

# Newlon News



## What's inside...

Residents' Forum  
update

Newlon is 50

Corbyn bids at  
Outward art exhibition

Kids' quiz



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### Easter closing times

Our offices close at 5pm on 29th March and reopen on 3rd April. During this time our contractors will only provide emergency repairs, such as for total electricity loss and major leaks. Our contractors will 'make safe' and may be able to do a full repair provided extensive works are not required. If additional works need to be approved we cannot do this until we reopen.

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

### Fire safety

We recently had an incident where a resident caused a small fire in their flat. Although this was quickly dealt with they had painted over their smoke detector putting their lives and those of other residents at risk. We must remind you not to tamper with any fire safety equipment, including door closers, and to remember to regularly test smoke detectors in your home.



# Residents' Forum



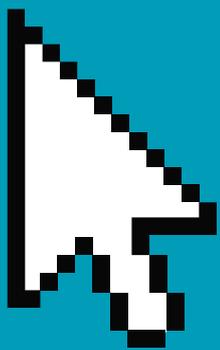
## Martin Hughes, Chair, writes:

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

At the last meeting:

- Ian Bates, Assistant Director of Finance, talked about Newlon's plans for improving how service charges are managed. There will soon be a dedicated service charge team in place to help achieve this.
- Newlon are reviewing Assured Shorthold Tenancies for their Intermediate rent residents to ensure that those residents still meet the criteria and the rent reflects 70% of market levels. Members suggested there should be flexibility if a proposed increase is unaffordable for particular residents and it was later agreed that this would be considered as part of the review process.
- We heard that the ideas the Forum previously suggested about energy and sustainability activities which Newlon could promote or undertake have progressed. There will be a plan in place by July and it is hoped activities will begin to roll out in September.
- Matt Phillips, Head of Customer Services, explained how parking spaces on various schemes are managed by our current contractor. Two Forum members will work with Matt and talk to some parking management companies to see what is now available in the market.
- The Resident Involvement team recently reviewed the Resident Liaison Representative role. These are residents who carry out joint estate inspections with Newlon's Estate Inspectors. There will be some recruitment of residents to this role, which has been renamed Resident Inspector.
- A new Residents' Panel is being set up to offer different ways for residents to be involved, which you can learn more about below.

To read more about recent Forum meetings you can find the minutes online at [www.newlon.org.uk/residents/getting-involved/residents-forum](http://www.newlon.org.uk/residents/getting-involved/residents-forum).



## Do it digitally!

Newlon has a range of digital services designed to make things quick and simple for residents, including paying rent via the allpay app and reporting repairs online. Learn more at [www.newlon.org.uk/residents/do-it-online](http://www.newlon.org.uk/residents/do-it-online).

## Join our new Residents' Panel

When we surveyed our involved residents last year for their ideas for improving involvement opportunities they suggested we explore ways to engage a larger number of residents with easy and frequent opportunities to get involved.

In response we are setting up a new panel which all residents are invited to join. It will have a choice of new activities, such as quick consultations about common issues, alongside existing involvement activities, including mystery shopping. Members will be able to choose what, when and how they get involved with us. We want to take full advantage of the skills and experience residents can bring.

To join this panel get in touch at [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk) or on 020 7613 8084.

We are also looking for a name for this panel - so send us your ideas. Whoever suggests the name we choose will win £50 in vouchers.



# Newlon celebrates 50th anniversary

Newlon Housing Trust was formally registered as an Industrial and Provident Society in February 1968. It was originally set up by members of the New London Synagogue, which is where our name derives from. They were concerned about rising homelessness and the poor quality and high cost of privately rented accommodation in north and east London in the late 1960s.

This issue had been highlighted by the BBC TV play *Cathy Come Home* and the notorious exploitation of tenants by slum landlord Peter Rachman. Reaction to this led to the Rent Act 1965, which provided additional security for tenants and the founding of a number of housing associations, including Newlon.

Our founders started out by buying two street properties in Amhurst Road and Evering Road for the combined sum of £10,500. These were renovated and converted into flats and let to local families at affordable rents. These homes are still let at social rents to our residents today.

Many of the same challenges still exist for local people looking for affordable homes. These have been complicated by increases in house prices, with homes similar to the first Newlon house in Evering Road now worth over £2 million. This increase in the historically less well-off parts of London

make it difficult for us to be able to afford and find land for providing new homes and hard for people to find decent, affordable housing.

However, we are working hard to overcome these challenges. We are one of London's leading developers of new affordable homes, working exclusively in our capital. We are proud of this record and remain committed to building new homes for people in housing need.

## Celebrate with us

We will be holding a range of events and activities over the next year to celebrate our anniversary and this will include a high profile Newlon Star Awards event in the autumn to recognise and reward residents who are stars in their communities. Look out for more information on how to get involved, both online and in the summer newsletter.

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## New residents' portal

We are finalising development of a new online portal which will provide residents with a secure online space to carry out a wide range of services.

The portal will allow you to make numerous requests including applying for a mutual exchange, updating contact details, making payments, checking rent and service charge statements and reporting communal repairs.

It is due to go live in April and we will be communicating directly with residents as we prepare for launch.



## Going digital

### Digital survey and prize draw

Over 500 residents took part in our recent online survey to find out your views on our digital services. Thank you to everyone who took part. Your feedback will help us develop effective digital services to meet your needs. We have now contacted the prize draw winner to send them their vouchers.

500

## How our Resident Sales team can help you

We have a dedicated Resident Sales team who provide a number of services for our homeowners. They are the team to go to if you need help with the following:

- Resales (selling your home).
- Staircasing (buying more shares in your home).
- Lease extensions.
- Remortgaging.
- Probate.
- Repossessions.
- Transfer of Equity – sole to joint, or vice versa.
- Legal and conveyancing enquiries.

(Please note that to provide these services effectively you will be required to cover some of our administrative costs. These fees are non-refundable and subject to change.)

You can contact our resident sales team to learn more about the services they offer by emailing [resident.sales@newlon.org.uk](mailto:resident.sales@newlon.org.uk).

## Remortgaging Getting it right



Remortgaging is when you choose to take out a new mortgage in place of the one you currently have. Remortgaging can be done through a different lender or using a different mortgage product from your current one.

People often remortgage to secure a more competitive interest rate and therefore save money, to borrow more or to add or remove someone from a mortgage. Your choice of a mortgage depends on your personal preference and you should not only look out for the interest rate but also the fees and terms and conditions that comes with it.

A mortgage is a long-term commitment so it is important that you make sure you are getting the best possible deal on it. We recommend that you shop around to find the best deal suitable to your needs and take time to carefully look at the details before signing any paperwork.

For further information and advice please email [resident.sales@newlon.org.uk](mailto:resident.sales@newlon.org.uk).



## Corbyn makes a bid at Outward art exhibition

Outward are our care and support partner. They work with more than 1,000 people, including many Newlon residents, who need additional care and support to live their lives and realise their full potential.

They provide a range of specialist services for older people, people with mental health issues, young people and people with learning disabilities, including a specialised service that supports people on the autism spectrum.

Cutbush House is one of a number of Outward's supported living schemes. Recently they were pleased to welcome Jeremy Corbyn MP, who came to visit an art exhibition hosted by one of our residents there, Richard.

The event was a big success and Mr Corbyn took the opportunity to bid on and take home one of Richard's paintings. To find out more about the valuable work Outward do for people like Richard, visit [www.outward.org.uk](http://www.outward.org.uk).

# Events in your area



## Children's Easter Workshop

**When?** 12th April  
**Where?** Forty Hall, EN2  
**Cost?** £5

Forty Hall was built for Sir Nicholas Rainton, a wealthy haberdasher. Get creative with raffia, ribbons, buttons, beads and paper to weave a unique little Easter basket worthy of the haberdasher's house! Then make gingerbread treats to fill it ready for your Easter table. Suitable for ages 4-11.

[www.fortyhallestate.co.uk/whats-on/easter-baskets-and-gingerbread-treats-at-the-haber](http://www.fortyhallestate.co.uk/whats-on/easter-baskets-and-gingerbread-treats-at-the-haber)

## Easter Egg-stravaganza

**When?** 1st April  
**Where?** Lauderdale House, N6  
**Cost?** £8.50

Come to the Tea Lawn at Lauderdale House this Easter Sunday. Decorate your own Easter Egg and participate in the Great Egg Roll. Chocolate prizes will be awarded for 'Best Decorated Egg' and 'Best Roll'. Then head to the Lower Terrace for the Easter Egg Hunt. Everyone leaves with a chocolate egg.

[www.lauderdalehouse.co.uk](http://www.lauderdalehouse.co.uk)

## Easter Egg Trail at Fenton House

**When?** 30th March - 2nd April  
**Where?** Fenton House, NW3  
**Cost?** £8 adults / £4 children / £16 family

Tired of finding places to hide eggs in your garden? Head to Fenton House in Hampstead instead where they're putting on art activities, giant garden games and an I-spy trail around the house over the Easter holidays. Full of hidden nooks and crannies to give even experienced egg hunters a challenge.

[www.nationaltrust.org.uk/fenton-house-and-garden](http://www.nationaltrust.org.uk/fenton-house-and-garden)

## IWA Canalway Cavalcade

**When?** 5th - 7th 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](http://www.waterways.org.uk/events_festivals/canalway_cavalcade)

## Easter Holiday Activities: Transformation

**When?** 4th - 5th April  
**Where?** The Geffrye Museum of the Home, E2  
**Cost?** Free

The Geffrye is changing and so is the natural world around us. Explore free creative activities on the theme of transformation; make a metamorphosis animation, a cabinet of curiosities or your own pair of wings. With a series of drop in sessions and timed workshops for children of all ages.

[www.geffrye-museum.org.uk/whats-on/events/families/holiday-activities](http://www.geffrye-museum.org.uk/whats-on/events/families/holiday-activities)

## Easter Tales

**When?** 11th - 14th April  
**Where?** Chickenshed Theatre, N14  
**Cost?** £6 (free for babies under 6 months)

Tales from the Shed are vibrant, interactive theatre shows perfect for young children, who are always encouraged to make a lot of noise and make the story happen. With a spring in their step and bunny ears on their heads, the team would like you to join them for an Easter-themed performance. For ages 0-6.

[www.chickenshed.org.uk/event/easter-tales](http://www.chickenshed.org.uk/event/easter-tales)

## Discover's Easter Egg Hunt

**When?** 30th March - 2nd April  
**Where?** Discover Children's Story Centre, E15  
**Cost?** £6.50

Discover Children's Story Centre is a place where families can enjoy playing, learning and making up stories together. Discover's mission is to extend the benefits of the arts to all children and their communities. This Easter come to the Egg Hunt. Find clues around the building to claim your prize.

[www.discover.org.uk/all-events](http://www.discover.org.uk/all-events)



## Spend your summer in beautiful East Sussex

### Enjoy the peace and quiet of the countryside in a stunning holiday cottage

Are you looking for an affordable holiday this summer? Want to get outdoors and experience the tranquillity of the countryside? If so, then Nutley Edge Cottages could be the perfect destination for you, your family and friends.

Nutley Edge belongs to Outward, a charity that supports vulnerable people in north and east London, and is part of the Newlon Group. All profits from Nutley Edge go to providing better care and support. So your stay will be benefiting some of London's most vulnerable people.

You can pick from twelve cottages that sleep up to four people, and you also have the option of staying in our 17th century Old Farmhouse, which sleeps seven. We sit in eleven acres of rolling countryside on the edge of the Ashdown Forest in East Sussex, located just an hour from London by train and easy to get to by car.

They also cater to larger groups. So if you are celebrating a birthday or wedding anniversary and are looking for a venue with large capacity then it could be ideal.

To learn more about Nutley Edge and book your stay please visit their website at [www.nutleyedge.org.uk](http://www.nutleyedge.org.uk) or call **01825 712 377**.

You can also find out more about the community work done by Outward at [www.outward.org.uk](http://www.outward.org.uk).

## Get green fingers in the secret garden



St. Mary's Secret Garden is a beautiful and accessible community garden with a difference in Hackney, London.

For over 25 years it has offered a safe space where people with support needs and the local community can get hands-on experience of gardening, gain a sense of inclusion and receive the benefits of horticulture and other ecotherapy activities.

This helps those in need combat isolation, develop valuable employment skills and contribute to a greener, healthier, happier community.

They have a number of upcoming gardening courses. The next 8 week beginners course starts on 7th April, with another starting 2nd June.

Courses are funded by Hackney Learning Trust and are predominantly for people living in Hackney. They are free to access. If you are interested call **0207 739 2965** or email [info@stmarysgarden.org.uk](mailto:info@stmarysgarden.org.uk).

# 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



## Arsenal Regeneration Programme

The Arsenal Regeneration Programme is the name for the project which saw Arsenal FC move from their historic home at Highbury to Emirates Stadium. As well as the development of the new 60,000 seater stadium, nearly 3,000 new homes have been built and many new community facilities provided.

The programme, which stretches for a mile from Highbury through to Caledonian Road, was one of the largest recent urban regeneration projects in Europe. Nearly 50% of all the new homes are affordable housing provided by Newlon. This is the only time a project on this scale in London has successfully delivered this proportion of affordable housing.

One interesting question is how so much space was found for the regeneration programme in such a highly developed and densely populated area of inner London.

Part of the answer is that Ashburton Grove, the site of the new stadium, was never fully developed for housing, probably because it was turned into a semi cut off triangle by the addition of the railway at Drayton Park in the early 1900s which, with the main line from Euston and King's Cross, bisects the area.

Local community facilities such as the Olden Community Garden are sited on former railway lands and the Gillespie Eco Park also extends along the railway line. These community initiatives received significant funding as part of the Arsenal Regeneration Programme, which they used to enhance their visitor centres and facilities. The awarding of this funding was overseen by Newlon's Community Regeneration team.

Immediately prior to the start of works Ashburton Grove was the site of Islington's waste transfer station. The facility, which was in need of renewal, was relocated to the end of Hornsey Street, where a new state of the art facility with a smaller footprint was developed, freeing up the larger site for the stadium. The Hornsey Street site now handles 100% of Islington's waste, as well as that of a number of other boroughs.

Around the edge of the stadium site in Queensland Road was a semi-derelict industrial area, which was acquired for development. This is where the housing in Queensland Road now stands as well as the eastern edge of the podium and access to the Danny Fiszman bridge. There is also a local energy centre sited there. Interestingly there are some reports of an electric light station being once situated where the Herbert Chapman statue now stands, very close to the new energy centre.

Historic maps of the area show that Horney Street was never a fully developed road and at no time extended all the way through to Caledonian Road. Prior to the regeneration of the area it was characterised by disused railway sidings and former industrial units.

If you have an interesting story about the history of your development let us know at [newsletters@newlon.org.uk](mailto:newsletters@newlon.org.uk).





# Kids' Quiz!

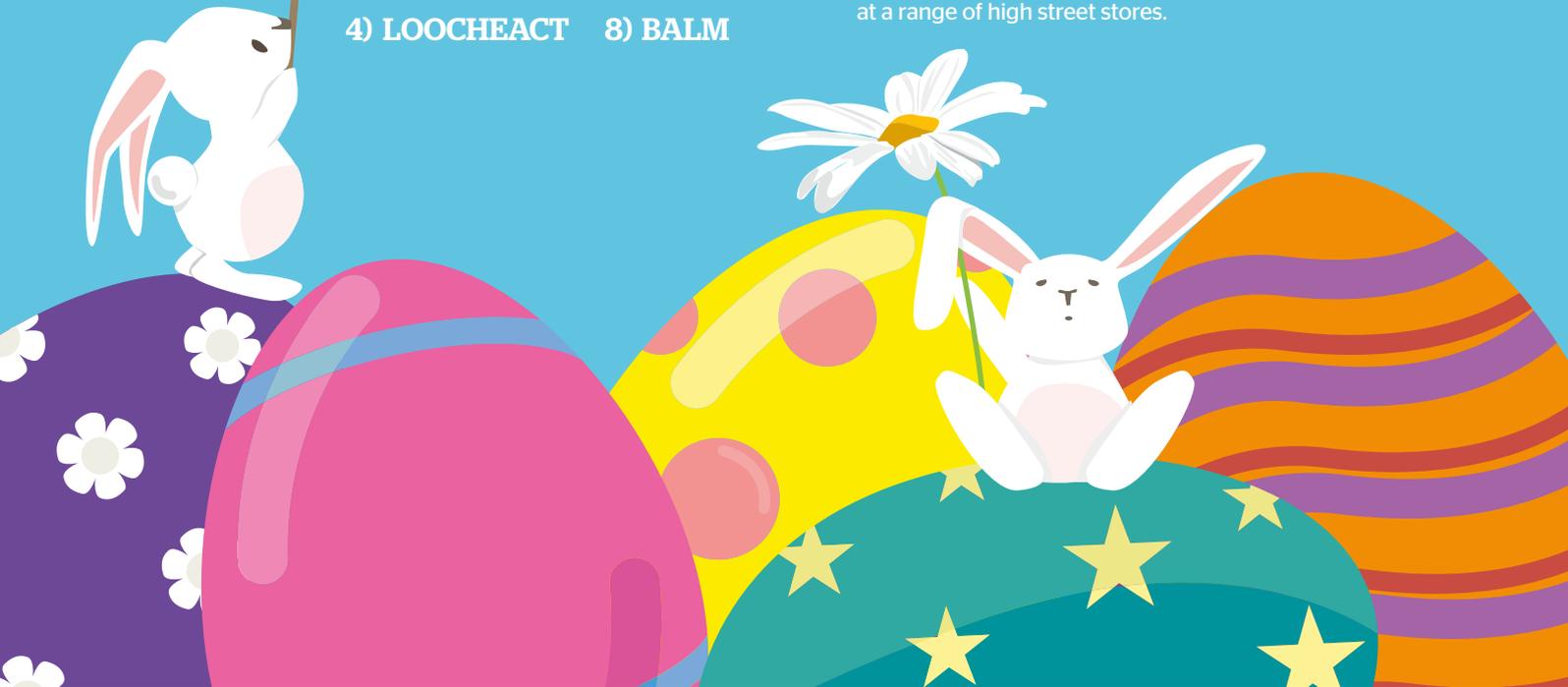
Below are six words which are all to do with Easter see if you can unscramble them.

- |              |             |
|--------------|-------------|
| 1) BIBRAT    | 5) GEGS     |
| 2) SKATEB    | 6) SSLOMBO  |
| 3) IHDAOLY   | 7) FODIFDAL |
| 4) LOOCHEACT | 8) BALM     |

Please email your answers to [kieran.hurley@newlon.org.uk](mailto: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 **30th April 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](mailto: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](mailto: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](mailto:customerservice@newlon.org.uk)  
Email (repairs): [repairs@newlon.org.uk](mailto:repairs@newlon.org.uk)  
[www.newlon.org.uk](http://www.newlon.org.uk)

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