

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.