



# Our Neighbourhood Strategy 2025/2028

Working together to build safe, supportive  
and sustainable communities





# Together for safer, stronger neighbourhoods

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

For more than 50 years, Newlon Housing Trust has provided affordable homes and supported communities across north and east London, alongside Outward, a charity focused on empowering individuals with learning and disabilities and autism. Today, challenges such as rising living costs, pressure on public services, and increasing concerns about safety and wellbeing mean our neighbourhood role is more important than ever.

This strategy sets out how we will:

- Strengthen partnerships with residents, councils and local organisations
- Improve neighbourhood services and tackle anti-social behaviour (ASB)
- Ensure residents feel safe and supported in their homes
- Follow all required standards and continue finding better ways to be accountable to our residents.

## Measuring success

We will track how well we are doing by listening to residents and reviewing key measures. This includes Tenant Satisfaction Measures, complaints and anti-social behaviour levels and rent collection, as well as satisfaction with how we handle anti-social behaviour.



# Our priorities



## Safe and clean

### Managing shared spaces

We will:

- Carry out regular estate inspections.
- Involve resident inspectors.
- Ensure communal areas are clean and safe.
- Tackle fly-tipping and vandalism.
- Identify problem areas.
- Respond quickly to ASB.
- Use security patrols where needed.

### Fire safety

We will:

- Carry out fire risk and door safety inspections.
- Tackle storage in communal spaces.

## Respect communities

### Tackling ASB and neighbour disputes

We will:

- Investigate reports quickly and fairly.
- Work with local partners.
- Support residents with additional needs.
- Assist people experiencing domestic abuse.
- Investigate reports of subletting.

## Fair and accessible

### Supporting vulnerable residents

Where extra support is needed, we will:

- Help residents stay in their homes.
- Provide mediation so residents are heard.
- Work with health and social care partners.
- Ensure communications and services work for all.

### Valuing diversity

We will:

- Celebrate and respect resident diversity.
- Ensure fair access and equal treatment.
- Review services for different resident groups.
- Use data to spot unfairness and take action.

## Stronger resident voice

### Community engagement and empowerment

We will:

- Work with residents' associations and forums.
- Consult on major policy and service changes.
- Involve residents' associations in regeneration projects.
- Pilot neighbourhood officers as a contact.

### Learning from complaints and feedback

We will:

- Resolve complaints quickly and transparently.
- Escalate to the Housing Ombudsman when required.
- Learn from trends and Ombudsman findings.
- Give regular updates to the Residents' Forum and RSC.

## Partnerships

### Partnership working

We will continue to work with:

- Local authorities.
- Police and Safer Neighbourhoods Teams.
- Social services and health professionals.
- Community and voluntary organisations.
- Outward.
- Assess the effectiveness of partnerships.

Working with partners helps us take responsibility, get better results, and deal with ongoing ASB together.

# Our commitments

## We commit to:

- ✓ Maintaining safe, attractive shared spaces.
- ✓ Responding quickly and fairly to anti-social behaviour.
- ✓ Helping vulnerable residents by offering the right support for them.
- ✓ Treating everyone fairly and with respect.
- ✓ Involving residents in decisions and publishing regular progress updates.
- ✓ Using tenant satisfaction results to compare our performance and make improvements.
- ✓ Publish updates on how we are delivering on this strategy in line with our communication plan via our website and newsletters.
- ✓ Continue learning from complaints and best practice.


## Residents' responsibilities

### Residents and their visitors are asked to:

- Act with consideration and respect.
- Keep to tenancy/lease terms.
- Report issues (ASB, repairs, fly tipping) promptly, using early intervention and mediation where possible.



# Our performance 2024–2026

Neighbourhood and Community Standard (1)	Low-cost Rented Accommodation (LCRA)	Low-cost Home Ownership (LCHO)	Insights (2024 - 2025 trend)
<b>Satisfaction with approach to ASB</b>	61% → <b>66%</b> 	27% → <b>37%</b> 	Some improvement this year.
<b>Satisfaction with communal areas kept clean and well maintained</b>	66% → <b>77%</b> 	49% → <b>57%</b> 	Strong improvement for both tenures.
<b>Satisfaction with landlord's positive contribution to neighbourhood</b>	67% → <b>69%</b> 	35% → <b>38%</b> 	Improvement in both tenures.
<b>Satisfaction that their home is safe</b>	69% → <b>77%</b> 	42% → <b>63%</b> 	Strong upward trend despite building safety programme.
<b>Overall satisfaction with landlord</b>	58% → <b>66%</b> 	37% → <b>39%</b> 	Improvements in overall satisfaction in both tenures.

# What we will do next

Action	Timeline	Update progress
Ensure successes are reported in newsletter/shared with residents	Ongoing	RSC report and newsletters ongoing
Circulate local newsletters (post-pilot)	December 2025	Completed
Publish informative article on Hate Crime in newsletter	Planned for April 2026	Completed

## Anti- Social Behaviour (ASB)

Action	Timeline	Update progress
Review ASB policy following audit and self-assessment	December 2025	Completed
Carry out Quality Audits in ASB & DA	2025, 2026, 2028	In progress
Promote Hate Crime Awareness Week	October 2025	Completed
Work with local partners to reduce/deter ASB	Ongoing	In progress
Continue ASB Hotspot Meetings and share info	Ongoing	Completed

## Policy and scrutiny

Action	Timeline	Update progress
Complete scrutiny activity on communal repairs/safety and report to RSC	November 2025	Completed
Review policies at least every 3 years	Ongoing	Ongoing
Review value of resident inspectors and publicise findings	March 2026	Will go to RSC in March

## Resident engagement

Action	Timeline	Update progress
Estate Hot Spots - report on impact	January 2026	Completed
Produce borough-specific local plans	December 2026	Hackney one completed. Other boroughs' plans scheduled throughout the year.





