

# 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](mailto: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](http://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](mailto: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](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. 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.

# 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

Monday	Time
Free Exercise Classes for women	10am – 11am
Free Tutors United - Maths and English Tuition	4pm – 6pm
Tuesday	Time
Free Exercise Classes for women	10am – 11am
Free Knitting and Social Club	4pm – 6pm
Wednesday	Time
Yoga (fee applies)	1pm – 2.15pm
Thursday	Time
Exercise Classes for women	5pm – 6pm



## 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](mailto:community.services@newlon.org.uk) or calling **020 7033 4605**.



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



## Welfare benefits we're here to help

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

She can support residents to determine their entitlements, identify backdated benefits and make and follow up claims.

The team can also help with budgeting and money management skills, as well as giving advice on saving money on utility bills and reducing your energy usage.

We also have a new programme to help residents get online to apply for benefits. This service is designed for residents who struggle with technology, are house-bound or who do not own a computer. We are also able to arrange a home visit.

For more information on these free services please contact Noori or Patrick on **020 7033 4605** or email [community.services@newlon.org.uk](mailto:community.services@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](mailto:getinvolved@newlon.org.uk).

## Need advice to save energy and utility costs?

During the past year the Residents' Forum asked the Community Services team at Newlon to come up with some solutions to help vulnerable residents save energy and money on their utility bills. After consulting with our service partners we have come up with a programme where residents can consult with experts to help them save energy and find cheaper tariffs.

If you need support with saving energy, please contact the Community Services team by emailing [community.services@newlon.org.uk](mailto:community.services@newlon.org.uk) or calling **020 7033 4605**.

You can also find out more about the work of the Residents' Forum on page 2.



## Interested in Shared Ownership?

If you are looking to buy but can't afford to do so outright then Shared Ownership may be for you. It is a part-buy, part-rent scheme that gives first time buyers the opportunity to purchase a share in a property.

Newlon will be attending the 2018 London Home Show on 22nd September at the Queen Elizabeth II Centre in Westminster, a major event for first time buyers in London.

Come along to find the latest information on the affordable home ownership market in the capital, attend 'ask the expert' Q&A sessions and meet exhibitors - including ourselves.

Book your free tickets at [www.sharetobuy.com/events/london-home-show/](http://www.sharetobuy.com/events/london-home-show/).



## 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](http://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](mailto: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."



## Ben's job success story



Over the past few years, our Community Services team has helped hundreds of tenants to access training and job opportunities through our employment scheme. We are also proud that we actively employ our residents where possible. In fact, nearly 10% of our staff members are Newlon residents.

Ben is one resident to have benefited from the team's employment programme: "I found out about the employment programme through my work with Newlon's Resident Involvement team. They referred me to Paula in the Community Services Team in February of this year.

Paula arranged for me to come into the office where we had a chat about my current situation. She offered me support around benefits, made a plan for going forward and I attended a few courses to learn new skills. She emailed me each week when there were job fairs and work opportunities, which was handy. She also referred me to an agency called Love London Working who helped rewrite my CV and apply for vacancies. Through them I gained training in stewarding and I was then successful in finding permanent employment.

Paula kept me motivated and was very understanding – she seemed like someone who actually cared about my situation.

The best part of the programme was meeting new people and learning new ways to achieve my goals. If I was to give advice to others in a similar situation it would be to keep smiling – and to remember there is help out there if you need it."

If you are interested in training, jobs or work placements, please get in touch with Paula on **020 7033 4605** or email [community.services@newlon.org.uk](mailto:community.services@newlon.org.uk).

## 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](http://www.tottenhamhotspur.com/the-club/foundation) or email [foundation@tottenhamhotspur.com](mailto: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](mailto: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 nearly 8,000 homes, ranging from new build developments to 18th century street properties. Many have fascinating histories. Here we continue our regular feature exploring some of them.



## Somerford Grove, Hackney

When Newlon first started to provide affordable housing in early 1968 we did so through buying primarily Victorian street properties, renovating them where needed and converting them into flats.

Over time we gradually started to develop properties ourselves, but throughout our history we have also redeveloped, renovated and regenerated existing buildings that have fallen into disuse or disrepair. This even includes owning and maintaining a Grade II listed Edwardian Town Hall.

Today we provide homes in buildings ranging from Huguenot terraces to converted Victorian hospital buildings and at Somerford Grove in Hackney, an Art Deco clothing factory.

Our housing in Somerford Grove forms part of a large former factory building built in the mid-1930s as an extension to Simpson House, on Stoke Newington Road. Originally standing at five storeys the building had large steel windows to provide high light levels to workshops. Between stairs there were 10 bays of workshops, with cream glazed ceramic spandrel panels. The block was converted to residential use in 2005.

Simpson House was a large purpose-built factory commissioned by Simeon Simpson, one of the largest manufacturers of top quality men's clothing in Britain during the interwar years. Established in 1894 as a bespoke tailoring business Simpson moved from a small factory in Middlesex Street, E1, to Stoke Newington Road. The main building is in a stripped classical style with Art Deco details and was designed by Hobden and Porri in 1929.

They also designed a number of buildings in Stoke Newington, including the Clissold Road Swimming Baths, which were demolished in 1997. The building is clad in artificial Portland stone and the façade has grand, double-height metal windows extending from the ground floor to the first floor. Between the windows are artificial stone columns topped with simple pyramidal motifs. Along the top of the building there is a ribbed frieze.

The factory is of particular historical interest as it is where DAKS trousers were manufactured. These included a patented self-supporting waistband that no longer required braces to hold them up. The success of this product enabled Simpson's to finance the building of its flagship store on Piccadilly, which opened in 1936. The extended factory covered almost 200,000 square feet and up to 3,000 people were employed there.

This factory building marks the transition of East London's ready-to-wear clothing industry, from small-scale manufacturing in the backs of houses to modern large-scale production in purpose-built factories.

If you would like to know about the history of the building where you live or have an interesting story about your development then let us know. Get in touch at [newsletters@newlon.org.uk](mailto:newsletters@newlon.org.uk).

Information for this article was sourced from [HackneyBuildings.org](http://HackneyBuildings.org).

# 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](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 **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](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

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