





Our Neighbourhood Strategy 2025/2028

Working together to build safe, supportive and sustainable communities

newlon
HOUSING TRUST



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.

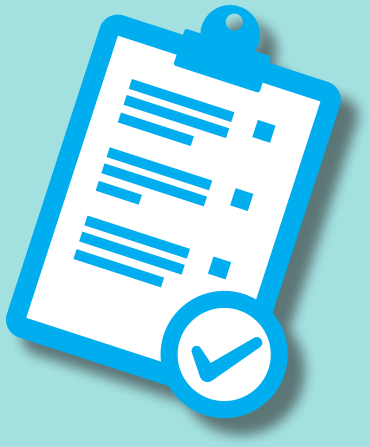
For more than 50 years, Newlon Housing Trust has provided affordable homes and supported communities across north and east London, alongside Outward, a charity focused on empowering individuals with learning and disabilities and autism. Today, challenges such as rising living costs, pressure on public 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.
- Tackle and deter hate crime.

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 services are easy to access and deliver fair outcomes.
- Analyse data to spot unfairness and take action.

Stonger 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.
- Learn from complaints, Ombudsman findings and best practice.
- 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.
- We will 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.
- ✓ Share successes in tackling and designing out ASB to build resident confidence.
- ✓ 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 - 2026 trend)
Satisfaction with approach to ASB	61% → **66%** 	27% → **37%** 	Some improvement this year.
Satisfaction with communal areas kept clean and well maintained	66% → **77%** 	49% → **57%** 	Strong improvement for both tenures.
Satisfaction with landlord's positive contribution to neighbourhood	67% → **69%** 	39% → **39%** 	Improvement in LCRA, no decline in LCHO.
Satisfaction that their home is safe	69% → **77%** 	42% → **63%** 	Strong upward trend despite building safety programme.
Overall satisfaction with landlord	58% → **66%** 	37% → **39%** 	Improvements in overall satisfaction in both tenures.

What we will do next

	Next steps	Link to our Corporate Plan
1	Roll out Borough Plans across Hackney, Haringey, Islington, Tower Hamlets and Waltham Forest in support of this Neighbourhood Strategy.	**Excellent Services** Improving our places
2	Identify and publicise local partnerships to address resident priorities in each borough area.	**Excellent Services** Improving our places
3	Consult with residents on communal repairs, ensuring reliability, value for money and high standards across shared spaces.	**Excellent Services** Improving our places
4	Tackle anti-social behaviour and hate crime, with a target of 100% of hate incident cases responded to within target timescales.	**Excellent Services** Targets and measures of success
5	Achieve Domestic Abuse Housing Alliance accreditation to ensure the best possible support for survivors of domestic violence.	**Excellent Services** Stable and lasting tenancies
6	Continue building resident trust through regular communications that capture the impact of engagement and share successes in tackling ASB.	**Excellent Services** Being easy to deal with
7	Update policies on meeting diverse resident needs and put in place processes to ensure these are reliably and fairly delivered.	**Excellent Services** Stable and lasting tenancies
8	Invest in and improve 500 Hackney homes, delivering promised improvements and consulting residents on priorities.	**High Quality Homes** Strategic asset management