

Newlon News



What's inside...

Residents' Forum
update

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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.



Want to paint your home but don't know how?

Free training for E5 and E8 residents in January

With support from the Dulux Decorating Centre and Wates Living Space (our main repairs contractor) Newlon are running free training for our E5 and E8 residents who would like to paint inside their home. This training is taking place on Thursday 25 January 2018 in the E5 area and will include practical experience. The idea for this training session came from the residents on our Scrutiny Panel and we are happy to help make this happen.

Residents who take part will also receive £20 in shopping vouchers, an information pack and be eligible to enter a prize draw for Wilco and other High Street vouchers. Food will be provided on the day. Places are limited so book early to avoid missing out.

How to take part

You can book by getting in touch with Karen Orr in the resident involvement team on 020 7613 8084 or by email at getinvolved@newlon.org.uk.



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.



Great turnout for mutual exchange event

On Saturday 18th November we organised our first ever large scale mutual exchange event which took place at Tottenham Town Hall. The aim of the event was to help people who are interested in moving find out more about how they can swap homes with other social housing residents

There was an excellent turnout with hundreds of people attending the event. Highlights included a well-received session from HomeSwapper on how to find and carry out a mutual exchange.

Nearly 100 people registered their homes for a potential swap, with just over 40 of them being Newlon residents. Overall, this means the event has significantly increased the pool of homes currently available for people looking to swap through a mutual exchange.

Thanks to everyone who came along and helped make the day such a great success.

We send out a copy of the latest mutual exchange board with the newsletter and it is also available online at www.newlon.org.uk/publications/mutual-exchange.



Changes to transfers - last drop-in surgeries coming up

Any residents currently on our transfer list have been written to explaining that we are going to close the list on the 2nd January. From that point on we will be moving to a new approach where people can only be considered for a transfer if they have an urgent medical need or they need to be decanted because works are required at their home.

As part of supporting people through this change we have been holding a number of drop-in surgeries where residents can attend and meet members of our Lettings team to ask any questions they may have and discuss their personal circumstances.

The last two surgeries will be held on the 19th December.

The first session will be held at Herbert Butler Community Hall, Mabley Street, Hackney, E9 5TN, from 10:00 - 13:00 and the second at our offices, Newlon House, 4 Daneland Walk, Hale Village, N17 9FE, from 14:00 - 19:00.

These are drop-in sessions, so you do not need to make an appointment, and people will be seen on a first come, first served basis.

Please note that if you do have any questions about changes to transfers this will be the last opportunity to speak to us about it.

Illegal subletting

and our approach to dealing with it

Research by the National Fraud Authority estimates that 98,000 social housing 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 2 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 tenant 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 tenants involved in 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.



Newlon represented at the National Tenant Conference 2017

Two Newlon residents joined 200 others from all over England at the National Tenant Conference in July. Blossom Shakespeare and Benjamin Roe from our Residents' Forum spent three days at the conference, which was organised by Tpas, the UK's leading tenant engagement organisation. Their days were kept busy attending workshops and some of the entertainment provided.

Blossom said: "First of all let me just say a big thank you to Newlon for nominating me for this wonderful experience. As in most conferences you never know how informative it's going to be. In this case it really was and I met some really nice people.

There was a choice of groups to attend for a more in-depth understanding of the way they work and their achievements. I must say two out of my four choices were a little bit misleading which I expressed my concerns about at the time.

For example, I booked a session with Wates and although it was very informative they mostly talked about the charitable side of their work, while my expectation was that they would talk about repairs and how they try and rectify a situation at least on the second visit if not the first.

Overall, the conference was tailored for all to understand and provided an opportunity for everyone to participate. All the other sessions gave me things to go away and think about such as:

- Some of our young people may not be able to get on the property ladder and with little or no social housing what will happen?
- If you're a current tenant with a housing association what will happen when you are no longer able to get up and down stairs or your needs change etc.
- What are housing associations doing about such issues? Questions, questions, questions.

Free training courses for Tower Hamlets residents

There is a new range of **free** training courses on offer for residents living in Tower Hamlets. Running from November 2017 to May 2018, they cover topics to suit a wide range of different needs - from improving your community to learning more about living in your home, growing food and health and safety.

You can read about the training sessions available and find out how to apply online at www.newlon.org.uk by clicking on the Free Training for Tower Hamlets residents' panel. You can also contact Karen Orr on **020 7613 8084** or email getinvolved@newlon.org.uk.

Enough doom and gloom. The entertainment was a huge success and I laughed so much and even though Karen (Newlon's Resident Involvement Officer) did not dress up for the 80s night we all had a great time. The hotel was so accommodating and beautiful in and out. The grounds were lovely, however the rain did not permit us to really appreciate it."



Ben said: "I enjoyed going to the Tpas Conference in Warwickshire where I was shown how to engage with residents; how things can be done better in the community and building up a community."

Help and support with claiming benefits - including Universal Credit

There have been a number of recent changes to welfare benefits - some of which may impact you.

Universal Credit continues to roll out to replace existing benefits and will usually be paid as one lump payment including the element for rent. The benefit replaces six existing benefits (Housing Benefit, Income-Based JSA, Income-Related ESA, Income Support, Child Tax Credit or Working Tax Credit).

The roll out started out with single claimants with no dependants, but Universal Credit is gradually being rolled out to couples and families. Most of Newlon's boroughs will be impacted by Universal Credit by July 2018.

At the heart of the new procedures is the idea of promoting people's abilities to manage their own finances and to bring the benefit system in line with conditions that apply to working people. Universal Credit is paid monthly directly into a bank account. This includes any help towards housing costs, putting the responsibility for paying rent firmly in the hands of the claimant. You will have to manage your claim and account entirely online.

How can we help you?

Please contact us if you have any questions or if you need help. Our Community Services team helps Newlon residents claim thousands of pounds in benefits they are entitled to, as well as helping tenants deal with welfare benefits changes, including Universal Credit. Our highly skilled in-house Welfare Benefits Advisor can work with you to examine the benefits you are eligible for, including backdated benefits, and will support you to make your claim and follow it up to ensure you are successful.

If you are worried about how you are going to be able to cope with these changes please contact your Income Officer on **020 7613 8080** or the Community Services team on **020 7033 4605** or by email at community.services@newlon.org.uk.

CASE STUDY

Support into employment – how our Community services team can help



Sonia, a Newlon resident from Haringey, successfully found work with Wates, our main repairs and maintenance provider with support from our Community Services team. In this article she tells us her story:

“ I decided to use Newlon’s Community Services team to help me find work as I had been temping for a long while mainly in the public sector and the work was starting to dry up with all the cutbacks. Once I registered I received emails almost on a daily basis about work opportunities and courses. Whilst looking for work I decided to do Business Administration Parts 1 and 2 at Level 2, which I completed and passed back in August.

In the spring I attended Newlon’s job fair at my local community centre, the Engine Room. I completed an application form and left a copy of my CV until it was my turn to be seen by a member of staff from Wates, who were one of the employers at the event. She gave me some information on the company and said that she would pass on my details and get back to me.

A week or two later I had a phone call from Joanna at Wates who expressed interest in my CV and let me know that there was a part-time opportunity for an administrator. I turned this down as I was looking for full-time role. In the meantime she passed on my CV to a different division of Wates and I soon received a phone call to come for an interview. This went well and I was offered a role and started on 12th June as a Resident Liaison Officer/Administrator.

My main role is working for Wates to provide administrative support in carrying out Newlon’s cyclical decorating electrical

programmes through sending out letters introducing Wates Living Space, myself and the supervisor and the work we will be carrying out. I also organise the next phases of decorating works by arranging appointments with residents for the decorator/carpenter to attend and updating the spreadsheets for both programmes once work has been carried out. I liaise directly with Newlon’s Property Services team about the works, especially if there are any problems and send out works schedule for both the carpenter and the painters. It is a varied and busy role and I have to use my initiative as well as being able to deal with issues that may arise, so good customer service skills are important.

I also assist with the queries for handyman team and timesheets for the responsive repairs operatives. I enjoy working with the team and the interactions of the different departments within Newlon and residents. It is important to be a team player and be willing to muck in when there is a shortage of staff or during busy periods.

I am very grateful for the help and assistance given by the Community Services team, in finding a permanent role after temping for nearly 10 years. ”

Getting on the Employment Pathway with work experience placements

We know many residents looking for work have the skills employers want, but just need the opportunity to prove it. If this sounds like you our Community Services team can help you access a range of work placements that may be able to help you find employment.

The placements vary, but we are developing the opportunities available so people can get the experience that best matches their aspirations. They are also flexible, as each placement is designed to fit around residents’ existing commitments.

Over the past 18 months the Community Services team has helped hundreds of residents to access training and employment opportunities. If you are interested get in touch with Paula on **020 7033 4605**.

Barnsbury Estate news

About the Barnsbury Centre

This modern, light-filled hall is nestled in the heart of Barnsbury. The recently-refreshed space includes a large hall, a seminar room, entrance/lounge, refreshment machines, upgraded toilets (including an accessible toilet), kitchen opening up into both halls, and potential access to a sports/play area and a community garden.

Check out our new 360 degree, virtual tour of Barnsbury! (Just Google 'Barnsbury Community Centre'). Or go to www.hallshire.com and find us *In the Spotlight*.



Barnsbury activity Schedule

What?	When?
SkyWay Youth Club	Mondays, 5-7pm
Barnsbury Improved Lifestyle Initiative for women	Mondays and Tuesdays, 10am-11am and Thursdays, 5pm-6pm
Tutors United	September 2017 to 28th March 2018 - Mondays, 4pm-5pm
Salsa in the Cally (Salsa classes)	Tuesdays 7pm-9pm
Tiddley Tots Nursery	Weekdays, 8am-6pm
Computer room	Every Tuesday, Thursday and Friday from 9am-12noon (*depending on availability)

*The computer room at Barnsbury is also available every day for Newlon residents to get online for free. Please come to the Barnsbury office to get a password or find out how to access them.

Need space to host your party or event?

Thinking about hosting a party or event? Newlon provides special access to community facilities for our residents. We can connect you with community centres near you and we also have our own centres that you can access. This includes the recently refurbished halls in the Barnsbury Centre. Please contact us concerning spaces and availability. Note that we have maintained special prices for Newlon residents of up to 50% off.

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

Engine Room opening - new community centre at Hale Village

On 14th of October the new Engine Room at Hale Village opened to great fanfare. There were displays, performances, and a community information fair, as well as food and refreshments.



The lovely and bright new space is available for regular hall hire, but will also host health and wellbeing activities and a child care space.

Newlon attended the event and has been a valued partner over the past 3 years as this community space developed. Newlon's Community Services team will be working closely with the new centre manager and staff to help provide activities and community events for our residents in this new centre.

For more information please go to: www.engineerroom.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

Do you qualify for help with keeping warm this winter?

You may be able to get £140 off your electricity bill for winter 2017 to 2018 under the Warm Home Discount Scheme.

If you are eligible the money won't be paid to you directly as it's a one-off discount on your electricity bill, between September and March. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out. This discount doesn't affect any Cold Weather Payments or Winter Fuel Payments you may be entitled to.

Eligibility

There are two ways to qualify for the Warm Home Discount Scheme:

If you get the Guarantee Credit element of Pension Credit or if you're on a low income and meet your energy supplier's criteria for the scheme.

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

To find out more and to check whether you could be eligible visit: www.gov.uk/the-warm-home-discount-scheme.

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.

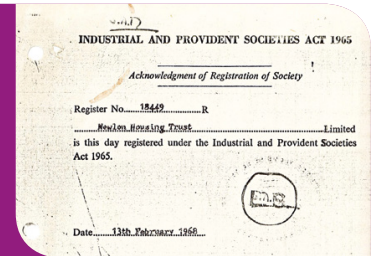


- You can report repairs online at any time of day using our handy online reporting tool at www.newlon.org.uk/contact-us/repairs
- You can use our handy Knowledge Base to find quick and easy answers to common questions at www.newlon.org.uk/knowledge-base
- You can pay your rent or service charges via 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.

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).

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. Sometimes this can be sensed from the name of a development, sometimes it is more obscure. Here we continue our regular feature exploring some of them.



Mothers' Square

Mothers' Square is a development in Clapton of nearly 100 Shared Ownership and social rent homes and a supported housing scheme for older people centred around a distinctive crescent shaped layout.

What you may not know is it stands on the site of the Mothers' Hospital, originally built by the Salvation Army before the NHS provided universal healthcare for all. It was a rescue and maternity home for poor young women, many of whom were pregnant but unmarried. At the time this carried great social stigma and maternity hospitals only admitted married women.

It was first built in 1889 on Mare Street in Hackney, but by the early 20th century a 2.75 acre site was bought in Lower Clapton Road to build a new hospital to cope with increasing demand. The foundation stone was laid in July 1912 by Princess Louise, Duchess of Argyll, who returned the following year to officially open the Mothers' Hospital. It had 48 beds, with plans to increase this to 100 when enough money could be raised. The initial scheme cost £26,000.

The hospital's frontage was unusual. It consisted of six semi-detached houses linked together by two distinctive arches, giving access to the ward buildings behind, erected in the gardens of the houses. The houses were offices, reception rooms and nurses' quarters and, along with the arches, still stand today.

The wards were housed in four single-storey buildings, which lay on a north-south axis to benefit from sunshine during the day. These bungalows were connected by a colonnade to the entrance building. In fine weather the open colonnades allowed mothers to sit in the sunshine and nurse their babies. The labour room was equipped with modern conveniences including a steriliser and hot and cold water laid on over large basins.

All the Sisters and the Matron were officers in the Salvation Army and wore a buff-coloured uniform dress, with an apron and handkerchief cap.

During WW1 the hospital began to care for large numbers of widowed pregnant women. They soon decided to also admit women whose husbands were serving in the forces. After the war all mothers, married or not, were admitted. By the 1930s the annual births had risen to 2,000, far more than the 600 the hospital had been built for.

Eventually the hospital required extensive modernisation and all maternity services moved to the newly opened Homerton Hospital in 1986.

Newlon acquired the site and, working in partnership with Hackney Council and the local health authority, demolished the original buildings and replaced them with the award-winning Mothers' Square development. It was opened by Prince Charles in 1990.

Find out more online on the 'Lost hospitals of London' website, www.ezitis.myzen.co.uk, used as a reference for this article.

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



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

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