

Newlon News



What's inside...

Residents' Forum

Events in your area

The secret history
of our streets

New lift contractor



Follow us on Twitter
at [@NewlonHT](https://twitter.com/NewlonHT)

Easter closing times

Our offices close at 5pm on Thursday 13th April and reopen at 9am on Tuesday, 18th April. During this time our contractors will only provide emergency repairs. Emergencies include total electricity loss and major leaks. In these instances our contractors will 'make safe' and may be able to do a full repair provided extensive works are not needed. If additional works need to be approved we cannot do this until we reopen on 18th April.

If you have an emergency repair please phone **020 7613 8080**, where a recorded message will direct you to the contractor providing emergency cover.

Please note that we will not be able to reply to any text messages or emails over the closure period.

Residents' Forum

Martin Hughes, Chair, writes:

The Residents' Forum is a group of residents who meet every few months to look at Newlon's work and monitor performance.

At the last Forum a number of topics were discussed:

- Newlon's service standards are being reviewed and the Housing Services Director, Bill Henderson, asked members for their thoughts on how these could be improved. A number of suggestions were agreed such as Newlon following up to check that what has been promised is delivered and asking contractors to let Newlon know when they have to visit residents again to complete a repair.
- There was much discussion about which "key performance indicators" (KPI's) we would like to see at our meetings. These measure how well Newlon's services for residents are doing. We thought that KPI's about repairs, rent, customer contact and enforcement were the most important ones for us.
- We are having a special meeting in May to plan the work of the Forum for this year and also to look ahead to what we'd like to achieve over a longer period.
- We looked at the results of the recent resident involvement survey and have asked Newlon to follow up some of these in more detail with individual residents.
- Steve Hitchins, the Board member who comes to our meetings, told us he was pleased with the findings of the last mystery shopping exercise. These indicated that services had improved and he would be feeding this back to the next Residents' Services Committee.
- Lastly, we are recruiting for some new members for the Forum. If you are interested you can read more below.



Keep communal areas clear

Please do not leave items in communal areas such as halls, stairwells and corridors. These pose a risk in the event of a fire as they can block escape routes and make it more difficult for the emergency services to do their job.

These rules apply to any personal items, large or small, including bicycles and prams. Any items that are left out may be removed by our contractors and will require a fee to get them returned.

We have already been doing this in blocks on our estates, but this is also now being enforced in our street properties.

Could you represent all residents?

The Residents' Forum is looking for new members.

Members of the Forum are consulted about Newlon's services, standards and policies. They represent all our residents and provide a voice for them at senior management and Board levels at Newlon.

It is the main group that Newlon consults to find out what residents think about proposed changes to services or policies.

We are especially keen to recruit Asian and/or female residents living in Hackney or Islington.

Does that sound like you, or another resident you know?

Would you like to find out more?
Then get in touch at
getinvolved@newlon.org.uk
or call **020 7613 8084**.



Meet Ben, Resident Liaison Representative



We have a group of 30 Resident Liaison Representatives (RLR). Their main task is to do monthly joint inspections of communal areas with our Estate Inspectors to see whether any maintenance, cleaning or repairs are needed and monitor whether our contractors are performing to a high standard. We provide rewards for those that take on the role.

Ben Roe has been an RLR for Fenton Street in Tower Hamlets for over a year. Ben not only undertakes the duties expected, but goes above and beyond them, as he explains below.

“ I enjoy inspections and spotting things that need repairing, or checking communal areas are clear to prevent fire hazards. Seeing jobs through to completion gives me great satisfaction. I feel that I have contributed to making Fenton Street a better place to live. Other residents often show their gratitude, which pleases me.

In the evenings I do walkabouts on each floor to see which light sensor bulbs are working and place a sticker on those that are not. So when the cleaner comes along during the day they can easily identify which bulbs needs changing.

I also try other ways to improve Fenton Street and help out, outside my RLR duties. For example, I often go around and pick up litter to make the area look nicer. I organise for electricians and gas engineers to contact me if they need access to Fenton Street and show them where the communal electrical or gas supplies are.

Once an electrician visited and was working on site, but his voltage detector broke. They were unable to leave the site unattended and so I volunteered to buy a replacement.

On another occasion I persuaded the manager at Tesco's to get staff to dispose of their waste correctly, as in the past staff have dumped unsold bread and this attracted vermin.

We are very grateful for Ben's work. You can become an RLR too and help improve your area and our services, and get rewarded for doing so. Find out more by contacting getinvolved@newlon.org.uk or **020 7613 8084**.

Please don't take door closers off

In many of our blocks we put automatic closers on doors to ensure they remain closed to prevent stairwells becoming smoke clogged in the unlikely event of a fire.

Please do not remove or disable these as they can be a risk to both your and other peoples lives should a fire occur.



We want your views



You don't have to join one of our Forums to have your say about our services. You can provide your comments in the "My Newlon" section of our website. Any relevant comments posted online will be discussed at our Residents' Forum.

Just go to www.newlon.org.uk/newlon.

Introducing: Angel Greens

A new vegbag scheme will be launching soon in Islington, called Angel Greens.

It is run by Islington residents as a social enterprise, bringing locally produced, seasonal and organically grown vegetables at the lowest possible cost. It is healthy, ethical and affordable.

One of the founding members is also a Newlon resident.

Produce is sourced from farmers as close to Islington as possible, and every Wednesday a vegbag is prepared with what is in season. That way vegetables are freshly picked, high in nutritional value and flavour.

Vegbags are delivered on the day to local pick-up points in Highbury and Islington, King's Cross, Gray's Inn and Finsbury Park. Members can collect their vegbag the same day or on Thursdays.

Angel Greens is part of a community-led network of vegbag schemes that follow the model of Growing Communities in Hackney. All Islington residents are welcome to be part of it, whether as members, as co-ordinators or as volunteers.

Find out more about Angel Greens and get in touch via their website, www.angelgreens.co.uk.



Staircasing

If you are a Shared Owner then you can buy extra shares in your home - known as staircasing. By purchasing extra shares the proportion of rent you pay decreases.

Most Shared Owners have the right to staircase, but you should check your lease. You also need to check with your mortgage lender whether you can borrow the amount you need to buy an additional share.

You can find out more at www.newlon.org.uk/residents/home-owners.

You said, we did

Our Readers' Panel recently helped us review our tenancy guidance leaflets.

Based on their feedback we made changes:

- We gave better explanations of some of the key terms used.
- A description on what a section 21 notice is was added.
- An explanation was given about the role of the Lettings team in carrying out fixed term tenancy reviews.
- We provided links to relevant information and removed unnecessary repetition.
- Some passages were rephrased to make them easier to read.

You can find the tenancy guidance leaflets at www.newlon.org.uk/publications/leaflets-brochures.

Events in your area



Big Fish Little Fish: Pop Stars and Rock Stars

When? 23rd April

Where? Mangle nightclub, E8

Cost? Free

Family fun for the post-rave generation of parents. Top DJs spin old skool, house, techno and more. Legendary Fabric resident DJ Terry Francis headlines. Multi-sensory dancefloor with glitter cannons, bubbles, giant balloons and parachute dance finale. Play area with tents and tunnels and baby chillout space with soft-play ball pool. Licensed bar, free transfers and glowsticks. Optional fancy dress: Pop Stars and Rock Stars.

www.bigfishlittlefishevents.co.uk

Easter Shed

When? 3rd - 7th April

Where? Chickenshed Theatre, N14

Cost? £130 (50% discount for siblings)

This week-long event, for children aged 5-11 years, allows participants to develop a wide range of performance skills through workshops that involve drama, dance, singing and story-making. Parents and friends will be invited on the final afternoon to see a performance devised throughout the week. Everyone welcome, regardless of experience. Book soon.

www.chickenshed.org.uk/easter-shed

Dr Zoolittle at Angel Central

When? 6th - 7th April

Where? 21 Parkfield Street, N1 **Cost?** Free

For two days, Dr. Zoolittle will be bringing along an array of animals including reptiles, creepy crawlies, guinea pigs, rabbits and meerkat for visitors to get up and close. For all ages.

www.angelcentral.co.uk/event/dr-zoolittle-at-angel-central

Easter Antics Event

When? 8th April

Where? St Andrews Church Parish Centre, EN1

Cost? £2 adults / Children free

Hop over to St Andrews Parish Centre in Enfield Town for a day of Easter antics and fun for all the family. Join in the Easter egg hunt, get creative, meet the Easter Bunny, shop and be entertained with live music and performances. Under 14s get in for free.

www.clairewoodevents.co.uk/easter-antics-event

Bunny Run

When? 8th April

Where? Queen Elizabeth Olympic Park

Cost? £5 adults / £3 children (under 12s free with paying adult)

This well-established fun run is back for another round in 2017. 1k, 3k or 5k Bunny Run and Little Bunny Fun Run, open to all ages and abilities. This family event features a course around the park, with a visit from the Easter Bunny, refreshments and a medal for all participants. With a Little Bunny Fun Run for children aged 8 and younger.

www.londonathletics.org/2017-bunny-run

Easter Adventure Quest

When? 14th - 17th April

Where? Kenwood House, NW3 **Cost?** Free

Be a challenge champion this Easter. You'll greeted by a character from the past - perhaps a king, a butler or a Roman centurion - who'll be able to help you crack the clues as you explore Kenwood. With chocolate reward for successful adventurers.

www.english-heritage.org.uk/visit/places/kenwood

IWA Canalway Cavalcade

When? 29th April - 1st May

Where? Little Venice, W2 **Cost?** Free

IWA Canalway Cavalcade is a unique waterway boat gathering organised by volunteers, that has taken place at Little Venice since 1983. There will be activities for all the family with a pageant of boats, trade shows and stalls, live music, kids' activities, competitions, morris dancers, a real ale bar and more.

www.waterways.org.uk/events_festivals/canalway_cavalcade

Need a place to park your bike?

Many local councils provide secure cycle parking, mainly through the use of Sheffield stands. Hire costs normally range from £25 - £35 annually and some councils ask for a deposit. In some boroughs there is high demand and a long waiting list to use a space.

If there is no cycle parking provision near where you live then you can contact your local council and make a request for cycle parking. You will need to propose the location. Most councils will consider your request if there's enough funding, space and demand.

For more information visit your local council's website.



Asking Newlon for cycle storage

If you would like cycle parking on your estate, then contact us by emailing estates@newlon.org.uk.

We will consider if it is viable and consult with other residents to determine interest, including willingness to pay any costs which may be incurred for the installation and maintenance of such facilities.



Need space to host an event?

The recently refurbished halls at the Barnsbury Centre are available to hire for events at competitive prices.

We have a large hall for £40 per hour and a seminar room for £25 per hour (plus £25 caretaking fee and £150 refundable deposit).

Discounts of up to 50% are available to **Newlon residents**.

Find out more by emailing community.services@newlon.org.uk or calling 020 7033 4605.

Amalgamated Lifts

- our new lifts contactor



At the end of January Amalgamated Lifts won the contract to take over as our new lifts repairs and maintenance contractor.

In the last two years, through a number of channels such as residents meetings, forums, complaints received and general day to day conversations, it became clear residents were unhappy with the lift service, in particular the length of time it can take for a broken lift to be brought back into service. Many of these problems were down to the contractual agreements and procedures in place.

To resolve these issues Newlon decided when the lift contract was retendered to find ways to better manage repairs. As a result the new contract includes performance monitoring on the length of time taken to repair lifts, with penalties where targets are not met. We also streamlined the authorisation procedure and asked all contractors bidding for the contract to price in vandalism repairs, as previously Newlon needed to give separate approval for these works to be done, sometimes leading to delays in repair times. Residents can also call the lift contractor directly to report any breakdowns.

We are confident that following the appointment of Amalgamated Lifts you will notice an improvement in service.

The secret history of our streets



We provide nearly 8,000 homes, ranging from new build high-rise developments to 18th century street properties. Many have fascinating histories. Here we continue our regular feature exploring some of them.



In the last fifteen years Newlon's stock has doubled as we have developed new homes to meet the demand for affordable housing in London. Before that we were building at a slower pace and grew by taking on street properties from local authorities, who often did not have the funds to maintain them.

One area where we have a large number of mainly Victorian street

properties is Lower Clapton in Hackney, here we take a closer look at the neighbourhood's history.

Lower Clapton has a relatively large amount of green space for a district of inner London. In addition to Hackney Downs, it is bordered by Millfields Park, Clapton Park and Hackney Marshes. The area has a fusion of Victorian terraces and 20th century council flats, located on the eastern side of Lower Clapton and separated from Hackney Marsh by the River Lee Navigation.

The London & Suburban Land & Building Company coined the Clapton Park name for housing it laid out in two phases from the late 1860s onwards, mostly on land that had been part of the Hackney House estate, previously occupied by market gardens and watercress beds.

Large parts of Lower Clapton look much as they did when the area was first developed in the second half of the 19th century. Most housing consists of Victorian terraces of various sizes.

The low-rise Kingsmead estate was built by the London County Council in 1936 on 20 acres of Hackney Marsh, much of which had been occupied by the National Projectile Factory. A prime objective of the scheme was to provide new homes for people displaced by a slum clearance programme in Bethnal Green.

In the 1950s and 1960s row after row of Victorian houses in the east of Clapton Park were pulled down and replaced by large estates of council flats, beginning with the modest Chatsworth estate, moving up a gear at the Nye Bevan estate south of Millfields Road and culminating in the Clapton Park estate.

Clapton Park School (as it was then called) and the Glyn Arms were the only Victorian structures in the Mandeville Street area to escape the municipal wrecking ball.

Three decades after they had been built, all but one of the Clapton Park estate's towers were demolished and replaced by less monolithic blocks and more traditional street patterns. The remaining tower, Sudbury Court, was sold to a private developer, renamed Landmark Heights and given a makeover.

Despite the increasing gentrification of Hackney, Clapton Park remains a disadvantaged locality. Residents of the King's Park ward, which covers the majority of the area east of Chatsworth Road, are more likely to be unemployed and suffer long-term health problems than residents of other parts of Hackney. Sixteen per cent of homes are lone-parent households - twice the national average.

If you have an interesting story about the history of your development let us know at newsletters@newlon.org.uk.

Reference sources and further information

www.en.wikipedia.org/wiki/Lower_Clapton

www.hidden-london.com/gagette/clapton-park

Kids' Quiz!

Below are 6 words which are all to do with Easter. See if you can unscramble them.

- 1) tubrelfyt
- 2) babrit
- 3) skebat
- 4) loctacoeh
- 5) kichc
- 6) rtesae gesg

Please email your answers to kieran.hurley@newlon.org.uk, with the words **Kids' Quiz** in the title, along with your name, age and full address. Or post them to **Newlon Kids' Quiz, Newlon House, 4 Daneland Walk, Hale Village, N17 9FE.**

You can only enter the quiz if you are aged 11 or under. Answers must be received by **31st May 2017.**

All correct entries will go into a draw, and one lucky winner will get a £20 voucher for a high street or online store of their choice.



Winner!

Congratulations to **Yasir** from **Tower Hamlets** who won the Christmas quiz and who will receive a voucher soon.



Go digital for a chance to win £50

We can send our newsletters digitally. This is faster and more environmentally friendly. If you want to receive them by email rather than in hard copy please get in touch at newsletters@newlon.org.uk.

If you sign up to receive your newsletter digitally between now and the end of May you will be put into a draw for a chance to win £50 in vouchers.

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 kieran.hurley@newlon.org.uk, or post it to **Kieran Hurley, Newlon Housing Trust, 4 Daneland Walk, Hale Village, London, N17 9FE.**

Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE
Telephone: 020 7613 8080

Email (general enquiries): customerservice@newlon.org.uk
Email (repairs): repairs@newlon.org.uk
www.newlon.org.uk

Newlon Housing Trust is a charitable Housing Association

If you have difficulty reading this newsletter, require a different format or need help with translation, please contact us on 020 7613 8091 or email newsletters@newlon.org.uk.