

# Newlon News



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Welcome to the Summer edition of Newlon News. Inside you can find a wealth of information about new ways to get involved with Newlon, how our Community Services team can support your household and interesting events taking place in your local area, especially useful for the long school holiday.

In 2018 Newlon is celebrating our 50th anniversary and to celebrate with residents we will be holding a special Star Awards ceremony at Tottenham Town Hall in November. The awards will acknowledge residents' achievements working with Newlon to improve services or in improving their communities. There are a number of categories and we hope as many people as possible will get involved in making nominations. You can find out more on page 3.



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# Residents' Forum



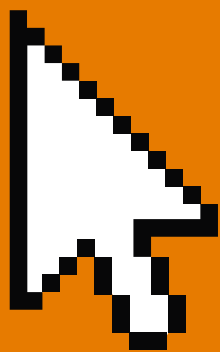
## Martin Hughes, Chair, writes:

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:

- We held our annual planning meeting in May. This was a good opportunity for the Forum to reflect on the past year and plan what we want to achieve for the next. Our primary purpose is to work together with Newlon to improve services for all residents.
- As part of promoting the work of the Forum to all residents, we agreed to create a profile of our members with photos for the website so you can learn more about us, which will be coming soon.
- The Forum is looking for new members and are keen to recruit women living in Islington or Hackney, especially Asian or Turkish residents. Improvements to the information we give to new members were agreed so that they can feel part of our group from the moment they join.
- A name for the new resident panel was chosen - the "Resident Think Tank". Thanks to Geraldine for coming up with the ideas we debated. The Resident Think Tank offers a variety of ways for residents to get involved and have a say about the services they get from Newlon so these can be improved. All Newlon residents are eligible and are encouraged to join. You can do this by contacting the Resident Involvement team at [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk) or phoning them on **020 7613 8084**.
- Our agenda for 2018/19 was agreed and we chose some topics that will be debated at the Residents' Service Committee, a month after we discuss them. This will help ensure that our views are fed up to the Committee so that they can consider them when making their decisions.
- We are planning to visit some Newlon properties and estates to improve our knowledge of the variety of homes currently managed.

If you would like to read more about our last meeting 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).

## Take the lead and form a Residents' Association

We encourage and support residents to set up a Residents' Association to act as a voice for their estate or area. These bring people together to ensure that we are providing the standard of service that we should be, and to make the most of their community through projects and social groups.

We have advice for getting started in the Residents' Association handbook on our website, which includes all information you need to know as well as a draft code of conduct and constitution.

Newlon may offer support to residents setting up a Residents' Association such as start-up funding, help towards running costs and training.

You can download the handbook on our website at [www.newlon.org.uk/residents/getting-involved/residents-association](http://www.newlon.org.uk/residents/getting-involved/residents-association) or email [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk).





# 50th anniversary Newlon Star Awards – recognising your achievements



This year is Newlon's 50th anniversary and to celebrate in November we will be holding our second ever Newlon Star Awards to recognise the achievements of our residents.

Following on from the successful event in 2015 we will once again be holding the awards ceremony at Tottenham Town Hall. As well as the awards presentation there will be food, refreshments and entertainment.

The awards will showcase residents' involvement with Newlon to improve services, people's contribution to their local community and the work of residents' groups and associations.

To nominate someone or a residents' group for the awards and to find out more go to [www.newlon.org.uk/residents-star-awards](http://www.newlon.org.uk/residents-star-awards). If you need a paper version of the nomination form please email [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk) or call Karen Orr on 020 7613 8084. Nominating is easy and only takes a few minutes. You can also find some handy tips on how to nominate on the awards page on our website.

Judging will be take place in early November, so there is plenty of time to enter. With so many good things being done by our residents, from running community gardens, being involved in volunteering and befriending or working with us on procuring services, we can't wait to see your nominations.

## The categories for our 50th anniversary Star Awards will be:

**Resident of the year** – this award will recognise residents who have made a real difference through their involvement with Newlon and also residents who have contributed most to their local communities. You can nominate for either of these categories.

**Resident Group of the year** – recognising the contribution and success of residents' groups in working with Newlon or improving their neighbourhood.

**Lifetime achievement** – for residents who have been involved with us for more than ten years and have made a significant contribution during that time.

**Outward Personal Achievement** – to recognise Outward customers who have improved their communities or someone else's life.

**Outstanding staff contribution** – if a member of our staff has gone the extra mile to help you out, why not nominate them for this new award category?

**Community Services work placement** – to recognise the achievement of residents who have volunteered for work placements through the Community Services team.

Nominations can be for achievements in the current year or for the period since we last held the Star Awards in 2015. In most categories we will recognise runners-up as well as winners.



## Join the Think Tank

Are you motivated, positive and pro-active? Keen to make a difference? A great listener and confident in sharing your views? Then have your say and join our new Resident Think Tank.

You can use your skills and experience to help us improve our services and how we look after your home, with a range of activities from mystery shopping to consultations.

To find out more about email [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk) or call 020 7613 8084.





## The Hale Village Summer Festival returns

Come out to the free annual Hale Village Summer Festival on Saturday, 21st of July from 1 - 5pm to enjoy Caribbean street food, arts and crafts stalls, face painting, fitness and cycling activities, music, a bouncy castle and more. Everyone is welcome.

We are proud to support this successful annual event, which has now been running for the past four years.

It is a great day for the community to come together and have some fun. We hope to see you there this year.



## Take a step to owning your home outright

Do you know that each time you staircase, the rent payable on the remaining equity of your property is reduced?

Buying extra shares in your Shared Ownership home is known as staircasing. It's your choice to do it, but by purchasing extra shares you benefit as the rental portion decreases. You can staircase up to 100%, at which point you will own your home outright and no longer pay rent.

The best time to start thinking of staircasing is when you are due for a remortgage as it gives you the chance to shop for good interest rates and borrow more to purchase more shares.

Always remember to check your lease to confirm the rules around staircasing where you live.

You will also need to check with your mortgage lender whether you can borrow the amount you need to buy an additional share.

You can usually staircase up to a maximum of three times in addition to the initial share you purchase. The minimum

additional share you can purchase when you staircase is 10%. When you make your final allowed staircasing transaction you can only purchase the remaining share to ensure you own 100% of your home. For example, if you initially buy a 40% share and then staircase two further times, buying an additional 20% the first time and 10% the second time (so you own 70% of your home), you must purchase 30% when you staircase a third and final time.

Staircasing is normally straightforward and you can complete it within eight weeks provided you have your mortgage offer and you stay in regular contact with your solicitor.

When you staircase you will have to pay the valuation fee, your solicitors fees and the cost of the extra share of your property. If you pay service charge please note your service charge payment is not affected by staircasing.

To find out more go to [www.newlon.org.uk/residents/home-owners/staircasing](http://www.newlon.org.uk/residents/home-owners/staircasing), call 020 7613 7480 or email [resident.sales@newlon.org.uk](mailto:resident.sales@newlon.org.uk).



# Events in your area



## Livestock Music Festival

**When?** 21st July

**Where?** Forty Hall Farm, EN2

**Cost?** Adults £20 / Under 16s £5 / Under 11s free

Livestock Music Festival returns for the 7th year running on Saturday 21st July from noon until 11pm. Set in the picturesque setting of Forty Hall Farm in Enfield, it features three stages with over 20 live bands, as well as a children's activities area. Nearby parking is available for a small fee.

[www.livestockuk.com/july.html](http://www.livestockuk.com/july.html)

## The Hornsey Music Festival

**When?** 6th - 8th July

**Where?** Hornsey Green and around, N8

**Cost?** Free

The three day Hornsey Music Festival returns, with an enjoyable mix of outdoor and indoor diverse music and dance on Hornsey Green and in nearby venues, including popular surrounding pubs. There is also a beer tent and food on offer, or alternatively you are welcome to bring a picnic.

[www.hornseymusicfestival.com](http://www.hornseymusicfestival.com)

## London Craft Beer Festival

**When?** 6th - 8th July

**Where?** 1 Wharf Road, N1

**Cost?** Free

This July Canopy Market is partnering with the London Craft Beer Festival, to bring a mini beer festival to the weekly market. In a celebration of great beers, a selection of London's best independent brewers take their space under the Canopy, with names such as The Kernel, Brick Brewery, Anspach & Hobday and Braybrooke Brewery in attendance.

[www.kingscross.co.uk/event/london-craft-beer-festival-2018](http://www.kingscross.co.uk/event/london-craft-beer-festival-2018)

## Jester Festival

**When?** 7th - 8th July

**Where?** Fortune Green, NW6

**Cost?** Free

The annual Camden-based two day festival for all the family. A varied line-up of stage performances and plenty of stalls including arts & crafts, books and food. For the children there are sports events, a traditional funfair, climbing wall and storytelling. There is also a silent auction.

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

## Big Summer Jumble Fest

**When?** 14th July

**Where?** St Joseph's Hospice, E8

**Cost?** £3 before 10am or £1 after

Come along to St Joseph's Hospice children-friendly summer fundraising event. Bag yourself a bargain, enjoy live entertainment including dancers and bands, take part in sports day games, listen to readings from special guest children's authors and enjoy food from the BBQ and tea tent.

[www.stjh.org.uk/big-summer-jumble-fest](http://www.stjh.org.uk/big-summer-jumble-fest)

## Walthamstow Garden Party

**When?** 14th - 15th July

**Where?** Lloyd Park, Walthamstow, E17

**Cost?** Free

This popular free festival returns to Lloyd Park for two days of music, theatre, dance, film, spoken word, arts & crafts, food and community fun. Hosting talent from around the globe and Waltham Forest's own thriving creative and cultural communities. Donations are welcome to help keep the festival free in the future.

[www.walthamstowgardenparty.com](http://www.walthamstowgardenparty.com)

## Urban Food Fest

**When?** Every Saturday, 12pm - 12am

**Where?** Euro Car Parks, 162 Shoreditch High St E1

**Cost?** Free

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

[www.urbanfoodfest.com](http://www.urbanfoodfest.com)

## Streatlife

**When?** 28th - 29th July & 18th August

**Where?** Alexandra Palace, N22

**Cost?** Free

Streatlife is Alexandra Palace's free street food and craft beer festival, which returns again this summer. The festival features a wide variety of street food vendors, as well as craft beer, gin and cocktail bars. The event also showcases a wide variety of bands and DJs. Kids are welcome and there is on-site parking.

[streatlife.alexandrapalace.com](http://streatlife.alexandrapalace.com)

# GDPR, data protection and privacy

On 25th May new regulations around data protection known as the GDPR were introduced, which update the requirements of the Data Protection Act 1998.

The GDPR introduces a Europe-wide agreed standard and in most instances reinforces or maintains the standards of the Data Protection Act.

Newlon holds a significant amount of residents' data in order to be able to create and manage tenancies. We are committed to managing this data securely and in line with the requirements of the GDPR.

Following introduction of the GDPR we have published and updated our privacy notice and this can be found online at [www.newlon.org.uk/residents/data-protection](http://www.newlon.org.uk/residents/data-protection). The privacy notice provides information about how we use and store data and details our nominated Data Protection Officer. It also outlines your rights in relation to the data we hold.

If you have any questions about data protection or the GDPR in relation to your tenancy please email [dataprotection@newlon](mailto:dataprotection@newlon).



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## Residents' portal reaches soft launch

We are making good progress in the development of a new online portal which will provide residents with a secure online space to carry out a wide range of services including making payments, checking rent statements, updating contact details and reporting communal repairs.

We are now rolling out a soft launch to a working group of residents so we can test its functionality and usability.

Once this is complete a full roll-out will take place later this year.



## Newlon website to undergo revamp

As part of our digital strategy, we will soon be revamping our website so it better reflects the changing needs of our residents. Our research has shown that a growing number of residents are using mobile devices, so the design will be more mobile friendly. It will also be easier to navigate to find the things that matter most to you. Keep an eye out for the new-look site soon.



## Newlon Living

Newlon is a major provider of new affordable homes for sale in north and east London.

We have recently launched a new brand for home ownership called Newlon Living, with its own dedicated website.



We offer both Shared Ownership homes - enabling people to get a foothold on the property ladder - as well as homes for private sale. Wherever we develop housing for private sale we will be reinvesting the profits to provide new affordable homes.

You can see the new website and the homes currently available at [www.newlonliving.co.uk](http://www.newlonliving.co.uk).

You can also get in touch with our sales team by calling 0800 058 2544 or emailing [sales@newlon.org.uk](mailto:sales@newlon.org.uk).



# The secret history of our streets



## Isobel Place and Tottenham Town Hall

Isobel Place in Tottenham is a development of 109 homes completed in 2013. Centred around two courtyards it is built on the site of a derelict municipal depot. Rather uniquely it is the only Newlon development to have been overseen by English Heritage (now Historic England).

The scheme is situated behind Tottenham Town Hall and Tottenham Green. As part of the development of Isobel Place Newlon took on ownership of the Town Hall.

Built between 1904 and 1905 the Town Hall is a Grade II listed Edwardian heritage building, with a distinctive internal design including the Moorish themed Moselle Room – originally the council's main committee chamber.

We don't know if there are any other examples of housing associations owning municipal halls, but we think this could be unique. The Town Hall is now managed on our behalf as a centre for local small businesses.

Newlon took ownership of the Town Hall and the derelict depot site in 2009. Despite being a well-loved local landmark the Town Hall had fallen into disrepair and needed extensive renovation and modernisation works, which the local authority could not afford. Therefore renovation of the Town Hall was made part of the contract for developing Isobel Place.

Because of the heritage status of the site works at both the Town Hall and Isobel Place were managed in partnership with English Heritage. As well as restoring the Town Hall we were asked to try and retain the remaining semi-derelict workshop buildings on the depot site.

The restored workshops include a new clock tower that replicates the original site architecture and more than 16,000



bricks were salvaged and reused during the development. Works at the Town Hall included restoring the Moorish style Moselle Room, providing lift and ramp access and even replacing tiny terrazzo mosaic tiles.

Isobel Place today forms a natural link between the Town Hall, the College of Haringey, Enfield and North East London, the Bernie Grant Arts Centre and the Marcus Garvey Library and Leisure Centre, helping to create a vibrant new community around Tottenham Green.

### Did you know?

When Spurs won the double in the 1960-61 season their open top bus tour finished at Tottenham Town Hall where they held a celebratory reception.

There was originally a bunker under the site of Isobel Place designed for key local personnel to shelter in the event of a nuclear attack. It was semi-flooded and in a dangerous condition and was filled in as part of the works programme.





# Kids' Quiz!

Below are 6 words which are all to do with Summer. See if you can unscramble them.

- |              |               |
|--------------|---------------|
| 1) RACEMEIC  | 4) TARKWERAP  |
| 2) CHALBBEAL | 5) GANSLUCESS |
| 3) TUSANN    | 6) KURNST     |

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 **3rd August 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.

Congratulations to our Easter winner, Tamar from Hackney.

## 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)

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](mailto:newsletters@newlon.org.uk).**