

# Newlon News



## What's inside...

Hale Village Festival  
returns

Mystery shopping results

Resident Forum update



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## 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 the work of our Resident Services' team - including ways they may be able to help you.

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

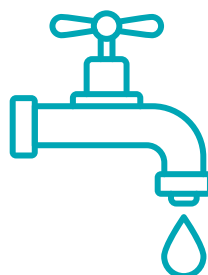
If you would like further information about the event then contact Inez Hickman on 020 3846 1998.



## 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](http://www.engineroom.org.uk) or sign up to the weekly Engine Room newsletter by emailing the word 'subscribe' to [info@engineroom.org.uk](mailto:info@engineroom.org.uk).



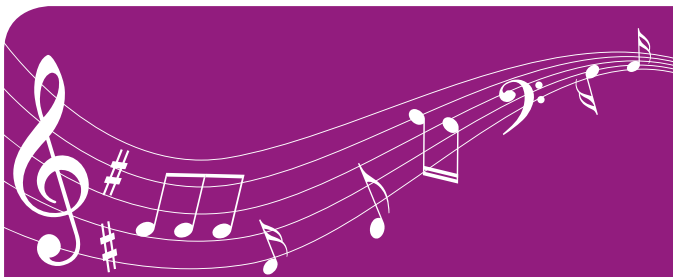
## Dealing with leaks

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](http://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.



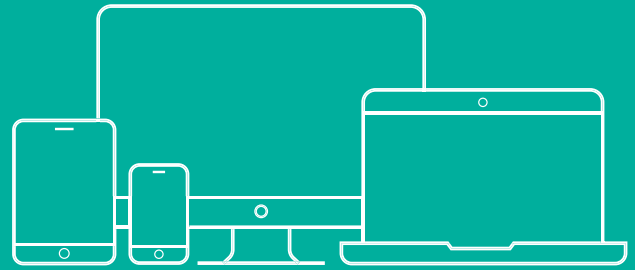
## Residents help recruitment success

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](mailto: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](http://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](mailto:asb@newlon.org.uk).

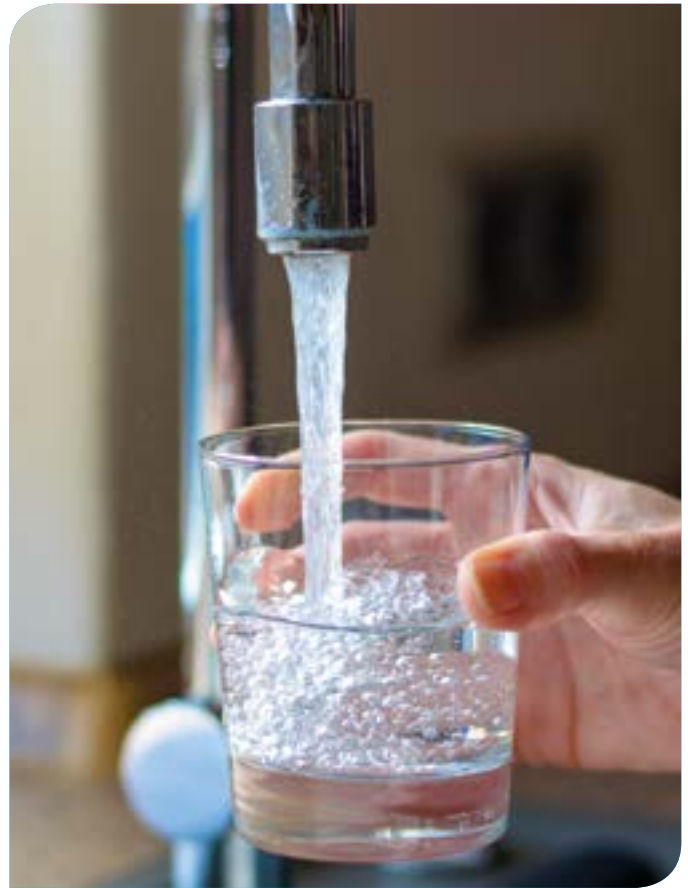


# Water hygiene advice

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](http://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](mailto:customerservice@newlon.org.uk).



## Looking for a new home? Try mutual exchange

### What is mutual exchange?

Mutual exchange allows you to swap homes with another Newlon tenant or a tenant from another housing association or local authority. You might want to do it to move to another area, downsize, or if you require additional bedrooms. It is available to tenants who have a secure or assured tenancy.

### What are the benefits?

It is straightforward and gives you control and flexibility. You can browse around for your ideal home, visit it and – if you want to – chat with the tenant.

### How do I do it?

Before you begin, you should check with us to ensure you are eligible. Also make sure your rent account is up to date. You should then create an advert for your property. Next you should find a tenant who wants to swap.

Our quarterly Mutual Exchange Board includes a list of Newlon residents who are interested in moving. You can also register with a number of websites. Home Swapper ([www.homeswapper.co.uk](http://www.homeswapper.co.uk)) is one of the best and it is free for Newlon residents.

You can find out more about mutual exchange on our website at [www.newlon.org.uk/residents/moving](http://www.newlon.org.uk/residents/moving).



# Barnsbury Estate news



Barnsbury Community Centre Jays Street, Islington, N1 0FE.

We run a wide range of programmes within the community centre – and we are always open to new ideas. Most activities are free and open to everyone in and around Barnsbury.

Please stop by the community centre, call us on **020 7033 4605** or email [community.services@newlon.org.uk](mailto:community.services@newlon.org.uk) to find out more.

## Join in with Gen Z

We are pleased to announce a new programme for young people at Barnsbury.

Generation Z (Gen Z) is aimed at ages 11-16 and provides support, education and advice in a series of workshops over the course of 12 weeks. The programme will introduce life skills, problem solving, healthy living advice and help build resilience amongst the young people who attend.

Gen Z isn't a typical youth programme as they have a strong focus on instilling self-discipline and empowerment with a key focus on addressing the emotional and educational needs of the young people that attend.

The sessions will take place on Wednesday evenings from 6pm to 8pm at the Community Centre, with some additional weekend trips planned. Hot meals are also provided as part of the sessions.

## Explore your artistic side - free arts programme

We are launching a free arts programme run by artist Nailah Daley-Allen. Nailah has plenty of experience and has been co-ordinating community art programmes since 2008, working with schools, community centres, after school clubs, mental health services and churches. Nailah's programmes have been commissioned to undertake artworks for large organisations such as the NHS and Network Rail, so we are pleased that we can offer these activities at the Community Centre. The aim is to enable you to get together with other Barnsbury residents and have fun while exploring your creativity.

If you are interested in taking part in either of these programmes, or if you would like more information on any of the activities at the Community Centre, please call us on **020 7033 4605** or email [community.services@newlon.org.uk](mailto:community.services@newlon.org.uk).

## Barnsbury activity schedule

Monday	Time
Free exercise classes for women	10am – 11am
Historical and European Martial Arts	11:30am – 12:30pm
Free Tutors United - Maths and English Tuition	4pm – 6pm
Tuesday	Time
Free exercise classes for women	10am – 11am
Wednesday	Time
Yoga (fee applies)	1pm – 2.15pm
Thursday	Time
Free exercise classes for women	5pm – 6pm
Generation Z Youth Programme	6pm – 8pm
Friday	Time
<i>Slots available</i>	
Saturday	Time
Zumbini	10am – 11am
Sunday	Time
<i>Slots available</i>	



## Need a space to hold an event?

The spacious hall in the Barnsbury Centre is available for hire. If you want to use it for an event, such as a party, get in touch. Newlon residents can get 50% off the usual cost. You do not have to live on the Barnsbury estate to hire it.

Find out more by emailing [community.services@newlon.org.uk](mailto:community.services@newlon.org.uk) or visiting [www.newlon.org.uk/residents/community-services](http://www.newlon.org.uk/residents/community-services).

# 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](http://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](http://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](http://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](http://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](http://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](http://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



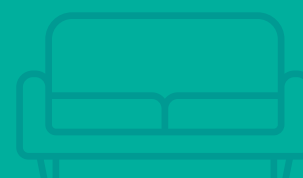
One way to get to know your neighbours and enjoy the summer is to hold a social event in your local community. If you would like to hold a Big Lunch or similar event then contact [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk) as we may be able to offer support and financial assistance.

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](http://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.







## Newlon's jobs fair a big success

On 15th May Newlon's Resident Services' team hosted a jobs fair. More than 75 residents attended the event at the Engine Room in Hale Village, Tottenham.

Attendees got access to information and advice to help find a job, make a career change or undertake a work placement. There were hundreds of job and training opportunities available from partners including CCS, Smarter Services, Amber Maintenance, Lightside, Barclays, AIM Hospitality, CONEL College, New City College, K10, Love London Working and Outward.

We would like to thank the Engine Room for donating their main space for the event.

There was a buzz in the air and we even ended up with a job offer given on the spot to one of our residents. They have already started in a role with Lightside.

If you would like employment advice yourself then please book an appointment now by calling **020 7033 4605** or emailing [community.services@newlon.org.uk](mailto:community.services@newlon.org.uk).



### Information about safety works and cyclical decorations

For the coming year we will be continuing to prioritise fire safety works and electrical testing over external painting. We will also be focusing on our increased programme of external door and window replacement as over time this will reduce the need for external decoration. If you have any questions please contact the Service Centre or email [customerservice@newlon.org.uk](mailto:customerservice@newlon.org.uk).

## Calling all Islington gardeners - get composting!

Composting is a great way to turn cuttings, veg peelings, teabags and toilet roll tubes into nutritious compost to use on flower beds and vegetable patches.

### Compost bin subsidies

Islington council provides subsidies for home compost bins and wormeries. To order go to [www.islington.getcomposting.com](http://www.islington.getcomposting.com) or call **0844 472 1888**.

### Free composting workshops

The council are happy to arrange composting workshops to show you how to compost correctly. Please email [recycling@islington.gov.uk](mailto:recycling@islington.gov.uk) to express your interest in attending a workshop.

### Composting guide

For composting advice go to [www.recyclenow.com/reduce-waste/composting](http://www.recyclenow.com/reduce-waste/composting).

### Communal composting scheme

If you are an Islington resident interested in setting up a communal composting scheme then email [recycling@islington.gov.uk](mailto:recycling@islington.gov.uk).





## Welfare benefits and debt advice - how we can help

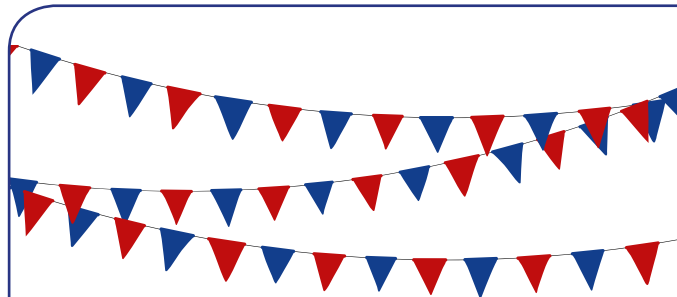
We know many households can feel the stress of managing day to day costs. Rising costs of goods, insecure employment and changes to benefits can make it challenging to secure a balanced household income.

That is where Newlon's Resident Services team can help. The team includes Noori, our in-house welfare benefits advisor, who has secured hundreds of thousands of pounds of benefits due for residents.

In addition, we have a support programme for residents who struggle with technology but who are moving onto Universal Credit.

We can also help our residents access free impartial debt advice and solutions.

To find out more or to register for these services, please contact the Resident Services team by emailing **community.services@newlon.org.uk** or calling **020 7033 4605**.



## Cally Festival

The Cally Festival is an annual street festival taking place on 23rd June in Caledonian Road in Islington which brings the whole neighbourhood together. We are proud to be sponsoring the festival this year. Our Resident Services team will be running activities throughout the day, meeting members of the local community and showcasing ways the team can help.

There are many ways to get involved with the festival this year, so if you would like to join in making it a success visit **<https://thecallyfestival.co.uk/get-involved>** or call us on **020 7033 4605**.

## 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, shoe racks, bikes and prams. You will be required to pay fee in order to retrieve items so we strongly advise you to abide by these rules.



## Reviewing our policies

We regularly review our policies and procedures to ensure our services are as effective as possible. Here are just a couple of recent examples of where we have made changes:

### Lodgers

Intermediate Rent tenants are no longer permitted to have lodgers. In addition, if you have a tenancy that does permit a lodger then you will need a spare bedroom for them in your property in order for permission to be granted.

### Complaints

If a resident informs us that they were unhappy with the handling of their data then this will be investigated formally by our Governance Manager.

### Decants

Our policy around decants has been updated to ensure it was clearer to everyone about how works are handled and managed.

# 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 these stories.



## Castle Green Place, Barking & Dagenham

Newlon has a number of homes in the Castle Green neighbourhood of Barking & Dagenham.

Castle Green takes its name from Ripple Castle, a minor mansion with a castellated front, which stood at what is now the south end of Castle Road from around 1800 until 1938.

Until the 18th century the area was rural and dominated by the estates of medieval manor houses. As London grew these were demolished to make way for market gardens and in the 1920s the manors of Parsloes and Valence were acquired for the Becontree housing estate. Parts of the grounds exist today as local parks. Valence House, which dates back to medieval times and is partially surrounded by a moat, is the only surviving manor house in Dagenham. It has been voted as one of the 50 best free things to do in London by the Guardian.

The Becontree estate was created between 1919 and 1935 as public housing for returning soldiers and to relieve overcrowding in the centre of London. Covering the last of the borough's rural areas it had a population of over 167,000.

Prior to the construction of the estate the area had changed character again becoming increasingly industrialised during the course of the 19th century. Barking and Dagenham remains London's most industrialised borough. The most famous example of the area's industrial heritage is Ford's Dagenham car plant, situated close to Castle Green Place. Employment at the plant peaked at around 40,000 workers in 1953, while today it employs around 2,000 people, specialising in engine production. The car plant is also famous for the 1968 sewing machinists strike commemorated in the 2010 film 'Made in Dagenham,' which led to the Equal Pay Act 1970.



Despite the area's industrial heritage it boasts some unique green spaces, including the Ripple Nature Reserve, an 8.3 hectare Site of Metropolitan Importance for Nature Conservation. Most soils in London are acidic, but this site has very alkaline soil due to the dumping of fuel ash, and supports unusual plants. The most important of these are pyramidal and southern marsh orchids, grey club rush and wild basil.

The area is also sometimes known as Goresbrook after a small stream that makes its first appearance in Goresbrook Park and flows south to Dagenham Dock. Continued development of the area after World War II included the construction of Goresbrook Village, centred around three 16-storey 1970s tower blocks known locally as 'legoland', due to their colourful cladding. Many residents regarded these buildings as eye-sores plagued by cold and damp living conditions. The blocks were demolished and the area redeveloped as new low rise housing, including Newlon's homes, in the 2010s.



# 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) TRAWKARP
- 6) GIFRUNS



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

## Write for your newsletter

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

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

Email (general enquiries): [customerservice@newlon.org.uk](mailto:customerservice@newlon.org.uk)  
Email (repairs): [repairs@newlon.org.uk](mailto:repairs@newlon.org.uk)  
[www.newlon.org.uk](http://www.newlon.org.uk)

Newlon Housing Trust is a charitable Housing Association

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