

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 9.



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Residents' Forum



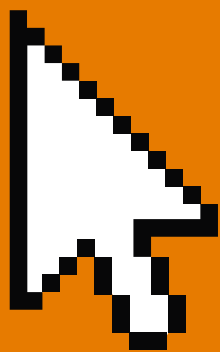
Martin Hughes, Chair, writes:

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 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.



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.

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 or email getinvolved@newlon.org.uk.



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. 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.



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.

You can also get in touch with our sales team by calling 0800 058 2544 or emailing sales@newlon.org.uk.

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 community garden in bloom

We would like to thank all the residents and volunteers who have spent the last few weeks transforming the communal green spaces at Samford House and Barnsbury Community Centre.

We also appreciate the help the Islington Bangladesh Association and Aspire, a social enterprise, have given us in making great allotments - which are open to Barnsbury residents to use.

If you are interested in getting involved or in having an allotment please contact us by emailing community.services@newlon.org.uk or calling **020 7033 4605**.



Barnsbury activity schedule

Monday	Time
Exercise Classes for ladies	10am - 11am
Tutors United - Maths and English Tuition	4pm - 6pm
Access to computers	10am - 4pm
Gardening	TBC
Tuesday	Time
Exercise Classes for ladies	10am - 11am
Access to computers	10am - 4pm
Knitting and Social Club	11:30am - 1:30pm; 4pm - 6pm
Wednesday	Time
Yoga (fee applies)	1pm - 2:15pm
Access to computers	10am - 4pm
Thursday	Time
Gardening	TBC
Access to computers	10am - 4pm
Exercise Classes for ladies	5pm - 6pm
Friday	Time
Access to computers	10am - 4pm

*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 get access.

Free tutoring for young Barnsbury residents

The popular, award-winning Tutors United classes take place every Monday from 4pm to 6pm. The programme is led by trained university students and is aimed at year 5 and year 6 pupils.

Lessons alternate weekly between English and maths. In English, topics include mystery writing, persuasive writing and reports, with a focus on good spelling, punctuation and grammar.

Maths classes cover key number skills including fractions and percentages, to help pupils prepare for SATs. Tailored lesson feedback is sent to parents to let them know about their child's progress.

To find out more email community.services@newlon.org.uk or call us on **020 7033 4605**.

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

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

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

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

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

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

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

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



The Community Services team is here to help

Newlon's Community Services team are dedicated to delivering projects and activities to support Newlon residents in accessing employment opportunities, getting welfare benefits advice, and taking part in health and well-being activities.

You can email the team on **community.services@newlon.org.uk** or call **020 7033 4605**.

How we can help: a case study

Myriam is one of the many residents our Community Services team has helped into employment. Here she explains more:

“ I found out about Newlon's employment programme through Newlon News and signed up to it on an open day. I had a lengthy chat which I found very helpful

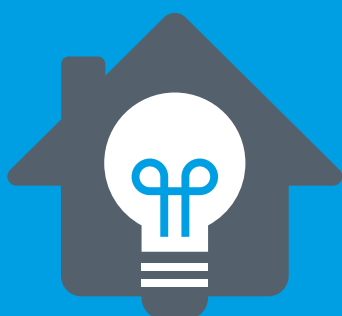
Getting on to the programme was pretty easy. However, I do live quite far and transport isn't easy so being able to have regular contact with the team via telephone and email made it a lot easier.

I started a course recommended by my advisor, Paula, which really built my confidence. I made new friends and contacts and developed my skills for the work environment.

Paula was always there to help, she was very understanding and made sure I could understand what was going on. She always made time for me and always called back when she missed my calls.

I recommend to other people looking to get into employment that you get as much as much experience as possible within a work environment, learn and build your CV and do different courses

If you have taken time off work due to children or illness, it takes a lot of time to get back into a work routine. Programmes like these really help.”



“You said we did”

Saving energy and utility costs

The Residents' Forum asked the Community Services team at Newlon to come up with some solutions to saving energy and utility costs for residents. After consulting with our service partners we have come up with a programme for people in need of support to access utility grants and consult with experts to help them save energy. This includes help with finding cheaper tariffs. If you need support with saving energy, please contact the team by emailing **community.services@newlon.org.uk** or calling **020 7033 4605**.



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.



Join the Think Tank

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

You can help us improve our services and how we look after your home by joining the Think Tank. It has a range of activities from mystery shopping to consultation.

There are great reasons to join:

- Help us improve what we do for all residents
- Learn new skills and meet new people
- Get valuable experience that you can add to your CV
- Choose activities to fit around your other commitments

We're also interested in the skills and experience that you'll bring with you. So don't delay, join today by emailing getinvolved@newlon.org.uk or calling 020 7613 8084.

You can also talk to us first before making up your mind about joining.

We also want to give a congratulations to Geraldine from the Residents' Forum who suggested the Think Tank name and won a £50 prize as a result.

Welfare benefits: we can help

Newlon's Community Services team is committed to helping our residents access any benefits they are entitled to. Over the past two years, our welfare benefits adviser has helped hundreds of residents claim over £200,000 in welfare benefits, including housing benefit.

We will work with you to determine your entitlements, identify backdated benefits and support you in making and following up claims.

We can also help you with budgeting and money management skills, as well as giving you advice to save money on utility bills and reduce your energy usage.

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

The story of Norton Folgate Community Group

Back in mid-2016 a group of residents living in Spitalfields discussed creating a residents' association with the aim of representing the tenants living in three neighbouring Newlon blocks. Here the founders tell their story:

NORTON FOLGATE
Residents Association

There was already a strong sense of community with those of us who had lived in this busy area of East London for many years, so we wanted to give the Newlon tenants a collective voice and ultimately improve their day to day lives in a tangible way.

With the help of Newlon we surveyed all 50 tenants and then looked into creating a formal residents' association. The decision to create a formal group was a little daunting but would ultimately allow us to access various grants and be registered with bodies including Tower Hamlets Planning Committees. The whole process including opening a bank account took a good six months but the result has been really worthwhile.

Our residents' group meets every three months or so and over the past 18 months our projects have included organising regular bulk rubbish removals for all the tenants, Christmas tree recycling, numerous ASB initiatives with Tower Hamlets Council and the Metropolitan Police, as well as successful joint project with Newlon to install bicycle racks. A current major project is

organising window cleaning of all tenants' properties, scheduled for completion this Summer.

It certainly hasn't been easy, but the benefits of having a residents' association that can act on behalf of tenants has opened many doors and given us a real voice in the local area.

If you want to do something similar to us then Newlon can help with all the formalities in creating an association and, if you can rely on a solid core group to participate regularly, then it can definitely help with building a strong local community. When setting one up our advice is take it at your own pace, have flexible timescales, try to include as many people's views as possible and make firm decisions. Good luck!

Considering setting up a residents' association? You can download the handbook on our website at www.newlon.org.uk/residents/getting-involved/residents-association or email getinvolved@newlon.org.uk.



Employment Open Day for Newlon Residents

On the 26th of April Newlon's Community Services team hosted a successful employment open day at Barnsbury Community Centre. The event was open to Newlon residents and community members and linked them up with advisers and employers, and featured live vacancies in everything from administration, construction, housing, cleaning, retail, and professional roles.

Over the past two years, the Community Services team has helped hundreds of tenants to access training and employment opportunities.

If you are interested, get in touch with Paula on **020 7033 4605** or email community.services@newlon.org.uk.



Free Summer activities for young Newlon residents

We are proud to partner with Prospex in offering a range of activities for young Newlon residents.

They are pleased to announce the return of their 'Make Some Noise' free Summer programme. Between 6th - 21st August the Underground Youth Centre located at Piper Close, N7, will be open daily for young people aged 8 - 13 to take part in fun activities such as cooking, arts and crafts, games and sports. Free healthy lunches will also be provided.

To book a space or get more information please contact them on **020 7607 7626** or email youthwork@prospex.org.



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. If you need a paper version of the nomination form please email 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.

Spend your Summer in beautiful East Sussex

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. 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. Nutley Edge sits 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.

To learn more about Nutley Edge and book please visit 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.

Discount rates are available for Newlon residents. Please contact us to find out more.



Worried about coping with a power cut? UK Power Networks can help

UK Power Networks offer help to vulnerable people in the event of a power cut. Their free Priority Services Register enables them to identify and help older and disabled customers, those whose medical equipment requires electricity, families with young children and others. It is free to register, so if you are vulnerable or know someone who is then call 0800 169 9970 to see if they can help.



Don't risk losing your parking permit

Each year parking permits are reviewed, which involves us checking whether residents have outstanding arrears. If they do then permits may not be reissued. So if your permit is about to expire make sure you have paid any money you owe us.

The secret history of our streets



The Crescent, Enfield

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.

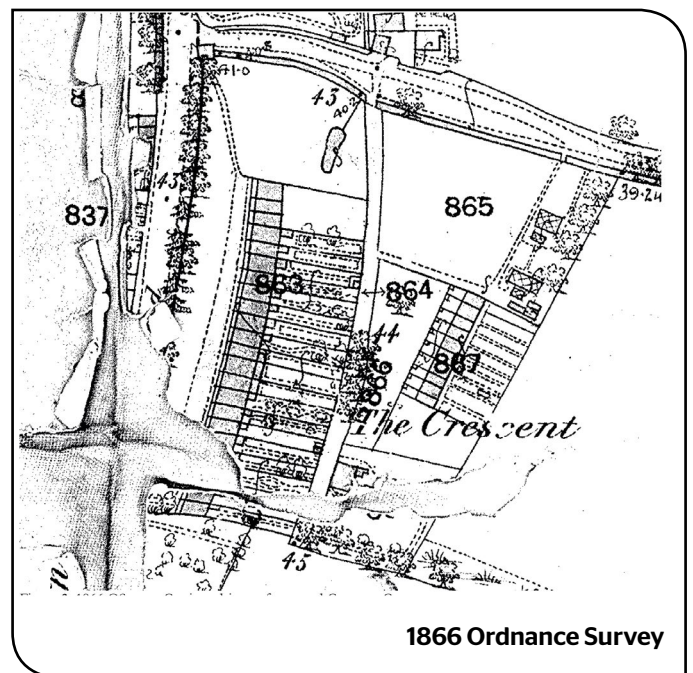
The Crescent in Hertford Road Edmonton, Enfield, is a striking Grade II listed terrace of 25 homes built between 1826 and 1851. It forms the centre of a conservation area and was originally built for property speculation by a London solicitor, whose name has not been recorded. At the time of construction it would have been far more urban in character than the surrounding area.

The name Edmonton comes from the Anglo-Saxon name, Adelmetone and continuous settlement of the area dates back to this period. During the 18th century, the area was developed as a prosperous suburb providing clean air and space within easy reach of the city.

By the early 1800s terraced housing was starting to replace single houses particularly along Fore Street and Edmonton Green. Since the 1870s Enfield has developed from a modest market town surrounded by open countryside and small villages to a pattern of suburbs on the edge of London.

This transformation was triggered by the advent of the railways and took place in a piecemeal manner, with former villages being developed into local shopping centres and industries being developed along the Lea Valley.

Originally The Crescent faced an enclosed, communal front garden, with a carriageway serving the houses, entered past lodges at the north and south ends of the site. Sometime before 1934 the communal garden was replaced with long front gardens running from each house to the road.



1866 Ordnance Survey

To the rear of there was a short row of cottages accessed from the lane at the bottom of The Crescent's rear gardens. By 1934 these cottages had been re-built and re-named as Oxford Close. The Crescent was listed by Historic England in 1954.

During 2014 and 2015 Newlon and Enfield Council worked together on a programme of renovation works and this project has culminated in the creation of the Monmouth Road Green. This has seen the landscaping of an informal grassed space on the corner of Hertford Road and Monmouth Road so that it now enhances the setting of The Crescent, providing a calm place for residents focussed upon a crescent of pleached trees, feature paving and planting for year-round colour.

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, 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.

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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