

Newlon News



What's inside...

Residents' Forum update

Improving complaint handling

Social Housing White Paper

Welcome to the Spring edition of Newlon News. We are currently experiencing a backlog in dealing with repairs due to coronavirus affecting staffing levels among our main contractors. The position is improving and we are doing all we can to catch up with outstanding jobs.

We are continuing to accept all requests but prioritising emergency and urgent repairs. Non-urgent repairs may be given a longer appointment date than usual, but we will aim to carry them out sooner as staffing levels return to normal. For the up to date situation please check our website at newlon.org.uk/residents/coronavirus-information-on-services.

We are continuing to directly contact vulnerable residents to check their wellbeing and signpost them to support services available. If you are aware of a Newlon resident who is struggling during lockdown please let our Resident Services team know by emailing community.services@newlon.org.uk or calling 020 7033 4605.

Find out more about how we can help at newlon.org.uk/resident-services-help.



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

Residents' Forum

update from the Chair



Lloyd Gale-Ward, Chair

The Residents' Forum is a group of residents who meet every three months to look at Newlon's work and monitor performance.

As is becoming the new norm, the Residents' Forum met on Zoom for our most recent meeting. It was great to see and catch up with members, most of whom had not been in touch since October.

The Forum heard from Emma, Senior Resident Involvement Officer, about how the resident involvement strategy was being refreshed. One interesting element of the future changes is increasing the scope of scrutiny to give a more holistic view of how and where to make changes to maximise impact and beneficial outcomes for residents.

The team also proposed changes to the Forum's Constitution. Part of the changes seek to clear a pathway for potential new members to join the Forum, as there is currently a waiting list. Careful thought needs to be given not to overly disturb both the harmony or attendance levels of the group. With any changes, it would also be important to consider diversity of the group and how it relates to Newlon's residents as a whole.

We heard from Annette, Head of Quality, about how her staff have recently undergone training and how changes in the complaints process is well underway.

There will be an emphasis on learning and improvements, rather than simply responding to complaints. This is something I am personally very pleased about and keen to see work well. It has been said that feedback is a gift, so I hope teams across Newlon embrace this new way of working.

It is disappointing that the new regulations from the Housing Ombudsman mean that a resident complaints panel will no longer be possible. However, if the new scheme works as intended, there will be greater levels of accountability and scrutiny, which should ultimately benefit residents – not to mention faster response times.

Towards the end of the meeting, we were joined by Joe, Head of Communications, who wanted to hear our thoughts and experiences on how empathic residents found Newlon. There were a mix of responses. The project aims to promote empathy as a key part of Newlon's customer service approach.

A member of the Forum asked for the recent Government £3.5bn cladding fund announcement to be discussed and added as an ongoing item to our agenda. While the sum of money sounds large, it is likely a fraction of the money required. That said, Newlon will bid for the available funds, which is good news for residents.

If residents are experiencing financial difficulties relating to, but not exclusive to, cladding or COVID-19 they should contact Newlon in order to access support.

Communications about asbestos

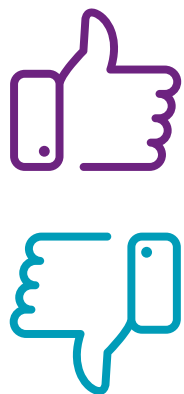
You may receive a letter from us informing you if asbestos is either found or presumed to be in your property or block. This will inform you of the precise location.

It will remind you that we carry out routine inspections, as well as contain details of who to contact if you intend to carry out works, as asbestos can be a health risk if disturbed.

There is no need to be alarmed if you get this letter, but please feel free to get in touch with our Service Centre if you have any concerns. If you do not get a letter then this does not apply to you.

You can find out more about asbestos on our website at newlon.org.uk/residents/safety-in-your-home.





Improving services & reducing complaints

We want our residents to be happy in their homes and satisfied with the services we provide. Recently the number of complaints we receive has been increasing and one of our main areas of focus over the coming year is reducing the need for people to complain.

To do this we are working with residents on a range of projects to review our performance, understand where things are going wrong and find ways to improve.

We are running a major project to review the causes of complaints, record and implement learnings and improve the way we handle those we do receive. Although we have always looked at which services result in the most complaints and why, we need to become more effective at taking action. We will feedback on the findings of this project and the actions we are taking in upcoming newsletters.

Housing Ombudsman Service

Last year the Housing Ombudsman Service launched a new complaints code which all housing associations are required to follow. As part of this we are publishing a regular self-assessment against the code which you can find on our website at newlon.org.uk/residents/making-a-complaint.

The Housing Ombudsman Service can also offer support to residents making a complaint and considers complaints that have exhausted our complaints process. You can find more information about the Ombudsman Service at housing-ombudsman.org.uk.

Updated complaints policy

We have recently updated our complaints policy which sets out how we should deal with complaints and manage the complaints process. Our policy is fully compliant with the Ombudsman's code.

The main change is the way we handle the stage 2 appeals process. These will no longer be reviewed by a residents' panel, as an increase in the number of stage 2 complaints we receive and the timescales required for organising the panel sessions meant that the process was taking too long to complete.

Therefore we have changed the process so stage 2 complaints will be reviewed by our Quality team and where appropriate by the director responsible for the service area being complained about. If a resident is unhappy with the response provided following a stage 2 appeal they can then contact the Housing Ombudsman Service. The target response time is 20 days.

We are continuing to work with the complaints panel members and hope to involve them in our approach to reviewing and learning from complaints.

How to make a complaint to Newlon

It is straightforward to make a complaint about our services:

- You can contact us at serviceresolution@newlon.org.uk.
- Fill in our online complaints form at newlon.org.uk/residents/making-a-complaint.
- Call our Service Centre on **020 7613 8080**

When our offices re-open to the public you will also be able to visit us in person to make a complaint at Newlon House or any of our other offices. To make an appointment call our Service Centre on **020 7613 8080** or e-mail serviceresolution@newlon.org.uk.

Who can complain?

- Newlon residents.
- Anyone who has applied for housing through Newlon.
- Anyone who pays a service charge to Newlon.
- A group of residents who wish to complain about common issues. More information on how to do this can be found in our complaints policy.
- Someone acting on behalf of a resident.
- An ex-occupier who had a legal relationship with Newlon at the time the matter being complained about arose.

What can you make a complaint about?

A complaint is defined as an expression of dissatisfaction about the standard of service, actions or lack of action by Newlon, our staff, or those acting on our behalf, affecting an individual resident or group of residents.

An expression of dissatisfaction, requiring our response, could include:

- A delay in something we have done, such as not meeting published timescales.
- Missed appointments.
- Where we have failed or refused to do something.
- Where we have provided a poor quality service or made a mistake.
- A policy which has been unfairly implemented, should not have been applied or is simply wrong.

More detail can be found in our complaints leaflet and our complaints policy, both of which you can find at newlon.org.uk/residents/making-a-complaint.

Government White Paper on Social Housing

By Jeannie Lowen, Newlon resident

For years the social housing sector has not been given the attention it requires and we need to see changes to reset the relationship between residents, landlords and the government. The tragedy of Grenfell exposed a system where residents' voices were often not being heard or their concerns acted upon.

The recently published Social Housing White Paper came out of consultations with residents, housing providers and national organisations, such as Tpas, with a view to empower residents and bring transparency to the housing sector.

The White Paper comprises seven chapters covering areas such as complaints, performance and health and safety.

The Housing Ombudsman is an independent complaints arbitration service to which residents can escalate complaints. A new complaint handling code of practice was published last July, with a major change being the removal of the 'designated person' requirement, where complaints had to be raised via an MP or a councillor. There will be an awareness campaign so tenants will know more about their rights and the complaints process. For example, the Ombudsman is working in partnership with Tpas to provide webinars for social housing residents and staff.

Landlords will be required to appoint a 'responsible person' who will ensure that the organisation complies with consumer standards, which the Regulator of Social Housing (RSH) will set out in a new code of practice. The aim is to have joined up practices so information is easily shared across relevant organisations. In principle this is an excellent idea, although it could be resource intensive for many housing associations.

Currently, the RSH can downgrade an organisation based on its governance and viability standards, but the regulator is to be given new teeth - unlimited financial sanctions - currently capped at £5,000.

There will also be a new report on resident satisfaction to add to the current financial reports. This should highlight any issues that have not been agreeably resolved.

There is mention of an empowerment programme for social housing residents which could - and should - provide the ability and tools for them to improve accountability and engagement with housing providers. Tpas believes that involved residents are often the driving force behind local charities and other civil society groups, so this programme could have benefits wider than just landlord accountability. A criticism is that it does not focus on how residents could influence policy on a national level.

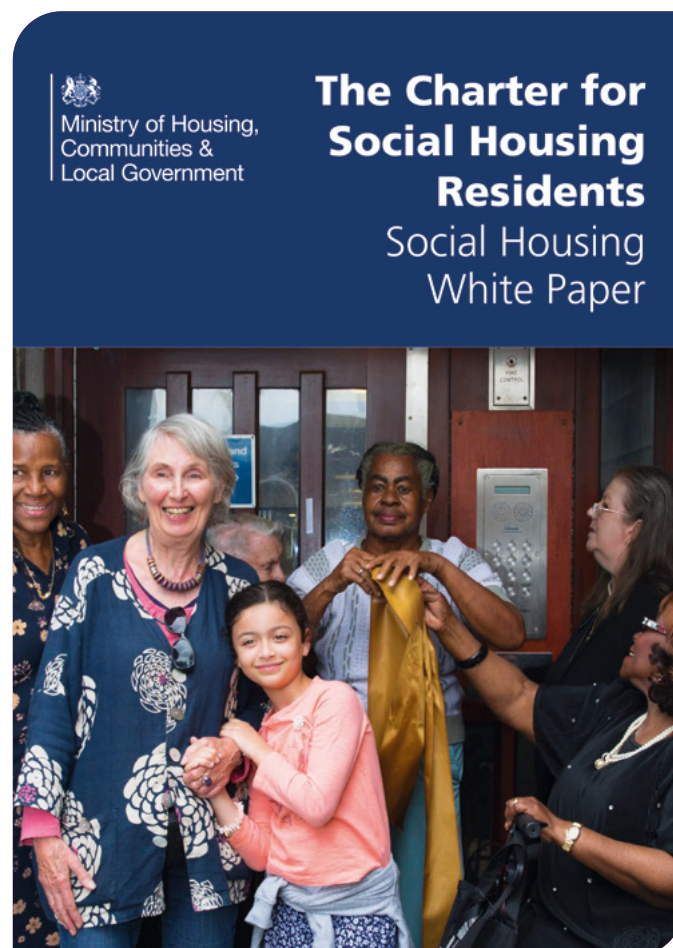
The government will review the Decent Homes Standard, and the pandemic has highlighted various concerns such as overcrowding and access to green space that need addressing.

The final chapter focuses on home ownership. Unfortunately, the widely raised concern regarding the stigma of social housing has not been tackled. Tpas and other national organisations are addressing long term culture change, with the Chartered

Institute of Housing having already started work on modernising professional standards in housing management, and the tenant-led 'See The Person' campaign to tackle stigma within the housing profession. But it takes actions as well as words.

There is some frustration that the White Paper isn't stronger on the importance of genuinely affordable social housing. And arguably the biggest housing issue - the lack of social housing - has not been addressed.

In summary, some of these proposals are already in practice or underway in social housing organisations. The general reaction has been that landlords agree with the proposals, with residents groups and organisations that support them pleased about more engagement and empowerment with a stronger regulator. Tpas states that they 'look forward to a future, thankfully now much closer, where tenants live in safe and decent homes; shape the services that are provided to them; and are clear where they go if things go wrong'.



Helping your child through the pandemic

by Hannah Abban, Newlon resident



The last year has undoubtedly been difficult for people across the country. However, children have been particularly hard hit, with staples in their lives, such as school or even free school meals, being removed at some point. The negative effects only increase in severity when we consider children with disabilities or those acting as young carers.

With many children being isolated from their friends and increasing their screen time for escapism and entertainment, it seems inevitable that these drastic lifestyle changes will affect them negatively. Not only do they not know whether they can plan something that they have typically looked forward to, like a birthday party or sleepover, they may also be unsure about crucial things like exams and how or when they will take place this summer.

Being around their family more often, it is only natural that parental angst will also rub off on children who are already feeling a great amount of anxiety and loneliness. At this time, even the most proactive and informed children or teenagers would find themselves stretched when seeking mental health support to get the help they need.

Recent research by the charity Young Minds found that 23% of the children surveyed said that there was now less mental health support available in their school than before the pandemic. The survey also found that 58% of children felt that their school did not provide them with enough knowledge or support for their mental health.

Below are some little things that can be done by fellow household members to ease the stress children may be facing:

- 1. Encourage conversation.** It is likely that many children are currently experiencing unfamiliar feelings that they may not adequately be able to articulate, even to their parents. Talking is therefore important. It is vital that children are able to express themselves and communicate how they feel. Even if a child is reluctant, it is always worth letting them know that you are there to talk to when they feel ready to do so.
- 2. Make sure you both have release outlets.** Both parents and their children need ways to alleviate their stress and anxiety. Release outlets are essential for everyone and will look different depending on the individual. Some may prefer to knit or draw, while others may prefer to do something more active, such as jogging. Once an activity or two has been identified, make sure you and your children dedicate some time each day for the activity.
- 3. Discover new things to do together.** Whether it is building something out of paper mache, completing a jigsaw or cooking from a new recipe, regularly finding new and exciting things together helps to create a sense of adventure for young children. It is also a great way to alleviate boredom and create valuable bonding time.

If you feel it is required, you can guide your children towards resources which can help them unload their emotional burden. The NSPCC's Childline service is still being manned by dedicated counsellors, despite the lockdown. They are there to offer a listening ear and support to children and young people up to the age of 18. Just visit [childline.org.uk](https://www.childline.org.uk).

Supporting residents through difficult times

Between March and October 2020, UK social housing organisations representing 42% of the sector gave almost £1,900,000 in financial assistance, provided over 215,000 residents with advice and guidance, and made just under one million welfare calls.



Graham Watts,
Head of Resident Services

Newlon played a key part in this initiative with the Resident Services and Income Teams providing help to residents in precarious employment, to households receiving welfare benefits and to our most vulnerable residents.

Last March we had to rapidly respond to the crisis, putting in place mobile working processes and providing crucial help to overcome some of the immediate and medium term impact on vulnerable residents. By adapting quickly and effectively, we were able to continue to provide our normal services remotely.

We anticipated a huge impact on vulnerable, low-income households. That's why we expanded our Hardship and Tenant Emergency Funds, securing nearly £70,000 in donations from contractors, match funding, as well as National Lottery Covid-19 support grants.

These funds support vulnerable residents suffering from food or fuel poverty by providing grocery and utility vouchers, essential furniture and kitchen items. The goal is to stabilise residents in their homes. We are already seeing a five-fold increase in need, which we are responding to effectively, having

distributed over £70,000 directly to residents since last March.

Crucially, we also created and launched an outreach programme to provide signposting, reassurance, and information and advice to over 1,200 of our vulnerable residents, including nearly 700 people aged over 70.

Our team found that through personal contact, and good old fashioned conversations, residents felt supported and reassured. It had a positive impact on our staff too, who were moved by this genuine connection with our residents.

The pandemic has pushed many of these residents to the brink. So the team is continuing to contact vulnerable residents, with over 1,000 receiving an email, text and phone call between December and February.

We are also undertaking another fundraising campaign with a goal of raising another £70,000, so we can continue to provide Hardship and Tenant Emergency Funds in the coming year.

For more information on help available visit newlon.org.uk/resident-services-help.

Meet our new Chair

We are delighted to announce that Aman Dalvi has been appointed as Chair of the Newlon Board in succession to Sarah Ebanja, who stepped down in December at the end of her tenure.

Aman has worked at senior levels for many years and has been a Chief Executive of three organisations, where he has led multi-disciplinary teams, including a London housing association. He has extensive experience of planning, regeneration and development.

He was Executive Director of Development & Renewal at a London local authority, and has worked for a house builder and major real estate company. Aman was a ministerial appointment on the boards of English Partnerships and the Olympic Park Legacy Company. He has also served as a Chair of a number of organisations which include the Anchor Trust and PA Housing. He has an OBE for services to housing.

Aman joins Newlon at a challenging time for the social housing sector and his extensive knowledge, experience and commitment to local communities will play a key role in guiding us through the coming years.





Wellbeing programmes within our community spaces

Our community centres are open on a limited basis. The nurseries continue to operate, but we had stop many of our services and private hires to comply with coronavirus regulations.

However, we are in talks with our valuable partners to find ways of supporting our residents of all ages through online resources. These include:

- Family art sessions, which build creative skills and develop life skills such as communication, confidence and awareness.
- Women-only exercise classes focusing on physical fitness, health and wellbeing, led by a professional instructor.
- Adult and senior residents support groups, with online meet ups and opportunities to learn new skills.
- Tutors United are delivering confidence boosting, attainment raising tutorials to primary school pupils in school years 4, 5 and 6.
- Islington Bangladesh Association (IBA) is offering free women-only online exercise and fitness classes, including yoga and aerobics. If you would like to take part please contact syeda@ibal.org.uk or call **07305 989 182**.
- Creative youth club services for 11-19 year old Barnsbury residents, run by GenZ. These will be held at the centre depending on the COVID-19 rules in place.
- We have continued to maintain gardening spaces at the Barnsbury Estate with help of our local volunteers managed by IBA.

All these services are free of charge to our residents. For more information contact the Resident Services team by emailing community.services@newlon.org.uk.

Residents and key contracts

We try to involve residents when reviewing and tendering key contracts. Recently we did this with the grounds maintenance contract, which cut £29,000 from the costs, and the cleaning contract, where residents helped shape the new contract and resulted in savings of £500,000.



We also sought input into the upcoming renewal of the Concierge Service via a survey sent to 1910 recipients, with the goal of ensuring they had their say in designing a service they wanted for the best possible price. In addition we undertook a survey about services on the Barnsbury Estate with 486 recipients. Residents who provided feedback were entered a draw to win £100 in gift vouchers.

The next opportunity is the upcoming Wates contract renewal. To involve residents in this process we have formed a repairs group of ten residents.

This is part of our commitment to having residents involved in procurement decisions, which can lead to financial savings along with greater flexibility and choice about the services they receive.

Planning to do works? Let us know first

We know our residents might like to make changes or improvements to their home, and we fully respect their right to do so. However, if you want to carry out works within your home, please check with us first to see if you need permission to do so.

Some works do not require permission from us, such as:

- Painting and decorating inside your home.
- Fitting wardrobes and shelves.
- Replacing carpets.

However for other types of work you will need our permission, including:

- Any changes to the electrical or gas systems.
- Installing a new bathroom or kitchen.
- Changes to the structure of the walls inside your home.
- Extending your home in any way.
- Putting up a shed or other structure in your garden.
- Installing a cat flap.
- Placing security bars on windows.
- Changing the type of flooring – such as from carpet to laminate.

When getting in touch please put in writing what works you would like to carry out and who will be carrying them out, and we will let you know if it is ok to proceed. Any tradespeople you use must be qualified and appropriately registered. Please remember to check your lease too, as it may contain other requirements.

If you carry out any works without seeking permission to do so, you may risk breaching your lease, so it is always best to contact us first by emailing customerservice@newlon.org.uk or calling **020 7613 8080**.



Need leasehold advice or support?

Look no further than LEASE

Leaseholders can access specialist advice to help understand their rights through the independent Leasehold Advisory Service (LEASE). Although leaseholders should contact Newlon with queries about their specific buildings, LEASE will act as the point of contact for leaseholders with questions about their leases. The Government has allocated additional funding to LEASE to provide independent, free, impartial advice to leaseholders on building safety issues to ensure they are aware of their rights and understand the terms of their leases.

More information on LEASE, including how to contact them for advice, is available at lease-advice.org.

Our subletting rules

Shared Owners cannot sublet or allow somebody else to occupy either part of or the whole of their property, except in exceptional circumstances. You are also not permitted to use Airbnb or any other short term rental scheme.

However, if you have staircased to 100% ownership of your property, you should be able to sublet. We will need to be made aware of who will be living at the property and, as you are responsible for the property, you must provide a relevant forwarding address and contact details

There is an exception to these rules: We are currently allowing Shared Owners who are struggling to sell their home because of issues related to the Government's fire safety guidance to sublet.

Find out more at newlon.org.uk/residents/home-owners/subletting.

Resident Mystery Shoppers help to improve Newlon's responsiveness

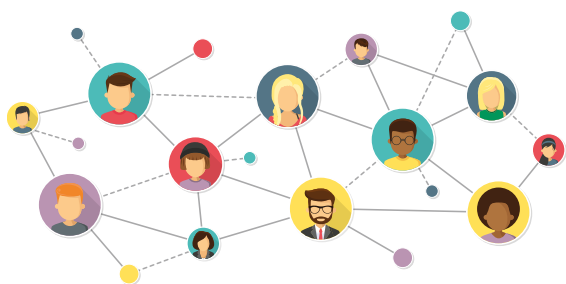
Mystery Shopping exercises test how we are performing against some of the key principles outlined in Newlon's service standards - particularly staff responsiveness and performance against '2-ten' (responding to enquiries within two working days and replying in full within ten).

It involves a dedicated group of residents, trained and supported to measure how well we deliver our customer

service through scripted telephone calls or emails. The activities are carried out three times per year, in January, May and September.

Reports are circulated to the Residents' Forum, staff and the Newlon Board, providing a snapshot of how residents' queries are being handled and clear recommendations for improvement.

If you're interested in becoming a Mystery Shopper, or taking part in other areas of resident involvement across Newlon, please contact us on **020 7613 8084** or email getinvolved@newlon.org.uk.



Get engaged with Tpas

Tpas is an organisation that champions tenant engagement - and Newlon is a member. Tpas have plenty of resources on their website, including events, eLearning, webinars and a blog. You can access all of this as a Newlon tenant.

We want to encourage tenants to sign up to Tpas as it gives you opportunities to network, attend training to learn new skills, and pass on your knowledge.

Recent events have covered the Social Housing White Paper, a 'meet the regulator' Q&A session, community consultation and the role of mystery shopping.

You can sign up by going to tpas.org.uk/landlord/tenant/create-member/276



Newlon gives support to Together with Tenants Charter

The Together with Tenants charter was created by the National Housing Federation (NHF) and is designed to strengthen the relationship between residents and landlords. It illustrates what residents can expect from us as their housing provider, regardless of where they live or what type of home they live in.

Newlon supports the charter and we have committed to improving communication, quality of service, and accountability. We have also committed to a four-point plan that sets out in clear terms what residents can expect from us as we go forward.

Find out more about this on the NHF website - housing.org.uk/tenants.

If you have any questions you can contact the resident involvement team by emailing getinvolved@newlon.org.uk or phoning **020 7033 4605**.



Reviewing our policies

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



Pets

On an exceptional basis we will consider applications for permission to keep companion dogs or cats, though you will need to provide evidence of why you need one. This requires completion of a Pet Agreement, and will be managed by our Estates team.



Deposits

Tenancy security deposits are capped at the equivalent of five weeks' rent for assured-shorthold tenancies. A procedure is in place to process refunds in order to comply with this.



Financial support through the pandemic

Covid-19 has affected many of us in different ways: physically, emotionally and - for many people - financially. Below we have listed some of the ways in which you might be able to receive some financial help.

Self-employed

If you are self-employed and your income has reduced due to the coronavirus outbreak then the government is running the Self-Employment Income Support Scheme. Under this scheme, you are entitled to lump sum cash grant payments.

HMRC will contact those who are eligible and invite you to apply. You can also check if you are eligible on the [gov.uk](https://www.gov.uk) website.

Should you not be eligible for this scheme, you can make a claim for Universal Credit. To make a claim you and any partner you live with need to have less than £16,000 in savings. Universal Credit is usually paid monthly in arrears and although there is a five week wait you can apply for an advance.

When making a claim for Universal Credit you will need to report if you are on the Self-Employment Income Support Scheme. This will be treated as income and will impact on the amount of Universal Credit you receive, depending on the size of the grant.

If you are in receipt of tax credits and/or housing benefit then you should check if you are better off staying on these benefits before making a claim for Universal Credit. Please note once you have moved onto Universal Credit you cannot move back to your old benefits. You can use our online benefits calculator to find out at newlon.entitledto.co.uk.

Employed (but not self-employed)

If you are employed but your income has been reduced, then your employer may take advantage of the government's Job Retention Scheme. This enables employers to continue to pay

their employees if their business is in difficulty because of the outbreak, as it covers a significant percentage of employees' salaries.

Should you need help with your rent you may be entitled to claim Universal Credit if you are not currently claiming housing benefit. Remember to check if you are better off staying on housing benefits before making a claim for Universal Credit.

If you have been working for the same employer for two years or more then you should be entitled to statutory redundancy pay. The amount you will get will depend on your age and how many years you have worked for the employer. It is capped at 20 years.

Self-isolating

If you or someone you live with has coronavirus and you are self-isolating, then as an employee your contract of employment may give you rights to your normal wages for a certain period of time. At a minimum most employees should be able to claim Statutory Sick Pay.

If you earn less than £120 per week you will not be entitled to Statutory Sick Pay, but with sufficient National Insurance contributions you may be able to claim Employment and Support Allowance.

You can also make a claim for Universal Credit for help with your rent if Statutory Sick Pay or Employment and Support Allowance is all you have to live on.

Find out more on the [gov.uk](https://www.gov.uk) website.

The Building Safety Act is coming

Following the Grenfell Tower fire in 2017 the government is bringing in fundamental changes to improve building and fire safety later this year with the Building Safety Act. The main focus of the act is to ensure people will be safer in their homes.

The Hackett review, following the Grenfell Tower fire, concluded that the whole system of building and managing high-rise homes needed major reform and that residents' safety needed to be a greater priority through the entire life cycle of a building – from design and construction, through to when people are living in their homes.

The government accepted the review's recommendations and the Building Safety Bill, alongside the existing Fire Safety Bill and fire safety consultation going through parliament, will now be the biggest overhaul to building safety in nearly 40 years when it is implemented later this year.

What does this mean for residents?

The Bill will ensure that there will always be someone responsible for keeping residents safe in high rise buildings – those which are 18 metres and above. They will be called the 'Accountable Person'. They will listen and respond to residents' concerns and ensure their voices are heard.

Residents will have access to vital safety information about their building and new complaints handling requirements will be introduced to make sure effective action is taken where concerns are raised.

Leaseholders in tall buildings will need to ensure they are undertaking gas and electrical safety checks in their home on a regular basis to ensure the overall safety of the building. A new building safety charge will be introduced for all tall buildings to ensure building safety is implemented.

There will also be a new national regulator for building safety, within the Health and Safety Executive. It will ensure that high rise buildings and the people who live in them are being kept

safe and will have new powers to raise and enforce higher standards of safety and performance across all buildings.

What does this mean for Newlon?

Newlon will need to implement a new team to look after building safety in our tall buildings, including appointing new building safety managers who will be dedicated to individual tall buildings, working with residents and the new regulator involved in the process.

We will need to check all fire doors in tall buildings, including front entrance doors at least every six months and some up to four times a year. Access to carry out these checks will be enforceable under the new Building Safety Act.

We will also be undertaking a review of how we implement and charge for the new services required.

Will there be any additional costs?

The Building Safety Bill, as well as the Fire Safety Bill which is also passing through Parliament, will have a big impact on the way we manage our buildings. As the legislation could be subject to amendments it is too soon to say exactly what the final impact will be.

However, it is possible that the result will mean some increase in costs for leaseholders and shared owners. For example you might face additional annual charges for fire safety and building safety costs separately to your annual service charge bills.

We are obviously still waiting for the final details of the proposed new requirements, but want to warn our residents of the financial implications which may lie ahead.



Tackling antisocial behaviour

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.

You can report ASB cases in a number of ways. If you feel threatened you should call the police. If it is an emergency dial 999, or 101 if you are not in immediate danger.

However, 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.



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

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

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