

A welcome from Ruth Davison, Newlon Housing Trust's new Chief Executive. Find out more on page 3.

Newlon News

Residents' Newsletter

Summer 2025

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In this summer edition of the newsletter you can read the regular update from the Residents' Forum and a personal welcome from our new Chief Executive, Ruth Davison. You can also find out about our new repairs contractors, how we performed in the latest mystery shopping exercise and the improvements in our TSM results, which measure residents' satisfaction with the services we provide.

Why it's important to keep your details up to date

As your housing provider, we want to make sure we can support you in the best way possible. That's why it's essential to keep your personal details, like your phone number, email address and household information, up to date.

Here's why it matters:

Emergency contact: If there's an urgent repair, safety issue, or emergency in your building, we need to be able to reach you quickly.

Access to support: We offer a range of services and support, keeping your details current helps us connect you with the right help when you need it.

Important updates: From rent changes to maintenance schedules and community news, we want to make sure you're always in the loop.

Safety and compliance: Accurate records help us carry out essential safety checks and meet legal requirements for your home.

If anything changes – your contact details, who's living with you, or your circumstances – please let us know by contacting our Service Centre through email customerservice@newlon.org.uk or by phoning **020 7613 8080** as soon as possible. It helps us keep your home safe, secure and well-managed.

Residents' Forum update from the Chair

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



**Lloyd Gale-Ward, Chair
and Newlon Resident**

After several years as Chair, this was my final Forum meeting before stepping down in August. I want to thank everyone for their kind words, support, and for the wonderful leaving gift and card. It was a thoughtful gesture that I really appreciated.

Chairing the Forum has been one of the most rewarding – and at times challenging – experiences I've had. Working alongside residents, staff and Board members, I've seen firsthand the dedication that goes into making Newlon better for everyone. I'll continue to support everyone's efforts in spirit.

The process for appointing a new Resident Board Member and Forum Chair is now underway, with further announcements likely to be made in autumn 2025.

During the meeting, Sarah Shaw, Director of Housing, shared encouraging performance updates. Call wait times are now under two minutes and 95% of Stage 1 complaints were responded to on time by year end – a major turnaround from last year's challenges. Resident satisfaction has also increased across the board, placing Newlon in the top quartile among London landlords.

The upcoming change in repairs contractors was discussed, with reassurances that a detailed mobilisation plan will support continuity for residents. New providers Gilmartins and MNM have shown a strong commitment to resident engagement, accountability and making better use of technology to keep residents informed.

Chris Greatorex, Head of Reactive and Planned Works, presented updates on stock investment and energy performance. The discussion included the challenges of improving older properties and managing energy costs.

A new focus group will help shape the upcoming Asset Management Strategy.

Annette Morrison, Head of Service Improvement, presented Newlon's Annual Complaints and Service Improvement Report. Residents shared feedback on how to make the information clearer and more accessible. A simplified version will be produced for future resident communications.

The spring mystery shopping results were another highlight – with improvements across most areas, including the first report in three years with zero non-responses. A real testament to what consistent resident feedback and scrutiny can achieve.

We also reflected on how to better communicate Newlon's Service Standards and how these apply to contractors. It was reassuring to hear that future contracts will require adherence to the values of the Newlon Way.

Finally, we looked ahead to future agenda planning, with a shared aim to keep space open for resident-led priorities. Strong systems are in place, but it's the voices of residents – your ideas, concerns and hopes – that continue to make the Forum meaningful and effective.

Where you can, please get involved. Visit **newlon.org.uk/residents/getting-involved** or email **getinvolved@newlon.org.uk** to find out more.

Once again, it's been a real pleasure and privilege to Chair the Forum.
I wish us all the very best for the future.



Thank you Lloyd from all at Newlon

We'd like to say a heartfelt thank you to Lloyd, who is stepping down from the Board and as Chair of the Residents' Forum after many years of dedicated service. Lloyd's commitment, insight and leadership have played a key role in shaping our work and supporting our mission to provide high-quality, affordable homes in London. We're incredibly grateful for the time, energy and expertise he's shared with us, and we wish him every success in whatever comes next.

A big hello

from Ruth Davison, new Chief Executive of Newlon



Hi, I'm Ruth Davison and I started as Newlon's Chief Executive on the 9th of June. Many of you will have known my predecessor, Mike Hinch, who guided Newlon so effectively for the last 25 years.

I look forward to building on Mike's legacy and over the coming months I hope to meet many of you as I get to know Newlon's housing and the places where you live.

It won't all be new as I live in North London and I was previously Chief Executive at Islington & Shoreditch Housing Association (ISHA), which provides homes in three of the boroughs, Hackney, Islington and Waltham Forest where Newlon has large numbers of residents. However, Newlon is a bigger organisation, working in more boroughs than ISHA and also has a specialist supported housing subsidiary Outward, so there is much for me learn.

I am passionately committed to championing community housing and to supporting and developing sustainable communities and I am confident that I can harness this passion to help improve the way Newlon provides services and engages with residents. Although I have joined Newlon at what is a challenging time for the social housing sector, there are also a number of really positive things to report.

Firstly, your satisfaction with the services we provide has increased for the third successive year and you can read more about this on page 4. We have also appointed two new main day to day repairs contractors Gilmartins and MNM in succession to Wates, which you can also read more about on page 7. These are really exciting appointments made with resident involvement at every stage and we are really confident that they will help us to improve our repairs service.

Finally, I know that Westminster can feel a long way from the average Newlon home, but the Government's recent Spending Review provided some really positive news. As well as committing significant large scale funding for delivering new affordable housing nationally it also included a £1 billion fund for remediating historic fire safety and cladding issues in social rent homes. This plugs a major gap as previously there was only funding available for leasehold homes. This provides the opportunity for us to complete our major fire safety works programme much sooner than we expected and will help us to ensure the safety of our residents' homes for the long term.

I look forward to meeting as many of you as possible in the near future.

Ruth

Mutual Exchange the quickest way to move to another social rent home

A mutual exchange is where you swap homes with another social housing resident. This isn't limited to Newlon properties – you can exchange with tenants across the UK, including local authority homes.

To be eligible you must have a secure, assured or five-year fixed-term tenancy, a clear rent account, and a good record as a neighbour.

There are two main ways to find a home swap:

1. Newlon's Mutual Exchange Board

This is for Newlon residents only and lists others looking to move. Visit www.newlon.org.uk/publications/ to view listings. To advertise your home, call

020 7613 8080 or email

customerservice@newlon.org.uk

If you find a match, apply via the form at

www.newlon.org.uk/residents/moving/

2. HomeSwapper

A national platform for social housing swaps.

It's free for Newlon residents. Register at www.homeswapper.co.uk/ to browse listings and contact potential home swap partners directly.

If you are living in overcrowded conditions or under-occupying your home, please consider a Mutual Exchange.



2024-2025 Tenant Satisfaction Measures: a year of progress

Tenant Satisfaction Measures (TSMs) are national standards introduced by the Regulator of Social Housing to ensure that landlords are actively listening to residents and continuously improving the services they provide. All social housing providers are required to report on these measures annually, offering transparency and accountability across the sector.

We're pleased to share our TSM results for 2024-2025. For the third consecutive year since launching **Trust Newlon**, overall resident satisfaction has continued to rise and is now up to 61% for residents who rent their homes from us. In fact, satisfaction has increased by 9% since **Trust Newlon** began, an encouraging trend, especially when compared to the national picture where overall satisfaction has declined by 6% across the sector.

In the results table, you'll notice figures highlighted in green. These indicate areas where performance has improved compared to last year.

Your feedback plays a vital role in shaping how we work. We're grateful for your continued input and proud to see that our efforts to listen and respond are making a meaningful difference.

Trust Newlon is our initiative to improve overall satisfaction based on the areas residents have told us are most important to them.

| | Renters 2024/25 | Renters 2023/24 |
|-----------------------------|-----------------|-----------------|
| Overall satisfaction | 61% | 60% |
| Well maintained homes | 63% | 61% |
| Safe homes | 70% | 69% |
| Repairs last 12 months | 65% | 63% |
| Time taken repairs | 60% | 60% |
| Communal areas | 73% | 66% |
| Neighbourhood contributions | 63% | 67% |
| Approach to ASB | 63% | 57% |
| Listen and acts | 55% | 52% |
| Kept informed | 72% | 70% |
| Fairly and with respect | 71% | 71% |
| Complaints handling | 38% | 34% |

Supporting you after experiencing anti-social behaviour

If you have or are experiencing or witnessing anti-social behaviour (ASB), you don't have to face it alone. Here is a list of what you can do, who you can talk to and how to escalate your concerns if they are not being addressed. By helping you to get the support you need we make our communities stronger.

Reporting ASB

You can report ASB in the following ways:

- Contact your local council.
- Call the police: Call 101 for non-emergencies or 999 for emergencies.
- Contact Newlon's ASB team by email **asb@newlon.org.uk** or call **020 7613 8080**.

When reporting ASB please include:

- The date and time of the incidents.
- A description of the behaviour.
- The location – where the incident(s) happened.
- Any witnesses or evidence (photos, videos, logs/diaries).

ASB case review – getting results

If you've reported ASB multiple times and feel your concerns haven't been dealt with, you can ask for an ASB case review. This gives you the right to request a review of your case by the Local Authority.

You can ask for an ASB case review if:

- You've reported ASB three times or more in the past six months, or
- Five or more people have made reports about the same issue.

How to start an ASB case review

Contact your local council or visit their website to find out about the ASB case review application process. If you need advice about how to start an ASB case review, ask Newlon's ASB team for assistance.

Additional support for ASB victims:

Samaritans – need to talk?

ASB can take a toll on your mental wellbeing but Samaritans are always there to listen and help you feel that you're not alone. If you're feeling overwhelmed, anxious or distressed you can get help 24/7 in either of these ways:

Call free on **116 123** or visit **www.samaritans.org**

Victim support – Help for anyone affected by crime.

www.victimsupport.org.uk/

ASB Help – A national charity for victims of ASB.

https://asbhelp.co.uk/



Mystery shopping at Newlon: residents at the heart of service excellence

At Newlon, we believe the best way to understand how we're doing is to see things through our residents' eyes. That's where mystery shopping comes in – a powerful way for residents to help us assess how responsive and effective our teams really are.



In collaboration with the Resident Involvement Team, trained residents take on the role of Mystery Shoppers reaching out via email and phone just like any other customer would. Their mission? To assess the quality, warmth, and professionalism of our staff responses.

This initiative, carried out three times a year, is a key part of how we measure our performance and ensure we're consistently meeting the high standards set out in the Newlon Service Standards.

Spring's mystery shopping results are in – and they're our best yet!

Mystery Shoppers gave our staff the highest average value score since the programme began. Even better, every single query received a response – a first in three years and a testament to the hard work we've put into improving our service.

Call waiting times have dropped significantly and staff ratings have soared, thanks in part to our ongoing training in The Newlon Way – a commitment to professionalism, trust, respect, warmth and empathy.

The findings and recommendations are shared through to the highest levels within Newlon and where things are found wanting, actions are taken and improvements made. For example, a previous report flagged problems with the Income team's freephone number and it's now fully operational.

One of our Mystery Shoppers even shared their experience in Residents' Voice, a short film for the Residents' Services Committee, who are a committee of our Board, articulating their experiences of mystery shopping. To keep the momentum going, the Resident Involvement Team recently hosted a training session for both new and returning Mystery Shoppers, offering a behind-the-scenes look at how their feedback drives real change.

At Newlon, improvement is a journey we're fully invested in and with our residents by our side, we're moving forward with purpose.

Want to be part of the change?

Join our team of Mystery Shoppers and help shape the future of Newlon services. Contact the Resident Involvement team at getinvolved@newlon.org.uk to find out more.

CCTV footage requests: what you need to know

CCTV footage is considered personal data and must be handled in line with GDPR regulations. Here's how we manage requests for access:

1. Requests following a crime

If a crime has occurred – such as a bike theft – CCTV footage may be available.

However footage will only be released to the police, not directly to residents. This is to protect the privacy of others who may appear in the footage. Residents should ask Newlon to preserve the CCTV footage as soon possible after the event has occurred, to prevent it being overwritten (after 28 days). It will only be shared with the police upon their formal request.

For CCTV requests please contact the Service Centre by calling **020 7613 8080** or by emailing customerservice@newlon.org.uk.

2. Requests not related to a crime

If your request is not linked to a criminal incident (e.g. anti-social behaviour), please note that we cannot release footage unless you submit a Subject Access Request (SAR) or obtain a court order. Even with a SAR, footage will only be released if it does not compromise the privacy of other individuals. We are unable to pixelate or edit footage to obscure identities.

To help us assess your request, please provide:

- Exact location of the incident.
- Confirmation that a CCTV camera covers the area.
- Date and time of the incident (a narrow time window is required).
- Nature of the incident.

Please note: Requests involving broad timeframes (e.g. incorrect rubbish disposal over several hours) may not be processed due to the disproportionate time required.





What is hate crime?

A hate crime is a criminal act that is motivated by prejudice, hostility or hatred toward a person or group because of their:

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

These crimes can take many forms, including:

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

What makes a hate crime different from other crimes 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 they can deeply affect not just the victim, but also the wider community.

Why report hate crime to Newlon?

Reporting hate crime helps us support you, take action against those responsible and prevent future incidents.

What will Newlon do?

When you report a hate crime, we will:

- Take your report seriously, confidentially and treat it as high risk.
- Aim to contact the victim 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 complete an ASB incident record sheet with details of each incident (what happened, when and where).

How to report

- Email asb@newlon.org.uk.
- Call **020 7613 8080**.

Other reporting options

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.

Our annual complaints performance 2024-2025

What is the Complaint Handling Code?

The Housing Ombudsman's Complaint Handling Code sets out the standards landlords must follow to ensure complaints are dealt with fairly and effectively. It also helps residents understand what to expect when making a complaint.

What is the self-assessment?

Each year, we assess and publish how well we comply with the Housing Ombudsman's Complaint handling Code. This includes:

- Our compliance with the Complaint Handling Code.
- Our Annual Complaints Performance and Service Improvement Report.
- The Board's response to the Annual Complaints Performance and Service Improvement Report.

You can view these publications on our complaints page: www.newlon.org.uk/residents/making-a-complaint.

Compliance with the Housing Ombudsman's Complaint Handling Code – what's changed since last year?

Last year, we assessed ourselves as largely compliant with the Housing Ombudsman's Complaint Handling Code.

Since then, we've developed and implemented an action plan to close those gaps and taken several steps to strengthen our complaints handling.

These steps have included:

- Updating key policies, including Reasonable Adjustments and Unacceptable Behaviour and delivering staff briefings.
- Clarifying procedures for handling new issues raised during complaints.
- Providing training for staff, service leads and contractors on their roles in the complaints process.
- Conducting Quality Audits to monitor progress and ensure improvements are embedded.

This year we have assessed ourselves as compliant with the Housing Ombudsman's Complaint handling Code.

Want to learn more?

Visit the Housing Ombudsman's website for full details about the Complaint Handling Code: www.housing-ombudsman.org.uk.



New repairs contractors appointed

We're pleased to announce that two new contractors – Gilmartins and MNM Property Services (MNM) – have now taken over as our main day-to-day repairs providers. This follows the end of our contract with Wates, which ended on 28th July 2025.

Who covers what?

- Gilmartins handles repairs in Hackney and Islington.
- MNM covers all other boroughs.
- Occasionally, they may support each other across areas to ensure we can maintain a smooth service.

What does this mean for residents?

You don't need to do anything differently when reporting a repair. Please continue to contact Newlon in the usual ways:

For urgent or emergency repairs call us on **020 7613 8080**.

For non-urgent repairs:

- Email: repairs@newlon.org.uk.
- Use the My Newlon portal - available 24/7.
- Try our live chat on the website during office hours.

For urgent out-of-hours repairs, call **020 7613 8080**.

Gilmartins are now managing the out-of-hours helpdesk and will direct your request to the appropriate contractor.

What's new?

All operatives will carry ID cards – please ask to see them when they visit.

You may also notice new co-branded vehicles in your area.

Both contractors offer an 'Uber-style' tracking feature, so you can follow your repair operative in real time.

A resident-led decision

A group of residents played a key role in selecting our new contractors. Both Gilmartins and MNM have strong reputations for delivering high-quality, resident-focused repairs, and we're confident they'll help us significantly improve the service you receive.

As with any change, there may be a few teething issues in the early weeks. We appreciate your patience and understanding as we work to make this transition as smooth as possible.

Policy changes



Ending a tenancy: added information about what to do when it becomes apparent that the sole tenant is no longer living at the property.



Pet: reviewed by the Residents Think Tank.



Sign up: updated to reflect expectations around Right to rent documents, logging vulnerabilities, decorations allowance and arrangements for utilities.



Pests: updated to reflect approach to pests in houses and that Newlon will carry out prevention measures unless it is clear that this has been caused by the resident's lifestyle.

Resident participation on the Repair Service Procurement Panels

By Jeannie Lowen, involved Newlon resident

I was one of six residents invited onto the procurement panel for the new repairs contract. The observations from residents and internal Newlon panels were fed back to the Board. From this feedback the Board could then make an informed decision on which organisations would be the best fit for the new contract.

An external consultancy firm oversaw the process. To be judged fairly, each company's tender had to be treated in isolation and not compared to the others. We also had to judge each proposal on the present application and not on any experiences we may have had of any of the contractors. The Procurement Panel for the new repairs contract was rigorous and we strove to give each tender a fair hearing whilst being analytical in our assessments. Residents bring a valuable and unique perspective to the process from our experience of the repairs process and we sought to feedback points on what we noted regarding the contractors' bids.

The initial proposals comprised 13 bidders and there were many rounds of discussions in which to analyse the proposals. This process then reduced the tenders down to a final four. There was a concluding presentation from each of the four finalists. It was an intense day-long process, the bidding teams had face to face presentations with both the resident's and Newlon's panel. This gave the procurement teams the opportunity to further question the contractors and meet representatives from these companies.

As residents we were looking at how the resident's journey through the repair process will occur. Would we be able to track the contractor on route? Could we get updates if a repair can't be completed on the day to see how it is progressing? We wanted to see how they dealt with vulnerable people and that they would ensure they would be mindful and inclusive with all members of our community. There were some innovative ideas, such as a handyman service for smaller jobs. This would be a useful service if it could be implemented. Keeping costs under control in these challenging times was also of concern, as this impacts our service charges.

Ultimately the contract was awarded to two separate companies, MNM and Gilmartins. What impressed us with the two winning bids was they appeared nimble and open in their approach. They showed themselves keen to work closely with residents. They noted the feasibility of liaising with Resident Estate Inspectors as a potential on site resource and the possibility of apprenticeships for residents. They plan to offer an "Uber-style" repairs service, enabling residents to track their repairs and the operative on route.

It's a very exciting decision to have two companies to work with. The contract will run for 10 years with the two contractors dealing with two separate patches. Both teams gave really impressive presentations and I am optimistic about the future repair service they will provide. I feel that our group made a positive contribution with our insights which helped advise on the final outcome of the contract.



Supporting residents to reclaim their space: our partnership with Clutter-B-Gone

Over the past year, Newlon has been working in partnership with Clutter-B-Gone, a specialist organisation that helps residents declutter, reorganise and regain control of their living spaces. Clutter-B-Gone offers a compassionate, personalised service, working closely with residents to understand their individual needs. Whether it's a one-off decluttering session or ongoing support, they create bespoke plans to help residents reclaim their homes in a way that feels safe, respectful and empowering.

Their team has particular expertise in supporting:

- People living with hoarding behaviours.
- Those who are neurodiverse.
- Individuals experiencing mental health challenges.

They understand that hoarding can stem from a range of life experiences – such as grief, trauma or major life changes – and they approach every situation with patience, empathy and zero judgement.

Hoarding is more than just collecting items. It's often linked to persistent difficulty discarding possessions, indecision about what to keep and the accumulation of items to the point where spaces can no longer be used for their intended purpose. This can have a serious impact on emotional, physical, social and even financial wellbeing.

That's why Clutter-B-Gone doesn't just help with the physical task of decluttering – they also offer ongoing support to help residents maintain their progress. They work alongside a qualified counsellor to provide mental health support and help residents better understand their needs and how to move forward. We've already seen some incredible success stories from Newlon residents who have worked with Clutter-B-Gone, with many reporting improvements in both their living environment and overall wellbeing.

Take a look at some of the before and after photos to see the difference this service has made.

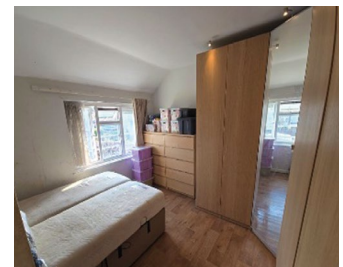
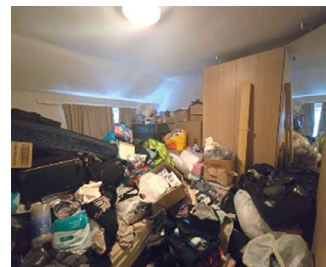
If you think you or someone you know could benefit from this support, please don't hesitate to get in touch with the Investigations team by calling **0207 613 8080** or by emailing **asb@newlon.org.uk** We're here to help – and so is Clutter-B-Gone.



Before



After



Pitfalls of 'No-win, no-fee' legal claims

We always aim to provide our residents with well-maintained secure homes. Sometimes homes can require major works or renovations which can be complex to arrange and carry out, or where it is not always possible to accurately know how long works will take.

If you are unhappy about this process, with how long works are taking or how we have responded to you, we would always recommend that the best way to resolve this is to go through our official complaints process.

If you need to make a complaint there is a formal two stage process, with strict timescales for each stage. This means that we need to respond to complaints quickly and thoroughly and that complaints are also reviewed by staff outside the area you are complaining about to ensure we have acted reasonably and in line with our policies.

If you remain unhappy after going through the complaints process you can complain to the independent Housing Ombudsman. The Ombudsman also has set timescales that need to be adhered to so that complaints can be resolved in reasonable time.

If the Ombudsman finds that we are at fault they can require us to take actions within specific timescales and in some instances can award significant compensation for major service failures.

We know that sometimes residents who are frustrated can be tempted to turn to 'no-win, no-fee' legal practices. In our experience this process can take significantly longer than going through the complaints and Ombudsman process. If the Ombudsman finds that we are at fault any compensation is paid to you, whereas even where residents are successful through a legal route, a large part or all of any compensation awarded has to go to cover lawyers' fees.

Barnsbury Community Fun Day

— open to all Newlon residents!

Date: Friday 29th August

Time: 11:00 a.m. — 3:00 p.m.

Venue: Barnsbury Community Centre,
Jays Street, London N1 0FE

Join us for a fantastic day of fun, creativity and community spirit at the Barnsbury Community Fun Day! Whether you're young or young at heart, there's something for everyone to enjoy. This free event is open to all Newlon residents, so please come along.

Activities include:

- Hair braiding — get a fresh new look.
- Face painting — transform into your favourite character.
- Henna art — beautiful, intricate designs.
- Biscuit decorating — sweet fun for little ones.
- Temporary tattoos — express your style.
- Penalty shoot-outs — test your football skills.
- Balloon modelling — magical shapes and animals.
- Hot food and refreshments — delicious bites to keep you going.
- Popcorn and candy floss — classic funfair treats.
- Raffle — exciting prizes to be won.

Getting there:

The Barnsbury Community Centre is easily accessible by public transport, with nearby bus and train links. There's also limited parking available in the area.

Come along and celebrate with your community — we can't wait to see you there!



Do you live in Haringey? Thinking about downsizing? A new opportunity in Tottenham Hale

Are you aged 55 or over and living in a three-bedroom or larger home? Now could be the perfect time to consider downsizing into a brand-new, purpose-built home designed with your comfort in mind.

Haringey Council is developing Wingspan Walk, a striking new scheme of 276 council homes just north of Down Lane Park in Tottenham Hale. Two entire blocks — 119 homes — are being reserved exclusively for residents aged 55 and over.

These one- and two-bedroom flats are thoughtfully designed for accessibility and ease of living, featuring:

- Level-access showers and wet rooms in many homes.
- Energy-efficient Passivhaus design, using just 30% of the energy of a typical new build.
- Solar panels generating up to 55% of annual energy needs.
- Beautiful landscaping and high-quality finishes.

The first homes will be ready from October 2025.

This is a great opportunity to move into a more manageable, modern home — while freeing up larger properties for families in need.

Call **020 7613 8080** or email **homesandlettings@newlon.org.uk** for enquiries.

Contents insurance

protect what matters most

Imagine coming home to find your laptop missing, your TV smashed or your favourite furniture ruined by a leak from upstairs. It's a nightmare scenario – and sadly one that many residents face 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 damaged, destroyed or stolen. This includes everything from electronics and furniture to clothes, kitchenware and even your phone.

What Newlon's buildings insurance doesn't cover

Many residents assume Newlon's buildings insurance covers their personal items – but it doesn't. It only protects the building itself. That means if there's a fire, flood or burglary, you could be left to cover the costs on your own – unless you have contents insurance.

Affordable peace of mind

You can get contents cover for up to £50,000 for as little as £40–£50 a year. The average cost is around £138, especially if you choose extra protections. When you think about how much it would cost to replace everything in your home – from clothes and makeup to furniture and gadgets – it's clear contents insurance offers excellent value.

What you're protected against

- Theft and vandalism.
- Fire and smoke damage.
- Water damage from leaks or burst pipes.
- Accidental damage (optional add-on).

Whatever your circumstances, contents insurance gives you peace of mind. 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.

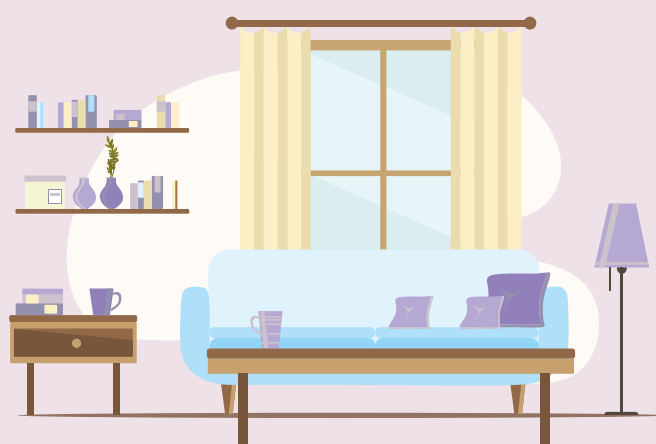
You can also contact My Home Contents Insurance – a scheme designed specifically for social housing residents. Call them on **0345 450 7288** or visit **www.thistlemyhome.co.uk**.

Worried about the cost?

We understand that when money is tight insurance can feel like an extra expense but cancelling your policy could leave you vulnerable.

Before cancelling, ask yourself:

- Could I afford to replace everything I own?
- Would I 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 contents would be covered if the unthinkable happened?



Hackney Benefits portal – open to all Hackney residents

The Hackney Benefits Portal is an online service provided by the council that allows Hackney residents to securely access and manage their Housing Benefit and Council Tax Reduction accounts.

Through the portal, you can:

- View your payment details and payment history.
- Check for any outstanding overpayments.
- Access copies of correspondence from the council.
- See how your benefits have been calculated.

To use the portal, you'll need to register for an account, which requires:

- An email address.
- Your Housing Benefit or Council Tax Reduction account number.
- Your National Insurance number.

Once registered, you can sign in anytime to manage your benefits online. If you need help registering or using the portal, Hackney Council's Benefits Customer Services team is available to assist. You can call them on **020 8356 3399**. You can access the portal here **<https://hackney.gov.uk/benefit-account>**.

Fire Safety: protecting you and your home

Your safety is our top priority. Please take a moment to read the latest guidance on fire doors, e-scooters and barbecues – simple steps that can make a big difference.

Fire doors save lives

A recent fire in one of our blocks was safely contained thanks to working fire doors, compartmentation and Automatic Opening Vents (AOVs). No one was injured and the fire brigade was able to evacuate the building safely.

To keep everyone safe, we need access to inspect your front door to ensure it meets fire safety regulations. Please cooperate when we contact you – your door could be a vital line of defence in an emergency.



E-scooters and e-bikes: battery safety

Fires caused by overheating batteries in e-scooters and e-bikes are on the rise – especially during charging. Here's how to reduce the risk:

- Never modify or tamper with the battery.
- Follow the manufacturer's instructions when charging.
- Let batteries cool down before recharging.
- Charge on hard, flat surfaces – not on beds or sofas.
- Avoid damage – don't knock or drop batteries.
- Never charge unattended or while sleeping.
- Use the correct charger and buy replacements from reputable sellers.

Transport for London (TfL) has banned e-scooters from the network due to fire risks.

Barbecues (BBQs)

- BBQs are not allowed on balconies – they're a serious fire hazard.
- BBQs stay hot for hours – handle with care.
- Never bring a BBQ indoors – they release carbon monoxide even after use.

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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