

Newlon News



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Welcome to the summer edition of Newlon News.

There are updates from the Residents' Forum and Scrutiny Panel and information that Home Owners should be aware of.

You can also find out what some of our residents have been doing to improve their local community.

In addition we've highlighted some exciting local events to help you enjoy the summer weather and keep the kids amused.

Remember your ideas and thoughts on Newlon News are always welcome. Just email us at newsletters@newlon.org.uk to get in touch.

Residents' Forum

Martin Hughes, Chair, writes:

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

- We recently held our first annual strategy and planning meeting and discussed the updated 10 year Corporate Vision - which summarises Newlon's achievements and sets objectives for the future. This helped with planning our agenda for the year.
- A new way for us to look at service performance using a balanced scorecard format was agreed. We also chose the services and performance measures about them which we believe are critical to Newlon's success.
- A straw poll of members was conducted about how we thought the Forum had performed over the past year. The average score was four out of five. This year we hope to improve on that.
- The Vice Chair (Lloyd Gale-Ward) and I signed the Forum's Constitution, which sets out the principles and rules of the Forum, including how it is organised.



Join the Forum

We are keen to recruit two new members to the Residents' Forum, to take on an influential role of representing all residents. We are particularly looking for female residents who ideally live in Islington or Hackney.

Geraldine Grant, a Waltham Forest resident who joined last October, told us about her experience as a new member:

"When I attended my first Residents' Forum meeting I was made to feel very welcome. It is a great opportunity to learn more about the mechanics of the organisation and I have been very impressed by the level of care and attention given to Newlon's residents. I would recommend it to anyone interested in getting involved."

If you are interested or know another resident who would be then get in touch at getinvolved@newlon.org.uk to find out more.



The Scrutiny Panel is recruiting

The Scrutiny Panel is a group of residents who look in detail at Newlon's services and performance and make suggestions to improve them. Newlon provides them with all the information they need to do this, such as performance data and the cost of delivering services.

Tony Gibney, Chair of the Panel and a resident at Hale Village, outlined its benefit:

"The Panel is here to help Newlon provide the best service it can for its residents. We bring a residents' perspective and work with everyone to make improvements."

The Panel has been busy this year with meetings almost every month. This includes working to create a Scrutiny Manual. The manual outlines how the Panel should carry out its work, by setting out a simple six step process to be followed. It makes the scrutiny process clearer and more transparent for both Panel members and Newlon staff. This new process was implemented in April.

The Panel has a vacancy for one new member - an opportunity which doesn't come often. To find out more email getinvolved@newlon.org.uk.

Please do not use your home for holiday lets



If you are a Shared Owner then your lease prohibits you from using your home for holiday lets including Airbnb, as this classifies as subletting. If you have staircased and own 100% of your home then you may be able to sublet - but you should contact our Service Centre first to find out.

Chat live with us online

Did you know you can use live chat on our website? It is a quick and easy alternative to calling or emailing us. Just click "*chat with us*" at the bottom of the screen to get started. Type your message and you will be connected to one of our Service Centre Advisors.

Find it at
www.newlon.org.uk



Isobel Place residents give their children a say

Residents at Isobel Place have created an innovative way to ensure youngsters on the estate have a say.

A children's committee called "Kids Voice" was set up in 2015 as a means for all the children who live at Isobel place to have a voice.

Kids Voice meetings take place around 3-4 times a year, where they talk about issues that affect them and other children in Isobel Place. Some of the topics the children talk about relate to what the Isobel Place Residents' Association meetings have covered.

On average around 15 children attend the meetings, with ages ranging from 3 to 14 years old.

It is run the same as any committee, with a Chair and an agenda. The meetings are set up via two adult members, but ultimately Kids Voice is run for the children by the children.

Residents have found that since Kids Voice has been running it has been a great way to improve communication between adults and children, providing a positive environment to bring up concerns and questions. It also enables children there to better understand subjects which affect them and where they live.

Last summer the residents organised a "Big Lunch", which the children from Kids Voice were able to get involved in. In addition they were lucky to be able to purchase recreational equipment, which children can come and ask to use.

Kai Hockley, son of the Chair of the Isobel Place Residents' Association, Joanne Hockley, said: "We have found that having Kids Voice has helped us all to express any worries or concerns to people who will help, and we have found that the adults are nice and talk to us."



Queensland Road Garden Project

This year residents were given the go ahead and some start-up funding by Newlon to take a more active role in the maintenance of the communal terrace garden between Tower 1 and Tower 3 at Queensland Road.

Residents Vivian and Nora explain more:

"The QN7 Gardening Club is a casual and informal group of like-minded individuals who meet on the last Sunday of every month to enjoy the terrace, plant, weed and generally help keep the communal area look great for all to enjoy. Residents of all ages and abilities are invited to join in the fun.

We had a planting day in April, where we planted raspberry bushes, strawberries, herbs and lots of vegetable plug plants. Some of these plants are doing well - others not so well. But it is a huge learning curve for us as none of us have any gardening experience."

If you want to know more about it and how we achieved it you can email us at queenslandroadresidents@gmail.com.

Digital services - quick and easy ways to do things

Many of the issues that residents most frequently need to contact us about can be done quickly and easily through our digital services.

You can:

- **Report repairs online** using our handy diagnostic tool, which makes it easy to report what the problem is. Visit <https://www.newlon.org.uk/contact-us/repairs>.
- **Try our new live chat** feature for any enquiries you have. It is available during office hours on our website www.newlon.org.uk. Just click "chat with us".
- **Find out answers to frequently asked questions on our online Knowledge Base.** You can find it at www.newlon.org.uk/knowledge-base. It was used more than 7,000 times last year.
- **Pay your rent by text or using the allpay app.** Both of these options provide a quick and easy way to pay your rent you can find out more at www.newlon.org.uk/residents/paying-your-rent.
- **Register for our online Residents' Forum,** which allows you to have your say on a range of topics without needing to be able to attend a meeting in person. Go to www.newlon.org.uk/residents/getting-involved/residents-forum.
- **Make an online booking of the hall at our community centre** in Barnsbury. Learn how at www.newlon.org.uk/residents/community-services/community-facilities.

Staircasing

If you are a Shared Owner you can buy extra shares in your home - known as staircasing. Purchasing extra shares reduces the proportion of rent you pay. Most Shared Owners have the right to staircase, but you should check your lease. You should also ask your mortgage lender if you can borrow the amount you need to buy an additional share.

Find out more at www.newlon.org.uk/residents/home-owners.

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Understanding resales

A common query we get asked is about the resales process. You can find information about this by going to the 'Information for Homeowners' section of our Knowledge Base at www.newlon.org.uk/knowledge-base.

Dealing with leaks

Leaks can be a major problem for residents, especially when they come from another property or the source is hard to trace. We have a leaflet with guidance on responsibilities, what actions should be taken in the event of a leak and advice on insurance.

You will be able to find it at www.newlon.org.uk/publications in July.

Hale Village Summer Party returns



The popular Hale Village Summer Party returns on Saturday, 22nd July from 12pm–4pm in Perkyn Square, Hale Village, N17. It is free and open to all.

Last year around 400 residents and local people came along to enjoy great local food and stalls with arts, crafts, books and clothes. There was also honey harvesting, a story telling workshop, fitness activities, a smoothie bike, a tombola, a raffle, face painting, biscuit decorating, a bouncy castle and more.

It is a great day for the community to come together and have some fun as well as learn about the different activities they can get involved in during the year.

We hope to see you there this year.



You said we did

End of defects period

A defects rectification period is a set period of time after new homes are built during which a contractor will return to remedy defects. Residents told us they found the communication about the inspection at the end of the defects period unclear. As a result we created a factsheet explaining what residents should expect. You can find it on our website at www.newlon.org.uk.

Improving green spaces

Over the past few months we met with residents and local volunteers in Islington to discuss ways we can enhance Newlon's green spaces and support local gardeners. In response we purchased new allotment boxes and improved the gardens on the Barnsbury Estate. We have also partnered with a social enterprise, Aspire, to offer gardening services and training courses, as well as the Islington Bangladeshi Association to provide gardening days.

Policy changes

We review our internal policies on a regular basis to ensure we provide the best quality services to our residents.

In recent months we have made changes to dozens of our policies. Here are just a few:

- Our vulnerability policy, which provides our staff with guidance on how to provide the best service to vulnerable residents, now includes better guidance on how we handle repairs to homes where there is a child with autism, to ensure the way we undertake works takes account of their needs.
- Our Right to Acquire and Right to Buy policies have expanded on the fraud and money laundering checks we make when an application is submitted.

Events in your area



Urban Food Fest

When? Every Saturday, 12pm - 12am

Where? Euro Car Parks, 162-167 Shoreditch High Street, E1

Cost? Free

Located near Shoreditch High Street station, Urban Food Fest features over a dozen street food trucks and stalls. Global gourmet street food is served alongside a bar with craft beers, cider and cocktails. There is also live music and outdoor seating. Ideal for sunny summer days.

www.urbanfoodfest.com

Music on the Lawn

When? 2nd July

Where? Forty Hall Park, EN2

Cost? £5

A family event held in the grounds of Forty Hall in Enfield. Children's activities on offer include bee, butterfly and ladybird workshops, croquet and a bouncy castle. There are food and drink stalls but you are also welcome to bring a picnic to enjoy in the grounds. Organised by Friends of Forty Hall Park.

www.friendsoffortyhallpark.org

Strawberries and Screen

When? 3rd - 16th July

Where? Granary Square, King's Cross, N1

Cost? Free

If you can't get tickets for Wimbledon this year then you can head to King's Cross, where you can see all the live tennis action for free on the big screen. The outdoor screen will be one of the biggest in central London. There will also be Pimms, strawberries and other refreshments on offer.

www.kingscross.co.uk/event/strawberries-and-screen

Walthamstow Garden Party

When? 15th - 16th July

Where? Lloyd Park, Walthamstow, E17

Cost? Free

In its fourth year, this free festival returns to celebrate east London's creative and cultural communities, showcasing local talent and established artists. Taking place in Walthamstow's Lloyd Park it has two days of music, theatre, dance, film, spoken word, arts & crafts, food and family activities, delivered in partnership with local organisations. Capacity is limited, so early arrival is recommended.

<http://walthamstowgardenparty.com>

Camden New Town Community Festival

When? 15th - 16th July

Where? Camden Square Gardens, NW1

Cost? Free

This free family friendly festival runs every year in Camden Square Gardens. It is a celebration of music, dance, history and the multicultural Camden community. With live music, activities for kids, a healthy living tent, as well as a number of food and craft stalls. Everyone welcome.

<https://camdennewtownfestival.wixsite.com/music-festival>

Streatlife

When? 22nd - 23rd July & 19th - 20th August

Where? Camden Square Gardens, NW1

Cost? Free

Streatlife is the new name for Alexandra Palace's street food and craft beer festival. The festival features over 30 street food vendors, craft beer bars, cocktails, Pimms and food traders. Saturdays feature eclectic bands and on Sundays the DJs take over. There is also live street art and graffiti to watch.

streatlife.alexandrapalace.com

Angel Canal Festival

When? 3rd September

Where? City Road Basin, Regents Canal, N1

Cost? Free

An annual free one-day festival based around the City Road Lock, Basin and towpath alongside Regents Canal. Attractions include stalls, a children's fun fair, Punch & Judy, a storyteller, have-a-go pottery sessions, live music and street theatre. There is also a regatta with free canoeing sessions and bell-boat racing.

www.angelcanalfestival.org

The secret history of our streets



The Crescent, Enfield

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.

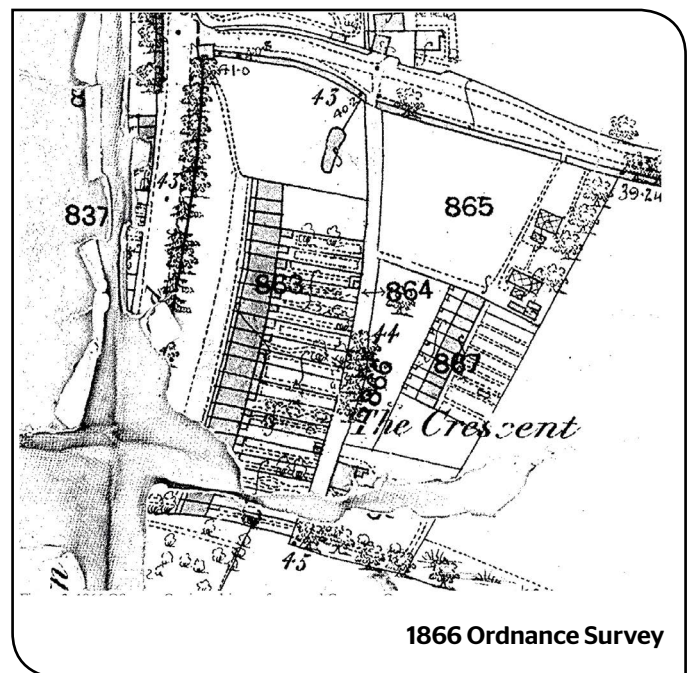
The Crescent in Hertford Road Edmonton, Enfield, is a striking Grade II listed terrace of 25 homes built between 1826 and 1851. It forms the centre of a conservation area and was originally built for property speculation by a London solicitor, whose name has not been recorded. At the time of construction it would have been far more urban in character than the surrounding area.

The name Edmonton comes from the Anglo-Saxon name, Adelmetone and continuous settlement of the area dates back to this period. During the 18th century, the area was developed as a prosperous suburb providing clean air and space within easy reach of the city.

By the early 1800s terraced housing was starting to replace single houses particularly along Fore Street and Edmonton Green. Since the 1870s Enfield has developed from a modest market town surrounded by open countryside and small villages to a pattern of suburbs on the edge of London.

This transformation was triggered by the advent of the railways and took place in a piecemeal manner, with former villages being developed into local shopping centres and industries being developed along the Lea Valley.

Originally The Crescent faced an enclosed, communal front garden, with a carriageway serving the houses, entered past lodges at the north and south ends of the site. Sometime before 1934 the communal garden was replaced with long front gardens running from each house to the road.



To the rear of there was a short row of cottages accessed from the lane at the bottom of The Crescent's rear gardens. By 1934 these cottages had been re-built and re-named as Oxford Close. The Crescent was listed by Historic England in 1954.

During 2014 and 2015 Newlon and Enfield Council worked together on a programme of renovation works and this project has culminated in the creation of the Monmouth Road Green. This has seen the landscaping of an informal grassed space on the corner of Hertford Road and Monmouth Road so that it now enhances the setting of The Crescent, providing a calm place for residents focussed upon a crescent of pleached trees, feature paving and planting for year-round colour.

Kids' Quiz!

Below are 5 words which are all to do with summer. See if you can unscramble them.

- 1) ECHASEB
- 2) WISTUMIS
- 3) TRAWEKARP
- 4) CEONA
- 5) GIFRUNS

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 **4th August 2017.**

All correct entries will go into a draw, and one lucky winner will get a £20 voucher which can be used at a range of high street stores.

Winner!

Congratulations to **Aysha** from **Islington** who won the spring quiz and who will receive a voucher soon.

Remember to extend your lease

If you are a Leaseholder and have 80 years or less remaining on your lease, we would encourage you to think about extending it. To learn more visit www.lease-advice.org and read their section on lease extensions. It is also worth seeking independent financial advice. To extend your lease contact **020 7613 7480** or resident.sales@newlon.org.uk.

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

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