

# 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.

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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](http://newlon.org.uk/residents/getting-involved) or email [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk) to find out more.