

Newlon News



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Welcome to the autumn edition of Newlon News

Inside this edition you will find updates from both our Resident Involvement and Community Services teams - including ways you can be involved or get advice. There are also reports on some recent events including the Hale Village Summer Festival, the opening of a new supported housing scheme and a visit by Labour Leader Jeremy Corbyn to the Bansbury Community Garden, as well as some upcoming events near where you live, which you might enjoy.

Remember your ideas and thoughts on Newlon News are always welcome. Just email us at newsletters@newlon.org.uk to get in touch.



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:

- The group spent time talking about the plans the Asset Management team have for investing in and improving Newlon homes. The Newlon Board have agreed an increased capital programme for the next five years.
- As many residents work and are not able to be at home during usual working hours, the Forum put forward a suggestion that when works are needed repairs should be able to take place in the evening or at weekends. From 29th September there will be some Saturday appointment slots available.
- Since the Grenfell fire last year, the Forum have talked several times about fire safety and what Newlon are doing about it. This time they were informed that Fire Risk Assessments are carried out in depth by an independent expert who checks that all communal areas meet the required fire safety standards.
- In November, there will be another Star Awards event which we're looking forward to. Two Forum members, Eunice and Geraldine have joined the planning group to work with Newlon staff to organise the event.
- The group were disappointed to hear that a leak on an estate has meant a bin store has not been available to store rubbish and have asked for a report at the next meeting.
- Newlon's Housing Director, Bill Henderson, consulted members for their ideas on improving Newlon's Service Standards. Suggestions included improving communications with residents so Newlon understands clearly the problems being raised, as well as adding references about quality. These have since been agreed.

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.

Your chance to help us do better

Do you feel strongly about residents having a voice? Are you able to work as part of a team? Do you want to challenge us to perform more effectively?

The Scrutiny Panel is a group of residents who play an important role in bringing positive change. They look in detail at our services and performance and make suggestions to improve them. We provide them with all the information they request to do this, whether that's performance information, costs or comparisons with other landlords.

Liz, a Newlon resident and Scrutiny Panel member said: "I want Newlon's services to be the best they can and bring real change. It's really satisfying to be part of a group that helps make this happen."

We are now looking for new people to join the Scrutiny Panel.

No formal qualifications are needed – just your enthusiasm and experiences as a resident. We will provide training where required and pay for travel expenses. To find out more email getinvolved@newlon.org.uk or call 020 7613 8084.





50th anniversary Newlon Star Awards – recognising your achievements

This year is Newlon's 50th anniversary and to celebrate 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. The ceremony will take place on 23rd November and 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. If the person you nominate wins an award you will be entered into a prize draw to win £300 in vouchers as a thank you and also have a chance to go to the awards ceremony yourself.

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.

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.



Jeremy Corbyn visits Barnsbury community garden

On 17th August Newlon hosted a celebration of those who helped transform the community garden at the Barnsbury Community Centre in Islington.

Newlon's Community Services team worked with the Islington Bangladesh Association, social enterprise Aspire, local volunteers and residents to create a green space for the whole community to enjoy for free.

Keen gardeners can grow plants and vegetables and the space also includes picnic areas, a small outdoor community library and a greenhouse for early seeding. A range of free activities are available for Barnsbury Estate residents to participate in.

Labour Leader Jeremy Corbyn honoured us with a visit at which he cut the ribbon on the Aspire Little Library and spent time with gardening club volunteers from the Islington Bangladesh Association. More than 80 Newlon residents and volunteers attended the event.

We would like to thank everyone for their hard work in creating and maintaining the community garden.

If you are interested in finding out more or getting involved then please contact us by emailing community.services@newlon.org.uk or calling **020 7033 4605**.



Staircase your way to owning your home

If you are a Shared Owner you can buy extra shares in your home - known as staircasing. Purchasing extra shares reduces the proportion of rent you pay. Most Shared Owners have the right to staircase, but you should check your lease first.

You should also ask your mortgage lender if you can borrow the amount you need to buy an additional share.

www.newlon.org.uk/residents/home-owners



Getting a lodger?

If you are a Shared Owner or Leaseholder you do not need our permission to take in a lodger. However, you must first check that your lodger can legally rent in England as you risk a heavy penalty if they can't. You can find out more about how to do this at

www.gov.uk/check-tenant-right-to-rent-documents.

Events in your area



Pumpkin Fest

When? 28th October

Where? Haven House Children's Hospice, IG8

Cost? Adults £11 / Children £7

The family friendly Pumpkin Plod at Haven House returns this October with a choice of a 2k or 5k sponsored walk through Epping Forest, with pumpkin fun and an adventure trail en route. There will also be lots of Halloween family fun and a BBQ. The entrance fee includes an activity card, medal, sweet treats and a pumpkin.

www.havenhouse.org.uk/event/pumpkin-fest

Haringey Food and Drink Festival

When? 30th September

Where? Tottenham Green, N15

Cost? Free

Now in its third year, this lively and well-attended festival is a celebration proudly showcasing 50 food producers, growers, bakeries and breweries from Haringey and beyond. It is an all-day free event for the whole family with a live stage, kids' zone and workshops.

www.tottenhamgreenmarket.co.uk

The Apple Fair

When? 8th October

Where? Forty Hall Farm, EN1

Cost? Adult £5 / Children £2

This October sees the return of Forty Hall Farm's annual Apple Fair. Expect old favourites like apple bobbing, the longest peel competition, apple pressing demos, and more apples than you can wave a Morris dancer's stick at. With plenty of activities for young and old, as well as local food stalls.

www.fortyhallfarm.org.uk/events

Bloomsbury Festival

When? 17th - 21st October

Where? Various venues in Bloomsbury, WC1

Cost? Varies, many free

Bloomsbury Festival is five-day celebration of the area's pioneering creativity. Presenting an inspiring programme of arts, science, literature, performance, discussion and reflection, it shines a light on the radical imaginations, institutions, and residents that shape contemporary Bloomsbury. This year's theme is Activists and Architects of Change, inspired by the centenary of women's right to vote for the first time, celebrating everyday activists alongside world-changers.

www.bloomsburyfestival.org.uk

Big Fun Run

When? 28th October

Where? Victoria Park, E9

Cost? Adults £13.50 / Children £11.50

A 5k untimed run in Victoria Park. Run for fitness, run for charity or just run for fun. There is no pressure, just some easy moves and lots of laughs. It is all about getting involved, having fun and enjoying the whole experience of the day. All ages welcome. Book your place in advance.

www.bigfunrun.com/victoria-park

Spooky Shed

When? 31st October

Where? Chickenshed Theatre, N14

Cost? £10

Something truly terrifying awaits you this Halloween with creepy tunes from Chickenshed's youth band, scary ghost stories and pop-up performances this will be a Halloween party like no other. Open for those ages 11+. Book on their website in advance.

www.chickenshed.org.uk/event/spooky-shed

Vikings & Dragons Family Rave

When? 14th October

Where? FEST, Camden Stables Market, NW1

Cost? Adults £7 / Children £5

A themed family rave by award-winning Big Fish Little Fish. Big name DJs play grown-up dance music on the multi-sensory dancefloor with glitter cannons, bubbles and giant parachute dance. Includes themed crafts, children's play area with tents and tunnels, and a licensed bar. Book in advance.

www.bigfishlittlefishevents.co.uk

Apple Weekend

When? 29th September

Where? Fenton House, NW3

Cost? Adults £10 / Children 5+ £5 / National Trust Members Free

The well-loved Apple Weekend is back, a celebration of all things apple in Fenton's walled gardens and 300 year-old orchard.

www.nationaltrust.org.uk/fenton-house-and-garden



Got a mortgage?

Be prepared for interest rate rises

The Bank of England recently announced an increase in the interest rate from 0.5% to 0.75%. It is the highest rate in almost a decade so it is important for homeowners to check how this affects their mortgage repayments and prepare for any future rises.

If you are concerned how interest rates may affect your monthly repayments, here are a few tips:

- Check your mortgage details: how you will be affected by an interest rate rise depends on what type of mortgage you are on and when your deal comes to an end. If you don't know, check your paperwork or speak with your mortgage provider. Once you know which mortgage you are on, you are in a better position to find out how this will affect your repayments.
- Make sure you know what you can afford: if your mortgage repayments are going to go up, check if you can afford the increase and budget carefully for it. As there may be further rate increases in the future, start thinking about building up savings so you can cope with any rise.
- Make sure you are on the best deal: if your current mortgage arrangement is coming to an end then shop around. Compare the options you find, choosing the one that meets your particular needs and is at an affordable repayment rate. Consider carefully before signing any paperwork.
- Speak to an expert: if you are worried about the increase or need advice about available options it may be worth speaking to a mortgage advisor.

For further information please email
Resident.Sales@newlon.org.uk.

Enjoy a get together with some help from us

Want to take the opportunity to meet up and communicate with more of your neighbours? Newlon can support established residents' groups in a number of ways, including by helping to organise events. We can give information and advice, communicate the event details to other residents and offer up to £300 to purchase food, equipment and decorations.

If you would like assistance to organise a social event for your block or estate, contact Karen Orr on **020 7613 8084** or email **getinvolved@newlon.org.uk**.





Fire safety: Check your doors

Doors are key to good fire safety. Please make sure the entrance doors to your home close automatically from any position. If they do not, the door closer may need adjusting, repairing or replacing. Also make sure the smoke seals around the doors are not loose. To report an issue or for advice call our Service Centre on **020 7613 8080**.

Come and enjoy the new Engine Room

The recently revamped Engine Room is a welcoming community facility at the heart of Hale Village at Tottenham Hale, just steps away from Newlon's Head Office. It hosts a range of events, including health and wellbeing activities, childcare facilities and café/bar Loven Bakery.

It also contains three great spaces to hire for events, which can accommodate groups of up to 100.

Everyone is welcome to come and enjoy the facilities. Go to www.engineerroom.org.uk to find out more.



Reviewing our policies...

We regularly review our policies and procedures to ensure our services are as effective as possible. Recently we have developed and reviewed many of these. Here are just a few examples:

- We created a comprehensive data breach procedure to ensure your personal information is kept safe
- The timescales for assessing succession cases have been amended to provide an improved service
- Our CCTV policy was reviewed following the introduction of the GDPR, to ensure we are abiding by the new legislation.

...and learning from complaints

When complaints are made we try to learn lessons. For example, recently we have reminded our heating contractor that supervisors need to go to assess repairs after a certain number of visits and we have revised our approach to recording when cleaning tasks are recorded, to avoid complaints around these areas.

Our independent and resident led Complaints Panel are also key to this. The five Panel members review and resolve complaints appeals, up to five each time they meet. The role involves dedication and commitment from the Panel, who have been members since 2015.

With their help we carried out a review earlier this year. A key finding was that we could do even better at learning from complaints. So with their assistance we created a tailor-made 'learning from complaints' form, which we are piloting.

Newlon's Quality Officer, who arranges their meetings, said: "Similar issues are identified by the Panel quite often. This new form will help highlight when improvements are needed and where lessons need to be learned."

To find out more about the Complaints Panel contact getinvolved@newlon.org.uk.



Hale Village Summer Festival

On 21st July the annual Hale Village Summer Festival took place, which once again was a great success at bringing the community together.

Many local residents attended to enjoy the atmosphere. There was street food, a bouncy castle, painting classes, bike workshops, book stalls, arts and crafts and live music.

The event was led and hosted by the Engine Room and Newlon supported the event through helping with planning and resources.

We look forward to more successful festivals in the future.

To get involved in the 2019 festival, please call **020 8808 5490** or email **info@engineroom.co.uk**.



Liz's lessons from the National Tenant Conference



The National Tenant Conference, organised by the Tenant Participation Advisory Service, took place this Summer. It is a key event for residents who take an active role in engaging with their landlord to improve services, where they can attend workshops and connect with like-minded tenants from across the country.

Liz, one of our involved residents, was one of three Newlon residents who went along:

"The event had a range of workshops to choose from. One was 'Better Groups: Better Outcomes' which helped me understand the need to prepare more for scrutiny and to use different members' strengths so we work more effectively to achieve good outcomes.

There was also a thought-provoking session called 'Human Library'. We listened to personal stories and experiences which made us consider our stereotypes and appreciate the issues faced by different residents.

It wasn't all work though – England's World Cup match with Croatia was not to be missed and we were able to watch this during our evening meal.

It was an amazing experience and I would recommend Newlon residents attend next year to learn more about social housing issues and how things are done differently in other housing organisations - which could ultimately benefit Newlon."

Do it online

We are investing in developing more digital and self-service customer service options so residents can make service requests at times that suit them, or without needing to contact us.

Here are some handy things you can already do online, 24/7:

Report repairs at www.newlon.org.uk/contact-us/repairs.

Get answers to common queries from our website via the Knowledge Base at www.newlon.org.uk/knowledge-base.

Pay rent or service charges using the allpay app or by text at www.newlon.org.uk/residents/paying-your-rent.

Give your opinions through our online residents' forum at www.newlon.org.uk/newlon.

We are also currently underway in developing our new customer self-service portal to give you even more freedom to make changes, requests and view accounts online. We will let you know when it is ready.



Spurs offer support to local residents

The Tottenham Hotspur Foundation aims to support local residents to lead healthy lifestyles through a variety of programmes including NHS health and blood pressure checks, healthy living workshops and local exercise sessions.

The Foundation has a long established, productive and valued partnership with the local community, where there

are opportunities to create, deliver and sustain positive change.

For more information go to www.tottenhamhotspur.com/the-club/foundation or email foundation@tottenhamhotspur.com.



Problems with ASB? We can help

Our Enforcement team deals with Anti-Social Behaviour (ASB), in close partnership with the police and local authorities. ASB includes noise nuisance, harassment and vandalism.



How to report ASB

If you feel threatened call the police. Call 999 in an emergency, or 101 if you are not in immediate danger.

The police will not normally attend noise nuisance matters. Instead you should call your council's ASB or noise line, who will assess the complaint and arrange to visit depending on the urgency.

If you feel comfortable doing so you should consider talking to the person responsible before contacting your council as they may not realise they are causing a problem.

In other cases of ASB, or if you have already reported noise nuisance to your council, call us on **020 7613 8080** or email asb@newlon.org.uk.



New development for adults with learning disabilities opens

This Summer, Councillor Louise Mitchell, Waltham Forest's Cabinet Member for Housing, took part in a ceremony to formally open Doubleday Court in Leyton.

Doubleday Court is a new high specification scheme for adults with learning disabilities provided by Newlon and developed in partnership with our care and support provider Outward and Waltham Forest Council. The development was also supported by the Mayor of London's care and support specialised housing fund.

The new high specification scheme provides much needed housing for 12 residents, with care and support provided 24 hours a day, seven days a week by Outward.

The residents have moved from shared accommodation in the borough and can now live more independently in housing designed to meet their long-term needs.

Two of the homes are for home ownership under the Home Ownership for people with Long-Term Disabilities (HOLD) scheme. There are very few providers of HOLD nationally and at Doubleday Court this is providing two younger people with the opportunity to have a secure future living independently, with care and support when required.

Doubleday Court is part of our ongoing commitment to providing high specification new supported housing to help people with care and support needs to live as independently as possible.

Keep communal areas clear – don't risk a penalty

To keep residents safe we carry out Fire Risk Assessments. Part of this focuses on ensuring communal areas are free from combustible items and escape routes are not blocked. As your landlord we are responsible for the communal areas, and for setting out the approach for how these spaces are used.

All communal areas, including directly outside of front doors and along balcony walkways, should be kept completely clear. Items left there will be removed by our contractors, including:

- Storage units, tables and shoe racks.
- Bikes and prams.
- Plant pots and planters.
- White goods or any electrical items, even if in use.
- Laundry hung out to dry.

Any items removed will be stored for a maximum of 21 days. After this time, they will be disposed of. You will be required to pay a £50 fee in order to retrieve items and they will need to be collected by you from the storage facility, which is only open once a week.

The cost of employing a contractor to carry out this work will be rechargeable to residents via their service charge. So we strongly advise you to abide by these rules and contact our Service Centre if someone else is not doing so.

The secret history of our streets

We provide 8,000 homes ranging from new build developments to 18th century street properties. Many have fascinating histories explored in this regular newsletter feature.



The German Hospital Dalston

Very few of the places where we provide housing can have a more interesting background than our homes in Clifton Grove in Dalston.

Tucked away down an unassuming side street is the site of the German Hospital, a grade II listed heritage building opened in 1864.

The hospital was founded in 1845 with 12 beds to care for “all poor Germans and others speaking the German language.” At the time there were thought to be over 30,000 Germans living in the UK, with the majority being based in East London. The hospital also cared for the local English-speaking population - but only in the case of emergencies.

All the medical staff were German and it was their example which prompted Florence Nightingale to visit the hospital on two occasions and then to enrol for training in Germany in 1851.

During the first year alone over 10,000 sick people were treated, so a bigger and better hospital was built. The new building was commissioned to the highest standards of the time and opened in 1864, when it provided 100 beds. By 1890 the hospital had expanded to provide 142 beds. A Sisters' house was added in 1911 and a block of nurses' accommodation in 1912. These two blocks now provide affordable rented housing for Newlon residents.

During WW1 the German staff remained at the hospital, despite strong anti-German feelings from the local population.

By 1916 the UK's German population had dropped to 16,000 and the future of the hospital was in doubt, especially as it was denounced as a “nest of spies”.

After the war generous donations helped revive the hospital and it continued to expand. By 1931 it had 161 beds and in 1936 a new 5-storey wing was opened housing the maternity and children's wards, and a roof garden for convalescents, which enabled views right across London. There were then 192 beds.

In 1940, during WW2, the German staff were arrested and interned on the Isle of Man as enemy aliens. English staff took over the running of the hospital.

In 1948 it joined the NHS as a general hospital, with 217 beds. From 1974 it became a psychiatric and psychogeriatric hospital as part of an NHS reorganisation, but by 1976 it was partially empty. It was finally closed in 1987 with services being transferred to the new Homerton Hospital.

The main hospital building was converted into private flats, while the staff accommodation buildings were converted into rented accommodation for Newlon residents.

Information for this article was researched from a number of sources and if you are interested in finding out more there are a number of online resources.

Kids' Quiz!

Below are six words which are all to do with Halloween. See if you can unscramble them.

1) BOMTORKISC

2) COWSBEB

3) MINKPUP

4) HAENDTU

5) OPOSKY

6) VIPAREM



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 **12th October 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

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.**