

Newlon News



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Resident Forum update

Welcome to the summer edition of Newlon News.

In this edition of Newlon News there are updates from the Residents' Forum, as well as information about what we are doing to improve our services.

We have also highlighted some exciting local events to help you enjoy the summer weather and keep the kids amused, many of which are free.

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



Follow us on Twitter
at [@NewlonHT](https://twitter.com/NewlonHT)

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 Newlon Board attended our meeting for the first time and we had joint discussions about digital strategy and the Together with Tenants draft plan. We thought it was a fruitful meeting and have agreed to meet again.
- Mike Hinch, Newlon's Chief Executive, told us about Newlon's digital plans. He explained that it embraces the digital changes in society and economy and recognises the opportunities these bring. We put forward some ideas about how we felt this digital approach could be used to benefit residents and improve services.
- The National Housing Federation's draft plan, called Together with Tenants, sets out suggestions for housing associations (such as Newlon) to build a stronger relationship with residents and strengthen their voice at Board level. We agreed that we could adopt and customise some of the ideas.
- We were updated about the results from the resident involvement workshops attended by 27 staff and residents. There was a lot to talk about from this and I said that I believed that there should be more awareness and understanding amongst staff about the importance of resident involvement. To promote this, some positive examples of the benefits will be communicated to them.
- We had a lively discussion about planning activities for the rest of year and are having proactive agenda items from members at meetings. Our aim is for the Forum to become even more influential. Lastly, we agreed to send all staff an open invitation to come along to our meetings so they could gain a greater understanding of our work.

If you would like to read more about our recent meetings you can find the minutes online at www.newlon.org.uk/residents/getting-involved/residents-forum.

Message received how involved residents have helped us.



Cleaning at Isobel Place

We have been closely following the cleaning at Isobel Place since residents requested that the service be reduced to three days a week. Four months on from that change, we are pleased that the standard of cleaning has remained at the same high level. Our Estate Inspectors grade the cleaning each week. Since the change was put in place, the estate received an "A" grade over 95% of the time.

Lloyd Gale-Ward, Chair of Isobel Place Residents' Association, said: *"It's great that residents were able to come together and work with Newlon and the contractor to ensure the new reduced service works well and that high standards are maintained. We will continue to work together to ensure this continues."*

Parking on our estates

We recently piloted a new parking contractor on one of our estates. We had mixed feedback from the residents' association there. One of the improvements they noted was that residents will be able to report illegal parking using an app on their phone. In addition, parking in some areas of the estate appears to have improved. The residents' association is currently in discussion with us about the operation of the parking scheme. In addition we are now doing a phased launch with this contractor on some other estates. If these go well then we will consider rolling out to all other estates with parking restrictions.

Hale Village Summer Festival returns

On Saturday 15th July the Hale Village Summer Festival in Tottenham takes place. This free community event has been running successfully for a number of years now and is always well attended by residents both in and around Hale Village. We are proud to support it.

The Festival takes place from 1pm until 5pm. There will be music, a bouncy castle, food, activities, face painting and lots of fun!

We are looking forward to seeing many of you there once again.

If you would like to get involved or find out more, please email Community Worker Maria Joseph at maria.joseph@engineroom.org.uk or call her on 0208 808 5490.



Britain in Bloom

Hale Village in Tottenham is entering Britain in Bloom and this year we are seeking residents there to get involved with planting seeds and showing off their balconies.

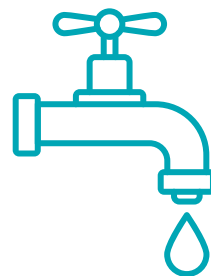
If you would like further information about the event then contact Inez Hickman on 020 3846 1998.



Hire the Engine Room

The Engine Room is a local community centre in Hale Village, Tottenham Hale. Open 7 days a week, the team at the Engine Room provide a wide range of activities. The centre is also available for hire from as little as £30 an hour or £105 for four hours in the small hall.

Find out more at www.engineroom.org.uk or sign up to the weekly Engine Room newsletter by emailing the word 'subscribe' to info@engineroom.org.uk.



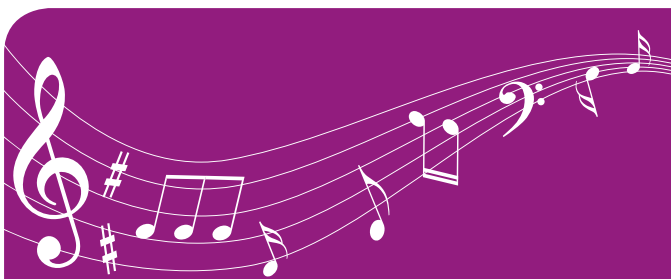
Dealing with leaks

Leaks can be a major problem for residents, especially when they come from another property or the source is hard to trace. We receive a number of enquiries about how to deal with leaks every year and have produced an information leaflet on this, which you can find at www.newlon.org.uk/publications. The leaflet provides guidance on people's responsibilities, what actions Newlon and residents should take in the event of a leak occurring and advice on what could be covered by insurance.



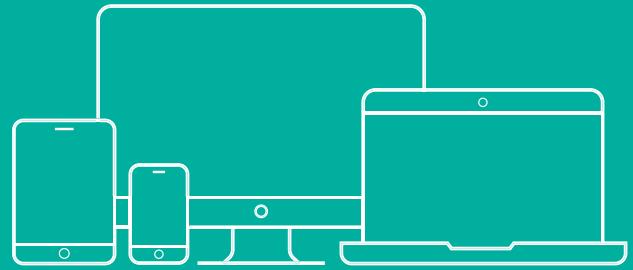
Residents help recruitment success

Local resident groups gave us a big helping hand during our recruitment campaign for new resident Board members and Complaint Panel members. Posting our ads on their Facebook groups and by email boosted the number of responses we received. The Board and Complaints Panel are now in the process of selecting their new members and we hope to introduce them to you in the next edition of Newlon News. Thanks to all those groups who helped out.



Newlon is seeking a singer

Do you have a talent for singing? The Resident Involvement team are looking for a someone to record a jingle about their work. The jingle will be heard when residents who call our service centre are on hold. Get in touch with us at getinvolved@newlon.org.uk if you want to find out more and apply.



Go digital - the quick and easy way to transact with Newlon

Newlon has a range of digital services designed to make things quick and simple for residents, which are available 24/7

You can:

- Explore our online database of common questions and answers.
- Pay your rent by text or through our allpay app.
- Report a repair online 24/7.
- Take part in online live chat to connect immediately to one of our Service Centre Advisors.

Go to www.newlon.org.uk/residents/do-it-online to find out more.

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 it

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.

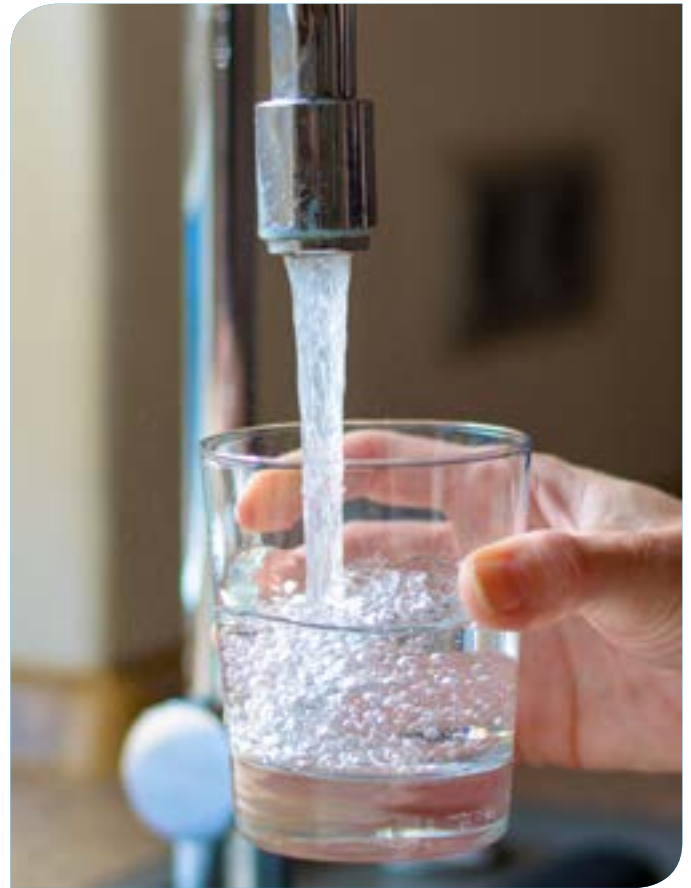


Water hygiene advice

You can find general information on our approach to managing water hygiene in your home on our website at www.newlon.org.uk/residents/health-and-safety. There is also a leaflet about health and safety in your home which can be found on our website.

In addition we recommend that you take the following steps:

- If water outlets are not used at least weekly then run them for two minutes before use.
- Outside taps should also be flushed through before use if not used on a regular basis.
- If you have been away from home for more than a week we advise you to run water outlets for two minutes before use.
- Water from storage butts should not be used for spraying or as a supply for jet washers.
- Clean and descale shower heads on a quarterly basis or when you notice a visible build-up of lime scale.
- Make sure your taps are kept clean and free from lime scale build up.



Important notice for residents on dialysis

If you are receiving dialysis please make sure you let us know so we can make our water safety technicians aware. In housing with communal tanks some of the chemicals used to make sure your water supply is safe can be present in trace amounts even when the system has been completely flushed through. These are entirely harmless to most people but can potentially be harmful to people on dialysis.

Please contact us if you are receiving dialysis as we will not know about this unless you make us aware.

Please call us on **020 7613 8080** or email customerservice@newlon.org.uk.



Planning home improvements?

If you are planning on making improvements to your home you should seek our permission, to ensure you are not breaking any building regulations and to make sure you meet the requirements of our insurance policy.

We will usually agree to improvements being carried out to your home as long as:

- The work does not break any condition of your lease.
- It is carried out by an appropriately qualified contractor.
- We have received a full schedule of the planned work and drawings were necessary.
- You have got planning permission where appropriate and keep to building regulations.
- The structure of your home will not be endangered by the planned work. We are allowed to come to inspect during the works or after completion.
- The works are carried out during reasonable hours.

If you are planning to make improvements please contact the Service Centre on **020 7613 8080** or email customerservice@newlon.org.uk.

Events in your area



Urban Food Fest

When? Every Saturday, 12pm - 12am

Where? Euro Car Parks, 162-167 Shoreditch High Street, 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

Jester Festival

When? 6th - 7th 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

Walthamstow Garden Party

When? 13th - 14th July

Where? Lloyd Park, E17

Cost? Free

Barbican, Create London, Waltham Forest London Borough of Culture 2019 and local residents are delighted to announce the return of the sixth Walthamstow Garden Party to Lloyd Park. Two days of free music and theatre, circus acts, arts and crafts, food and drink and plenty of family-friendly activities.

www.walthamstowgardenparty.com

Livestock Festival

When? 27th July

Where? Forty Hall Farm, EN2

Cost? £20

The Livestock Festival is back bigger than ever. Now in its 8th year, against the picturesque backdrop of Forty Hall Farm and featuring three diverse stages of superb music, children activities, food vendors, merchandise and three bars, supporting and promoting local talent whilst drawing together some of the UK's finest festival bands.

www.livestockuk.com

Edinburgh Comedy Nights

When? 22nd - 26th July

Where? Studio Theatre, N14

Cost? £12

Chickenshed presents the very finest comedy acts, sharing their Edinburgh shows ahead of the most famous fringe arts festival in the world. The event is for over 16s only and takes place over five consecutive nights.

www.chickenshed.org.uk/event/edinburgh-comedy-nights

Streatlife

When? 27th July, 28th July & 17th Aug

Where? Alexandra Palace, N22

Cost? Free

Streatlife is Alexandra Palace's street food and craft beer festival. It features over 30 of London's top street food vendors, craft beer bars, cocktails and Pimms. Saturday features DJ sets and live music acts while Sunday has a more relaxed vibe, with sets curated by radio stations.

<https://streatlife.alexandrapalace.com>

Whitecross Street Party

When? 13th - 14th July

Where? Whitecross Street, EC1Y

Cost? Free

The lively art event is celebrating its 10th birthday. With contributions expected from 30 street artists painting live on the street, it will exhibit a retrospective of art created over the last nine seasons. It is free to attend.

www.wxstreetparty.co.uk

Newlon recognised for supporting residents into work



We are proud that Newlon's Resident Services team was selected as a finalist for the prestigious UK Housing Awards in the Resident Employment and Training category. These awards feature the best programmes and services within housing across the country.

The award nomination recognises our success in employing and training residents. Over 15% of our staff are made up of Newlon residents, including over 70% of our Service Centre. This means we are ahead of most housing associations in putting residents at the heart of our organisation. Although we did not take home the trophy, we are still very proud of the work we have done on behalf of our residents.



Mystery shopping - rating our services

Mystery shoppers are a selection of Newlon residents who we ask to evaluate our performance.

They email or call us to assess how well enquires are handled, based on pre-written questions we give them. As an example, a mystery shopper contacted our Estates team to claim there was a rough sleeper in a bin room and asked what action we would be taking. We checked if the staff member responded correctly and rated their general handling of the enquiry.

Findings from the most recent mystery shopping exercise highlighted that staff are getting quicker at responding to queries. 91% of shoppers received a response to their enquiry within two working days, up from 87% in the previous exercise.

In addition, most staff are following the correct procedures and our shoppers were also satisfied with how staff dealt with them.

However, staff slightly underperformed in both the quality of writing and tone of email responses.

Our senior management team held meetings to discuss the outcomes of the mystery shopping exercise. They recommended that the main priorities are for staff to improve their email responses and to adopt a more friendly approach when communicating.

Our Communications team are working on a style guide to improve the quality of correspondence. They will also be delivering training to relevant staff.

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.

We can support your community events



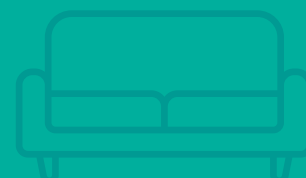
One way to get to know your neighbours and enjoy the summer is to hold a social event in your local community. If you would like to hold a Big Lunch or similar event then contact getinvolved@newlon.org.uk as we may be able to offer support and financial assistance.

Most residents normally pick June to hold the Big Lunch but you can join in the fun anytime. Check out the Big Lunch website for more information at www.edenprojectcommunities.com/stuff-to-do/organise-big-lunch.



Dispose of bulk refuse properly

Bulky rubbish, such as unwanted furniture, will not be collected as part of regular refuse collections. Bulky items cost Newlon a lot of money to remove, which is rechargeable to residents. Contact your local council to find out how to dispose of bulk refuse properly.



Kids' Quiz!

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

- 1) CHEAB LABL
- 2) NINESUSH
- 3) EIC AMERC
- 4) SNAD STACLE
- 5) TRAWE KARP
- 6) GIFRUNS



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 **31st July 2019**. All correct entries will go into a draw, and one lucky winner will get a £20 voucher which can be used at a range of high street stores.

Be environmentally friendly by getting your newsletters digitally

We can send our newsletters digitally to your email address. This is both faster and more environmentally friendly. If you want to receive them digitally rather than in hard copy then please get in touch at newsletters@newlon.org.uk.

Write for your newsletter

Do you have an idea for an article for this newsletter? We welcome articles from residents of all ages. If we publish it we will send you £20 in vouchers of your choice! Send your article idea to kieran.hurley@newlon.org.uk, or post it to **Kieran Hurley, Newlon Housing Trust, 4 Daneland Walk, Hale Village, London, N17 9FE**.

Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE
Telephone: **020 7613 8080**

Email (general enquiries): customerservice@newlon.org.uk
Email (repairs): repairs@newlon.org.uk
www.newlon.org.uk

Newlon Housing Trust is a charitable Housing Association

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