calls to different teams across Newlon, pretending to be residents with real queries. We then measured how quickly and how well we replied.

How we measure responses

We use the Newlon "2-ten" standard. This means we aim to acknowledge your query within two working days and provide a full response within ten working days. If we do both, that's a Gold standard response. If we miss the acknowledgement but still reply within ten days, that's Silver. If we reply late, it's Bronze. If we don't reply at all, that's a service failure. We also check whether replies feel professional, respectful, friendly and empathetic, and whether residents feel valued.

What we found

Overall, the results were positive. 85% of emails met the Gold standard, which means most residents received a timely and complete response. None of the emails met the Silver standard, and only one email was late, falling into the Bronze category. However, five emails were not answered at all, which is an area we need to improve.

When we looked at the quality of responses, 85% of replies answered the question fully, although this was slightly down from the previous report. Residents described responses as professional 30 times, respectful 25 times, friendly 11 times and empathetic 6 times. No one described responses as unprofessional or disrespectful, and only one response was said to lack empathy, which is an improvement from previous reports.

One of the most encouraging findings was that 25 out of 40 emails scored a perfect 10 out of 10 for making residents feel valued. This is our best result yet. Overall, residents rated how valued they felt at 8.2 out of 10. This is slightly down from 8.43 in the spring but still much higher than last winter's score of 7.29. The high number of perfect scores helped keep the average strong.

Phone calls

We also tested five phone calls. All connected successfully, and the average wait time was 6 minutes, with the fastest connection at just 40 seconds. Residents said they felt listened to and that staff gave their names. Four out of five queries were fully answered. One caller felt their issue could have been resolved more easily by sending an email instead of asking them to email another team, so there is room for improvement.

What went well

Most emails were answered quickly and professionally, and the record number of perfect scores shows that many residents felt valued. There were very few errors in spelling or missing names, and phone service continues to improve with shorter wait times. Auto-responses were active, making it easier for teams to meet the 2-ten standard.

Where we need to improve

Five emails were not answered, and this is something we are working on. We also need better organisation of shared inboxes to avoid missed emails. A few phone queries could have been handled more efficiently.

What's next

Managers will review these results and share feedback. We are improving systems to make sure residents who opt out of phone calls aren't called by mistake. We will continue training staff and recruiting more mystery shoppers.

A big thank you to the residents who took part and to the staff who received praise for excellent responses. Your feedback helps us improve and provide the best service possible.



Stay safe online: understanding digital fraud and how to protect yourself

SCAM ALERT

As more of our daily lives move online, fraudsters are finding new ways to target people through digital platforms. Digital fraud can happen to anyone, and being aware of the risks is the first step to staying safe. Here are some common tactics used by online scammers and tips to protect yourself:

1. Phishing emails and messages

Fraudsters often send emails or text messages that look like they're from trusted organisations such as banks, delivery companies or even government agencies. These messages usually ask you to click a link or provide personal details.

How to protect yourself:

- Never click on suspicious links or attachments.
- Check the sender's email address carefully.
- If in doubt, contact the organisation directly using official contact details.

2. Fake websites and online shopping scams

Scammers create websites that look legitimate to trick people into buying products that don't exist or to steal payment details.

How to protect yourself:

- Look for https:// and a padlock symbol in the browser address bar.
- Research the retailer before making a purchase.
- Avoid deals that seem too good to be true – they usually are.

3. Social media and messaging app scams

Fraudsters use social media to impersonate friends or businesses, often asking for money or personal information.

How to protect yourself:

- Be cautious of unexpected messages, even from people you know.
- Verify requests through another method (e.g., a phone call).
- Don't share sensitive information on social platforms.

4. Investment and cryptocurrency scams

Promises of quick profits or guaranteed returns are common tactics used by scammers to lure people into fake investment schemes.

How to protect yourself:

- Be sceptical of high-return, low-risk offers.
- Only invest through regulated financial institutions.
- Do your research before committing any money.

5. Tech support scams

You might receive a call or pop-up claiming your computer has a virus and asking for remote access or payment to fix it.

How to protect yourself:

- Legitimate companies will never ask for remote access out of the blue.
- Hang up and contact your device provider directly if unsure.

What to do if you suspect fraud

- Report suspicious activity to **Action Fraud** (www.actionfraud.police.uk) or call **0300 123 2040**.
- Inform your bank immediately if you think your financial details have been compromised.
- Change your passwords and enable two-factor authentication where possible.

Remember: Staying alert and cautious online is the best defence against digital fraud. Share this advice with friends and family to help keep our community safe.

Parcel delivery in blocks – keeping your parcels and everyone safe

Your safety is our priority. One simple but vital way to improve safety in blocks is by keeping communal areas clear at all times. Leaving parcels or personal items in shared spaces – such as hallways or downstairs areas – not only creates a serious fire hazard but can also increase the risk of theft. Sadly, parcels left unattended in communal areas are more likely to be stolen, leaving residents without their deliveries and feeling unsafe in their own building.

We understand that deliveries can be challenging, especially during busy periods. However, most online retailers and courier services – such as Amazon, Evri, Yodel, and Royal Mail – offer convenient alternatives to home delivery, including:

- **Parcel lockers located nearby.**
- **Local collection points in shops and supermarkets.**

These options mean you can collect your order at a time that suits you, rather than having it left in a shared space where it could create a hazard or be taken.

Please help by:

- Being home for deliveries whenever possible.
- Using an alternative address or a local collection point if you can't be home.
- Never leaving parcels in communal areas, including the downstairs space.

Spring clean your finances for a brighter future

Did you find Christmas tough?

You're not alone. It's one of the most expensive times of the year, landing right in the middle of winter when energy costs often rise. If you're feeling the pinch, there are some practical steps you can take to regain control of your money.

1. Plan your finances

Start by setting short, medium and long term goals. Tracking your progress can boost motivation.

- A **short term goal** might be balancing your budget.
- A **medium term goal** could be saving for next Christmas.
- A **long term goal** might be building up your retirement fund.

2. Review what you're paying for

Go through your subscriptions and regular services. Cancel anything you no longer use or need.

3. Check if you can get it cheaper

Switching suppliers can save money. MoneyHelper (www.moneyhelper.org.uk/en) has advice on comparing mobile, broadband, streaming and utility providers.

If you're still in a contract, set a calendar reminder to review it before it renews.

4. Work out your household income

List all sources of income. If you have adult children at home, discuss what they can reasonably contribute.

You may also be able to increase your income through overtime, extra hours, taking in a lodger (with your landlord's agreement), family contributions, grants or benefits.

Use benefits calculators at:

- Turn2Us: www.turn2us.org.uk.
- EntitledTo: www.entitledto.co.uk.

5. Create a budget

Set out everything coming in and going out. A simple spreadsheet can help.

- If your **outgoings exceed your income**, look for areas to cut back.
- If you're **struggling with debt**, free help is available from StepChange, National Debtline or Citizens Advice.
- If you **have a small surplus**, consider reducing future costs by saving for upcoming expenses.
- If you **regularly have money left over**, look for savings accounts offering good interest rates – just check for any restrictions.

6. Use a calendar to stay organised

Create a monthly planner to keep track of bills and spending. Add reminders for things like birthdays or insurance renewals so you have time to find the best deals.

7. Make the most of helpful technology

Budgeting apps can track your spending automatically. You can also do a soft credit check to see whether improving your credit score could help you access better rates in future.

8. Look for long term savings habits

Search online for budget friendly ideas. Batch cooking at weekends, for example, can reduce food costs and help avoid the expense of takeaways during the week.



Bin it, don't flush it!

Blocked drains cause problems for many of our residents every year – and most of the time it's because things are being flushed or washed away that shouldn't be. Items like cooking fat, oil, wet wipes and sanitary products are the biggest culprits.

Every year, Newlon spends more than **£250,000** dealing with blockages and repairing drainage and water pump systems. The good news? Most of this can be prevented with a few small changes to how waste is disposed of at home.

In the kitchen: keep fats and oils out of the sink

When fats, oils or grease go down the drain, they cool and solidify inside pipes. This leads to blockages, nasty smells and even damage to the wider sewer system.

Try this instead:

- Let oil or fat cool, then scrape it into your food waste bin.
- For small amounts, wipe pans with kitchen paper before washing.
- For larger amounts, pour into a container and dispose of it in your household waste or at a recycling point (if available).

In the bathroom: remember the three P's

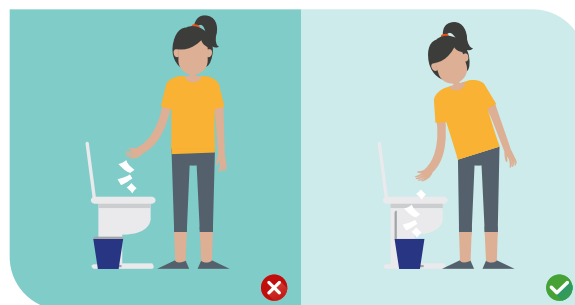
It may sound basic, but drains and sewers are designed for only **pee, poo and (toilet) paper**.

Even products labelled "flushable" or "biodegradable" can cause serious blockages.

Please avoid flushing:

- Nappies.
- Sanitary products.
- Wet wipes.
- Cotton buds.
- Anything else that isn't toilet tissue.

And remember: **paint, engine oil, solvents and chemicals** should never go down the toilet or the sink.



Do your bit... bin it, don't flush it.

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**.

Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE
Telephone: **020 7613 8080**

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

Email (repairs): **repairs@newlon.org.uk**

www.newlon.org.uk

Newlon Housing Trust is a charitable Housing Association.

If you have difficulty reading this newsletter or require an alternative format please email **newsletters@newlon.org.uk**

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