

Newlon News



What's inside...

Residents' Forum
update

Go digital - do it online
and save time!

Your chance to win
£100 of vouchers



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at [@NewlonHT](https://twitter.com/NewlonHT)

Office closing times over Christmas and New Year

Our offices will close at 5 p.m. on Friday 22nd December and reopen on Tuesday 2nd January. 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 2nd January.

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 five times a year to look at Newlon's work and monitor the performance of the services they provide.

At the last meeting:

- We were joined by the Community Services Manager who talked about the work of his team this year. At the halfway mark they are meeting all their targets and for some doing even better. We were really pleased to hear this as they do essential work supporting the social and financial well-being of residents.
- We discussed how residents could be involved in the procurement of some key service contracts which are coming up for re-tendering. These include contracts for cleaning, door entry and CCTV systems. Involving residents will help find out what is important to them about these services and identify possible improvements. Look out for more about how residents can get involved in procurement tendering in the next newsletter.
- We had a very interesting discussion about what Newlon currently does on energy efficiency and sustainability for residents' homes. Three Forum members have agreed to meet and come up with possible ideas to feed back to Newlon. Watch this space for their report in the next newsletter.
- We noted that performance was good for arrears and empty homes but not as good for the average number of days to complete a repair. Newlon are looking into the reasons why repairs have taken longer and have agreed to share this information with us.
- We discussed our approach to updating Newlon's resident involvement strategy. Newlon updates this every three years and an integral ingredient will be finding out from residents what they think about ways to get involved and how well Newlon listens and acts on what they say. Some Forum members volunteered to be part of the joint resident and staff group that will oversee this project.
- If you'd like to read a bit more about our last meeting you can find the minutes online at: www.newlon.org.uk/residents/getting-involved/residents-forum.

The Scrutiny Panel is working for you

How does it do this? 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.

They are currently looking at day to day repairs and how communications around them could be improved. The Panel will soon be contacting some residents who have had a recent repair. If that's you, the Panel may ask you to fill in their independent survey and tell them about your experiences.



Go digital - the quick and easy way to transact with Newlon

Newlon has a range of digital services designed to make things quick and simple for residents, which are available 24/7.



- You can report repairs online at any time of day using our handy online reporting tool at www.newlon.org.uk/contact-us/repairs
- You can use our handy Knowledge Base to find quick and easy answers to common questions at www.newlon.org.uk/knowledge-base
- You can pay your rent or service charges via the allpay app, to find out more visit www.newlon.org.uk/paying-your-rent
- You can even pay your rent by text - check this handy option out at www.newlon.org.uk/paying-your-rent
- You can get involved and give your opinions using our online residents' forum at www.newlon.org.uk/newlon

Coming soon

We have started work on a self-service portal which will allow residents to carry out a range of transactions and activities digitally, including reporting communal repairs, checking rent statements, updating personal details and even making payments. We will have a full update on the new portal in the spring newsletter.

Getting involved at Hammond Court

Fatima, Eunice and a fellow resident from Hammond Court in Enfield discovered a different way to get to know their neighbours when they went door knocking at their development. They all visited different homes to encourage people to fill in a survey from Newlon. Sometimes this meant two or more visits to catch people in, but it was worth it. The survey asked what residents thought about a proposal to remove the daily concierge visit. It was also a good opportunity for them to promote the residents' group they are helping to start up.

Before they went door knocking only about 30% of households had filled in the survey. By the time they had finished, 62% had completed it. Some residents did not fill in the survey as English was not their first language and Fatima said that Newlon should think about overcoming this barrier for future surveys in other developments. Other residents were not keen on doing the survey online. However, the results showed that a clear majority were in favour of the proposal, which Newlon will be implementing. Eunice also told us that residents were happy to chat with her about their experiences of living at Hammond Court and any concerns they had. Not everyone knew about the fledgling residents' group but once they did, they were very supportive. All three felt that door knocking was a good way for residents' groups to get to know people where they live and find out about the issues they consider important and that it can help create a sense of community.



How good are we at listening and acting on what you tell us? Let us know and you could win £100 of vouchers

A small group of Newlon residents and staff are working together to review and improve how well we listen and act on what residents tell us about their experience of our services. Regular readers of this newsletter will recognise we call this resident involvement and it is all about making services better. This group have designed a survey to ask some key questions from you and other residents.

The survey is the place to give your views on resident involvement and say if you would like to see any changes. If you take part you will be entered in a prize draw for £100 of shopping vouchers.

You can say how well you think we listen and act by:

- Completing the survey at:
<https://nortonfolgate370.typeform.com/to/zksuLa>

- Emailing getinvolved@newlon.org.uk or calling Karen Orr on **020 7613 8084** to ask for a paper survey.
- Using this QR code to access the survey from your smartphone.



We also plan to hold some focus groups, so if you'd like to contribute your views face to face with other residents and have the opportunity for a proper discussion then please let us know in the survey.

Protect yourself from property fraud

Property fraud is becoming an increasingly significant issue and can occur in many ways.

For example, fraudsters can target properties by pretending to be the homeowner, where they can try to sell or mortgage your home and benefit from the proceeds leaving the owner to deal with the consequences.

It could also be a co-owner selling or charging the property without the consent of their joint owner.

You will be at risk if:

- Your identity is stolen.
- Your property is unoccupied.
- You go abroad for a long period of time.
- Your property is not mortgaged.
- You rent out your property.
- Your property is not registered with HM Land Registry.

In light of this, we advise homeowners to take steps to protect their property from being fraudulently sold or mortgaged by signing up to the HM Land Registry Property Alert Service.

The service is free and will enable you to spot any suspicious activity on your property, allowing you to take immediate action.

All you need to do is sign up with your email address on their website at <https://propertyalert.landregistry.gov.uk>. You will need to have the address or title number of the property you wish to monitor.

Once you have signed up to the service you will receive email alerts when an activity occurs against your property. For example, if a completion is due to take place on a property, a solicitor will apply for an official search against it in advance of the completion date. With this service you will receive an alert when that search occurs.

Please note an alert will not automatically block any changes to the property register but will let you know when something changes so you can take action if necessary.

If you think you are a victim of property fraud then contact HM Land Registry as soon as possible

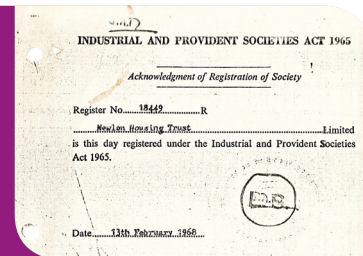
Email: reportafraud@landregistry.gov.uk

Telephone: 0300 006 7030

For further information please email:

resident.sales@newlon.org.uk

Newlon to celebrate 50th anniversary in 2018



Next year Newlon will be 50. We formally came into being on 13th February 1968 when we were registered as an Industrial and Provident Society for the first time and we started out by purchasing two houses in Evering Road and Amhurst Road in Hackney, which we converted into flats for affordable rent for local people.

We still own both these buildings today and now provide a further 8,000 homes, including nearly 800 for people in supported housing. The need for new affordable housing is possibly as great as it was in the late 60s and we remain as committed as when we first set out to providing decent and affordable homes for local people in north and east London. To celebrate this anniversary we will be holding a special Newlon Star Awards in the autumn to acknowledge the commitment of our residents to their local communities, watch out for more information about this in your spring newsletter.

Rewards for Residents - get involved and get rewards

One of the benefits of getting involved with us is that you could receive shopping vouchers ranging from £20 to £50 depending on your level of involvement and the activity you take part in. Not forgetting our survey prize draws which range from £20 to £100. The vouchers are our way of saying thank you to residents who give up their time to help us improve services for all residents. To find out more or get in touch email us at getinvolved@newlon.org.uk. As a quick reminder, see our list below of the amount of vouchers for each meeting or activity:

Readers' Panel	£20
Writing for Newlon News	£20
Focus group	£25
Resident liaison representatives (RLR's)	£25
Helping select new contractors	£30
Mystery shopping	£30
Scrutiny Panel meeting	£30
Chairing the Scrutiny Panel	£50
Leading on a scrutiny topic	£30
Residents' Forum meeting	£30
Complaints Panel	£35
Involvement training	£25

There is a limit of £400 for the amount of vouchers you can get in any one year (excluding the Complaints Panel and Resident Liaison Representatives).

Illegal subletting

and our approach to dealing with it

If you own less than 100% of home you can only sublet your home in exceptional circumstances and with our permission. If you, a resident is found to be illegally subletting they could face legal action, fines and prosecution.

Research by the National Fraud Authority estimates that 98,000 housing association or local authority homes are illegally sublet each year at an annual cost to the public purse of up to £1.8 billion. In addition the average cost of housing a family in temporary accommodation whilst waiting for permanent housing is at least £18,000 a year. Apart from the financial costs, this also means that genuine applicants unfairly wait longer to find permanent housing whilst often having to live in unsuitable accommodation.

Therefore the subletting of social housing property by tenants and Shared Owners without permission is a serious breach of tenancy and/or lease.

Newlon works in partnership with local authorities to find out when subletting of our homes has taken place. We detect subletting activity by making identity/address checks, via neighbour referrals, and through unannounced visits by staff.

Where Newlon are satisfied that illegal subletting has occurred, we pursue legal action if the property is not voluntarily handed back when demanded.

Criminal conviction and an application for profits

In addition to dealing with breaches of tenancy dealt through court action;

- Criminal prosecution is possible under The Prevention of Social Housing Fraud Act 2013. This act has a maximum penalty of two years imprisonment or a £50,000 fine depending on the level of dishonesty.
- An unlawful profit order can also be made to reclaim all profits made either through the criminal action undertaken or as a standalone civil remedy. The full profit made can be recovered less any genuine rent payments made during the period of the subletting.

The difference between social rent amounts and private market rent means thousands of pounds can sometimes be recovered.

- If a resident has property ownership elsewhere, we will look to secure what is known as a charging order on the property, which means Newlon could apply to the court for an order for sale if the debt is not paid.
- Over the past 12 months Newlon has successfully dealt with a number of cases involving illegal subletting.

Reporting illegal subletting

You can report subletting anonymously if you wish. When doing so please provide details on the occupiers (age, description, how long they have lived there) and if you still see the genuine tenant returning to the property and/or know of their whereabouts. You can report suspected illegal subletting by calling our Service Centre on **020 7613 8080** or emailing customerservice@newlon.org.uk.

Amnesty for illegal subletting

If you have been illegally subletting your property, we would urge you to contact our Service Centre to complete a Notice to quit form and to then return your keys. If we are not already investigating you, no further action will be taken by Newlon.



Enjoy a social get together

With a bit of a help from Newlon

Why not take the opportunity to meet up and communicate with more of your neighbours?

Newlon can support Residents' Associations in a number of ways, including by helping you to organise a party or meet up with food for your next meeting.

We can help with information and advice, communicating the event details to other residents and offering you up to £300 to purchase food, equipment and decorations.

If you would like assistance to organise a social event for your block or estate, contact Karen Orr on **020 7613 8084** or email getinvolved@newlon.org.uk.



Events in your area

Canary Wharf Ice Rink

When? Until 24th February

Where? Canada Square Park, E14

Cost? From £9.95

The Canary Wharf ice rink, one of London's largest outdoor ice rinks, returns for 16 magical weeks of skating in Canada Square Park. Set to the backdrop of Canary Wharf's twinkling towers and enchanting greenery, the ice rink is the perfect place for ice skating in London this Christmas.

www.icerinkcanarywharf.co.uk



Family Day: Christmas Printmaking

When? 17th December

Where? Keats House, NW3

Cost? Free

Join artist Orly Orbach for a hands-on printmaking workshop. Create your own Christmas cards and wrapping paper for the festive season. Use lino cuts and plasticine to personalise your Christmas stationery, adding a special handmade touch to your gifts this year.

www.cityoflondon.gov.uk/things-to-do/keats-house

Panto: Mother Goose

When? 20th December

Where? Bernie Grant Arts Centre, N15

Cost? Adult £13.50, child £9

Last call for this toe tapping, hand clapping, chuckle generating family pantomime. Following on from the success of Robinson Crusoe, the award winning MTA Drama College is delighted to be producing Tottenham's own panto for the fourth consecutive year. All the traditional panto treats plus original songs.

www.berniegrantcentre.co.uk

Roof East

When? Various dates until 23rd December

Where? Roof East, level 8 car park, Great Eastern Way, Stratford, London, E15 1XE

Cost? From £10 per person

Due to popular demand London's only rooftop curling experience returns with six lanes, all complete with a glowing neon theme and lane hosts to deliver hot cocktails.

www.roofeast.com

Islington Vegan Market

When? First and third Sunday of the month

Where? Nag's Head Market, 22 Seven Sisters Road, N7 6AG

Cost? Free entry

Islington's first ever vegan market organised with involvement from Newlon residents providing an array of cruelty free food, drink and beauty products.

Let the People Sing!

When? Thursday 21 December 7pm

Where? Forty Hall, Forty Hill, Enfield EN2 9HA

Cost? £10 adults, £5 under 16s

Let the People Sing! return to Forty Hall to perform an evening of Christmas classics including Ding Dong Merrily on High, The Holly & The Ivy, Silent Night, Oh, Holy Night, Jingle Bells, Winter Wonderland, In The bleak Mid-Winter, Chestnuts Roasting and We Wish you a Merry Christmas. Enjoy the wonderful festive favourites in the Long Gallery.

Christmas Tales

When? 16th - 30th December

Where? Chickenshed Theatre, N14

Cost? £8

With puppets, songs and dancing, the 'Tales from the Shed' team take all of their usual fun and silliness, then they supersize it to create a festive extravaganza guaranteed to entertain the very youngest audiences at this most wonderful time of the year.

www.chickenshed.org.uk

Farewell to Christmas

When? 6th January

Where? The Geffrye Museum, E2

Cost? Free

Say goodbye with a bang to both Christmas and the Geffrye Museum, which will be closing for almost two years for a transformational development project. Warm up by the bonfire and enjoy Epiphany stories, carols, Twelfth Night cake winter cocktails and mulled wine.

www.geffrye-museum.org.uk/whatson/events

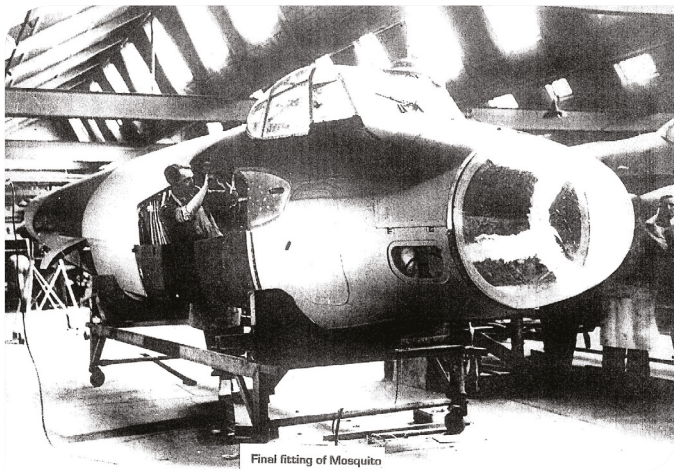
The secret history of our streets

- Hale Village

At Hale Village in Haringey Newlon provides 542 homes in a mix of housing types. It is also the base for our Head Office, 1,100 homes of student accommodation, private housing, a specialist kidney dialysis centre, a doctor's surgery and the new Engine Room community centre. Viewing it today you could be forgiven for not knowing that less than ten years ago it was a semi-derelict warehouse site at the heart of an area of industrial decline and high levels of deprivation.

Prior to the Second World War Tottenham Hale had developed steadily from a Victorian village to a major industrial hub, but following the war the area entered a period of industrial decline and deprivation. However, both Hale Village and the wider local area have a fascinating history.

From the early 1900s until the 1960s Hale Village was the site of the Harris Lebus furniture factory, possibly one of the largest furniture manufacturing sites in the world. In January 1900 needing room for expansion the company bought 13 and a half acres of land in Tottenham Hale, at that time still largely a village, adjacent to the River Lea. The riverside location was ideal for procuring materials, including wood from abroad. The new factory was also located on two railway lines and at its peak covered 43 acres and employed thousands of workers ranging from designers and draftsmen to upholsterers and veneer-press operators.



The company treated its workers, who included many women and Jewish immigrants, with a paternalism that would seem unusual today, including having in-house cooks, barbers and a social club.

During the Second World War the company employed 6,000 people and diverted operations from furniture making to the manufacture of Horsa gliders, Mosquito planes and wooden replicas of Sherman tanks designed to act as decoys to the German Airforce.

At this time a network of underground tunnels and air raid shelters were dug out to provide shelter and escape routes for the factory workers and local people during bombing raids.

Harris Lebus continued operating into the 1960s, but eventually closed down and in 1969 the site was passed over to the



Greater London Council (GLC). Only the northern building was retained (now the site of Hale Village) and converted into a distribution depot for the Inner London Education Authority, which supplied equipment to schools. The rest of the land was developed for housing as the Ferry Lane Estate. The GLS depot was eventually closed in 1990 following the abolition of the GLC.

After this the site gradually fell into disuse until it was acquired by Lee Valley Estates who led on the development of Hale Village. Hale Village is modelled on the successful urban regeneration at Hammarby Sjöstad in Stockholm. This includes featuring a consistent design code, access for residents to personal and public space and wide 'boulevards' rather than constricted streets, as well as a central pedestrianised zone.

Hale Village today is an award winning urban village at the heart of a newly thriving corner of north London, set to undergo further regeneration. Who could imagine that less than ten years ago it was a semi-derelict wasteland?

No. 4 OCTOBER 1955

THE LEBUS LOG

A JOURNAL OF INTEREST TO THE EMPLOYEES OF HARRIS LEBUS LIMITED

THE DUKE AT TOTTENHAM

H.R.H. TO TOUR THE FACTORY ON NOVEMBER 10th

YOU WILL ALL HAVE SEEN THE ANNOUNCEMENT IN THE PAPERS ABOUT THE VISIT OF H.R.H. THE DUKE OF EDINBURGH ON THE MORNING OF THURSDAY, NOVEMBER 10th.

HE WILL BE SPENDING FOUR HOURS WITH US AFTER ARRIVING BY CAR AT 10.30 A.M. HEREON THAT DATE WE WANT TO SHOW HIM ALL THE THINGS WHICH WE THINK WOULD INTEREST HIM MOST AND ALSO TO GIVE HIM AN FULL A PICTURE AS WE CAN OF HOW WE MAKE FURNITURE.

We have asked many of our people to help us plan the tour. A committee sitting at an sub-committee factor in order that the tour can be completed in the best possible manner. The programme must be flexible enough to permit the Duke to stop and visit wherever he may wish. It will be held in the new building, which will be used for the storage of goods. It is also the most interesting part of the factory. The party will also include a visit to our staff and his personal something of our Research Department and R.A.I. Testing before the Duke makes his way back through the Lebus Club and Warehouse to the Duke's Club.

The Duke will be leaving with us to the Chairman's Office. Sir Ericson will take him over the new Clubhouse. Here before leaving he will have an opportunity of speaking to our staff and his personal something of our Research Department and R.A.I. Testing before the Duke makes his way back through the Lebus Club and Warehouse to the Duke's Club.

We are sure that it will be a most interesting and profitable visit to introduce as many people as possible to the factory. However, for all those of you who do not have a chance of seeing the Duke, we have arranged a special programme and are planning to arrange a special programme for you. A whole lot of good work is being done in the factory. During the next few weeks we shall be able to show you to help

Photo by Mrs. Miller, F.S.S.

THE NEW WAREHOUSE

ON Wednesday, August 31st, the Directors were able to authorize the start to be made on the new Warehouse building.

It may well be that, even before you see it, the Lebus, work, and then you will see it. The new building which incorporates four rows will give you a very good idea of what the building will look like when it is completed towards the end of next year. It will cover the whole of the area and also this corridor. Furniture will be

Kids' Quiz!

Below are six words which are all to do with Christmas see if you can unscramble them.

- 1) LISTEMOET
- 2) NERIDER
- 3) WONS
- 4) YHOLL
- 5) KASCRERC
- 6) SLANEWSEC

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 **26th January 2018.**

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.

Be environmentally friendly by getting your newsletters digitally

We can send our newsletters digitally to your email address. This is both faster and more environmentally friendly. If you want to receive them digitally rather than in hard copy then please get in touch at newsletters@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

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.