

Newlon News



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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



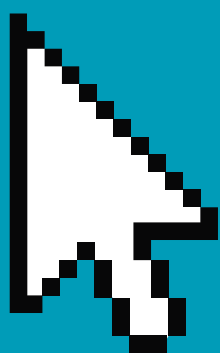
Martin Hughes, Chair, writes:

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.



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.

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 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.

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

Barnsbury Estate news



Barnsbury Community Centre Jays Street, Islington, N1 0FE

Most activities are free and open to everyone in and around Barnsbury. Contact **020 7833 2525** to find out more.

Barnsbury activity schedule

What?	When?
Tiddley Tots Nursery	Weekdays, 8am-6pm
Barnsbury Improved Lifestyle Initiative (for women)	Mondays and Tuesdays, 10am-11am and Thursdays, 5pm-6pm
Tutors United	Mondays, 4pm-5pm
Computer room	Tuesdays, Thursdays and Fridays from 9am-12noon (depending on availability*)

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

Need a space to hold an event?

Newlon provides access to community facilities for our residents. This includes the recently refurbished halls in the Barnsbury Centre. If you want to hire the hall for an event, such as a party, please contact us concerning space and availability. We have special prices for Newlon residents of up to 50% off the usual cost.

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

Newlon resident wins young person's writing competition

Tutors United, our Barnsbury-based tutoring programme, recently held a writing competition. Pupils had to create a piece of fantasy writing about a not-really-monstrous monster and how it helped create positive change in their community.

We are pleased to announce the winning writer is Maymuna, whose story about 'Maze' captured the hearts and minds of the judges. This monster's good deeds help create a better world as he overcomes his own fear in the process.

You can read the story online at www.newlon.org.uk/maze.



Tutors United

This tutoring programme is led by trained university students and is aimed at year 5 and year 6 pupils. The lessons alternate weekly between English and maths.

In English topics include mystery writing, persuasive writing and reports, ensuring pupils can write different forms of text while using correct spelling, punctuation and grammar.

In maths pupils cover key number skills including fractions, percentages and mental arithmetic, to help move them to the next level and prepare for SATs.

Tailored lesson feedback will be emailed to parents by 5pm the next working day, informing them of their child's progress.

To reserve a place contact allia.fredericks@tutorsunited.org or call **07788 243 899**.

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

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

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

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

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/whatson/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

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



Employment Open Day

On 26th April Newlon's Community Services Team will host an employment open day at Barnsbury Community Centre in Islington, in partnership with Clarion Housing Group and Love London Working.

Come to the event between 10am and 4pm to meet with advisers, employers, and apply for live vacancies in everything from administration to construction and cleaning.

If you are interested in attending, or to find out more about employment, training or work placements, please contact Paula on **020 7033 4652** or email community.services@newlon.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.

Welfare benefits – we can help

Newlon's Community Services Team's highly-skilled in-house Welfare Benefits Advisor can work with you to examine the benefits you are eligible for, including backdated benefits. They can support you to make your claim and follow it up. She has helped residents claim over £200,000 in the past two years.

For more information on this free service, please contact Noori on **020 7033 4605** or email community.services@newlon.org.uk.



Newlon resident meets the housing minister

Liz is both a Newlon resident and staff member. She recently attended a meeting with the housing minister at the time. Here she explains what she gained from it:

“ Last December I attended an event hosted by Alok Shama, who was then the housing minister.

It was very interesting and productive as there was a mix of residents from local councils and housing associations.

As a housing association tenant I wanted to hear first-hand the issues and concerns relating to housing, whether it be fire safety or affordability.

On the day we were split into tables and asked to brainstorm about housing issues. Our findings were presented in a larger group discussion and relayed back to the housing minister to help him produce a green paper – the government proposals on social housing.

My personal contribution was to make a point about ensuring housing providers are monitored vigorously and quality standards are set between landlords and tenants.

I felt residents were actually being listened to on issues such as fire safety, affordable housing and antisocial behaviour. The Minister made clear he was going to use the information and write to participants about his next course of action.

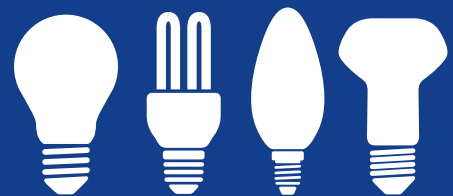
The event also gave me the opportunity to learn how other housing organisations are run and share my experiences about how we operate at Newlon.

I am slightly disappointed that since the event the housing minister has been replaced and we will need to wait and see what has happened to all the work undertaken.

However, I am still very excited to see what comes out of it and how social housing providers will implement anything that does.”

If you want to find out about opportunities to go to events such as these, contact the Resident Involvement team at getinvolved@newlon.org.uk or on 020 7613 8084.

A bright idea get the bulb for you



By Ben Roe, Residents' Forum member.

“A few months ago I got together with other Forum members to come up with ideas about improving energy efficiency and sustainability in residents' homes. One of those ideas was to promote the use of LED lightbulbs to other residents.

LED bulbs use 80% less energy on average, meaning you save money and do your bit for the environment.

These bulbs can be purchased for as little as 5 for £10 at high street stores and there are a wide range to suit many light fittings. The good thing about these bulbs is they don't get hot and are safer than older, traditional bulbs. Most LED bulbs also have a long life-span and can come with a long warranty.

If you want something more than simple LED bulbs there are also smart bulbs. These include ones that can be controlled by voice, eliminating the need for a light switch. You can also get bulbs activated through smartphone apps. This is a brilliant way to control when your lights come on as you can schedule timings through the apps.

I advise shopping round to find out the best ones for you.”

Want to join the Residents' Forum? Contact getinvolved@newlon.org.uk.



Nefateri learns from painting pros

We recently worked with Dulux and our repairs contractors, Wates Living Space, to hold a free Dulux painting course for some of our residents. Trained decorators gave expert advice and general decorating tips to the residents who came along. One resident who attended the course, Nefateri, told us about her experience:

Why did you want to do the course?

I wanted to do the course because I am planning on decorating my home this year and the opportunity came at the right time for me. I thought I would go along to get some tips.

Where did you find out about the course?

I found out about it from an email sent by Newlon, as I am on their mailing list. When I received the email I responded immediately. In fact, when I received confirmation I was told that I was the first one to respond!

What were your favourite parts of the course?

My favourite part was learning about the importance of undercoating your painting, as this gives a much more professional finish. If I hadn't received this information I would have just painted over the top of what I already have in my home.

Another informative part was learning about the right type of paint brushes and rollers to use depending on the surface being painted. As a bonus I enjoyed finding out how to plaster holes effectively before painting.

Because of all this knowledge I have gained I am looking forward to decorating this year and obtaining a professional look.

Would you recommend it?

Definitely.

Keep an eye out for information from us about similar courses in upcoming editions of Newlon News or on our website at www.newlon.org.uk.



Help improve where you live as a Resident Inspector

Newlon has involved residents in joint inspections of our estates with our Estate Inspectors over a long period. A survey of residents involved with this activity revealed the high value placed on it.

As one resident who takes part commented: "I like the fact that I can highlight issues I notice and the contribution I make in ensuring the environment in which I live is in a good condition, both from an aesthetic and safety point of view".

There are changes being made to the frequency of inspections to create more balance and enable more estates to be included.

The residents involved in joint inspections were previously called Resident Liaison Representatives, but they now have a new name: Resident Inspectors.

The Resident Involvement team are recruiting residents for this role so look out for information on this. You can also email getinvolved@newlon.org.uk or call 020 7613 8084.

Have your say about the cleaning of your estate

Newlon employs a number of companies to carry out cleaning within our blocks and some external communal areas. Our contracts with them are due to expire in 2019 so we need to set up new ones.

The process to do this is quite long and requires us to follow certain rules and regulations, so we are starting it now to give us enough time to complete it on time. The existing cleaning contractors have already been informed of our plans.

This process gives us the chance to find out what innovations are out there which might benefit our residents. But it also gives us the opportunity to get feedback from residents about what they think about the service and what does and doesn't work well at the moment.

We have put together a survey for all residents who receive a cleaning service and we would appreciate it if you fill it in so we can get your feedback. You can do this by going to www.surveymonkey.co.uk/r/newlonclean.

We recognise people are busy and are often asked to respond to surveys, so if you would prefer please send us any views, ideas or comments - both good or bad - by emailing them to cleaningservices@newlon.org.uk.

Although we can't reply to all emails, the information will be used to help guide the process and identify any common issues or views which arise. There will also be a more formal consultation process in the not too distant future for residents to give their comments on our proposals for the service.



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.

Get rent statements the fast way

The majority of residents get their rent statements through a secure online system, accessed by an email link. It's quick, easy and safe to use.

As well as being able to view your current statement the system allows you to see all previous statements from the date you first registered to use it.

In addition to the quarterly statements you can view letters about any rent changes.

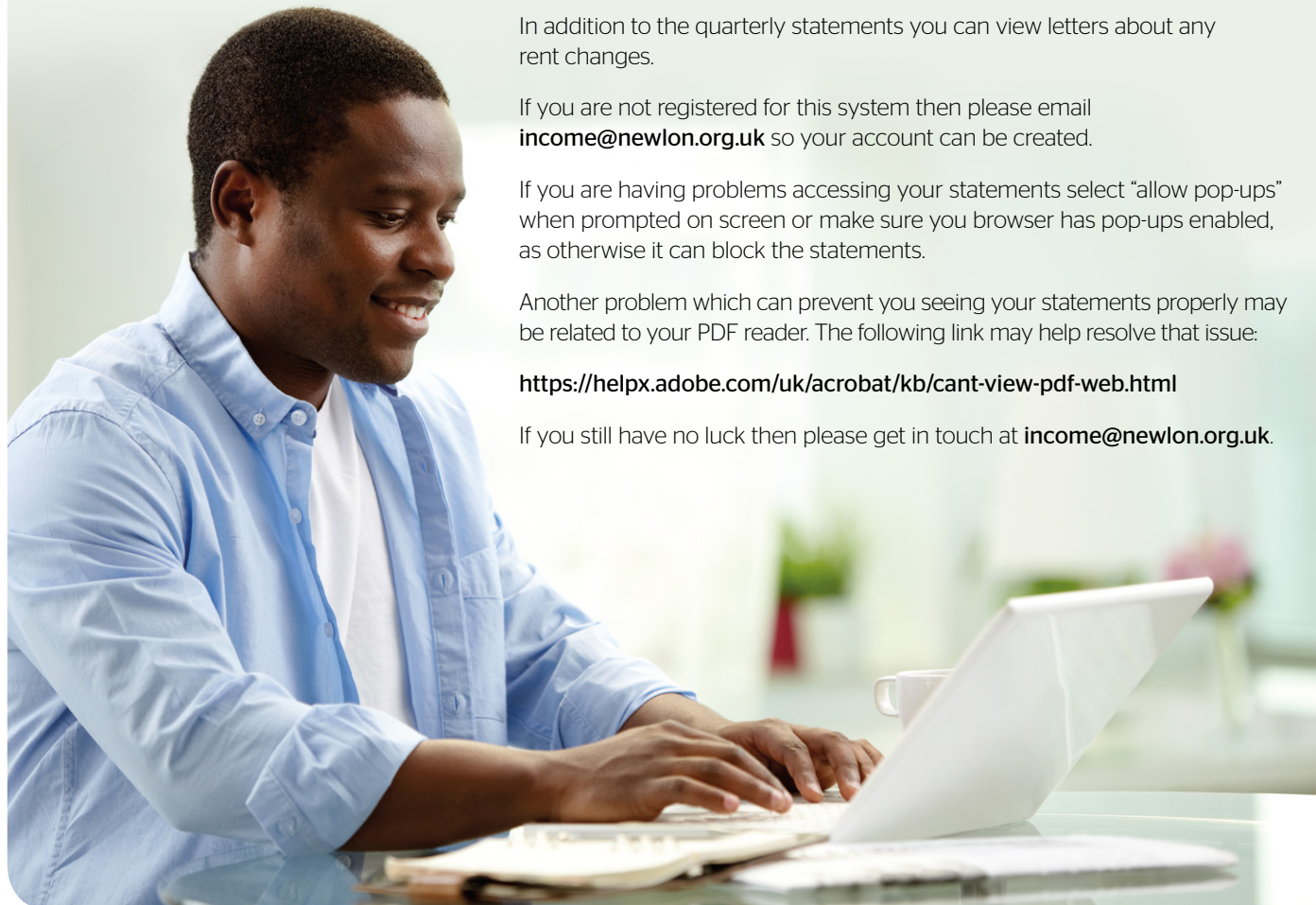
If you are not registered for this system then please email **income@newlon.org.uk** so your account can be created.

If you are having problems accessing your statements select "allow pop-ups" when prompted on screen or make sure your browser has pop-ups enabled, as otherwise it can block the statements.

Another problem which can prevent you seeing your statements properly may be related to your PDF reader. The following link may help resolve that issue:

<https://helpx.adobe.com/uk/acrobat/kb/cant-view-pdf-web.html>

If you still have no luck then please get in touch at **income@newlon.org.uk**.



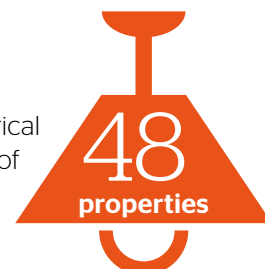
Improving our homes

We take pride in ensuring the homes our residents live in are maintained to a decent condition. As part of this we invest money to make improvements when they are needed.

Last year this included the following:



full electrical
rewiring of



The secret history of our streets



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



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

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

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

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

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

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

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

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

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

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

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

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

Reference sources and further information

www.en.wikipedia.org/wiki/Lower_Clapton

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



Kids' Quiz!

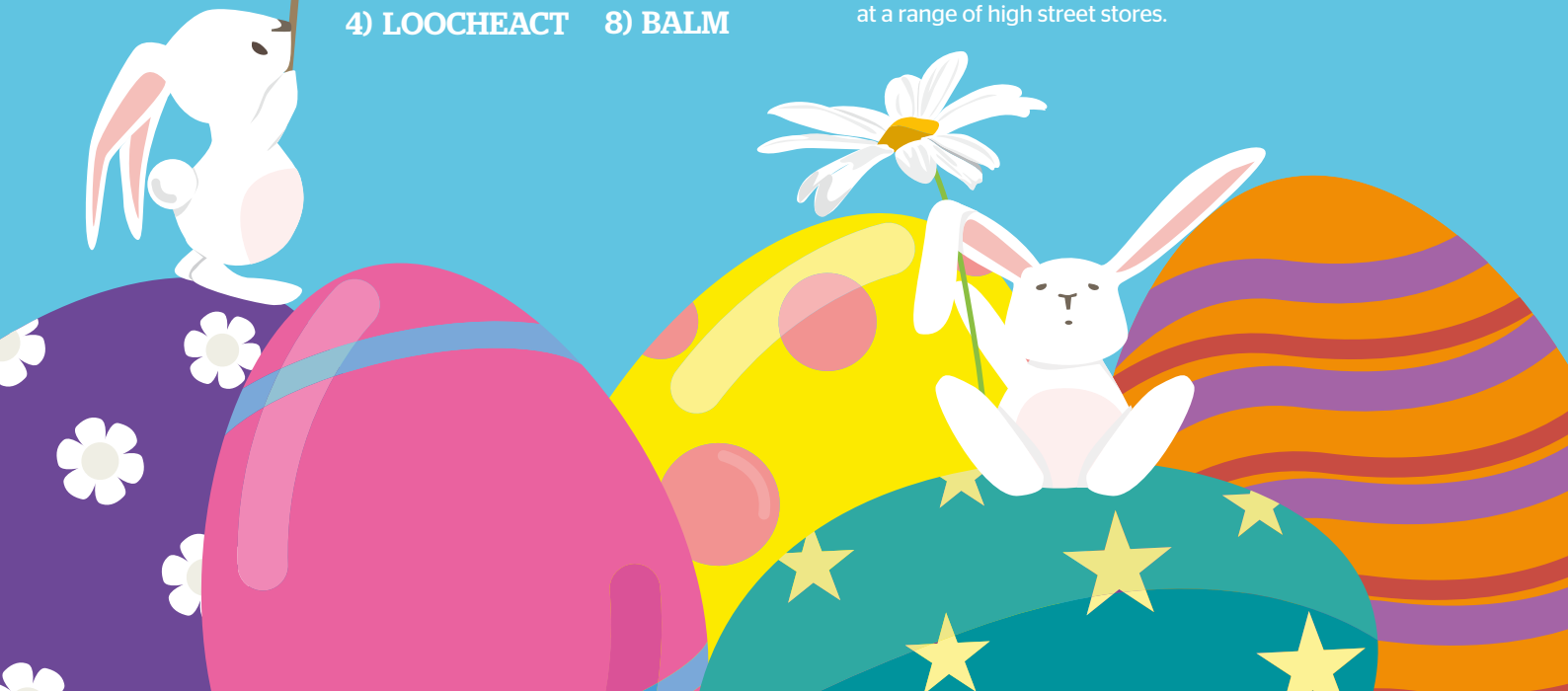
Below are six words which are all to do with Easter see if you can unscramble them.

- | | |
|--------------|-------------|
| 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, 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.

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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