

Newlon News



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Welcome to our spring newsletter

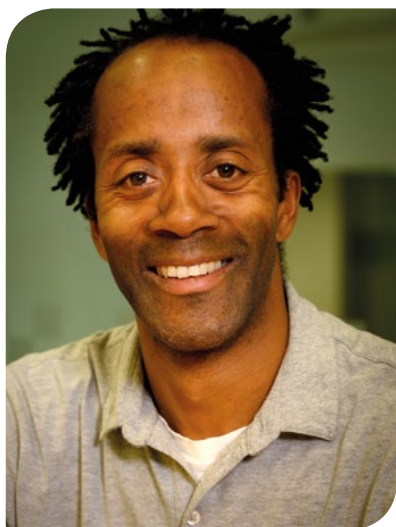
In this edition there is the regular update from our Residents' Forum. You can learn about the benefits of using the Newlon online self-service portal and read about how our Resident Services team provides support for all our residents. You can also find out more about the range of community services available such as the Tutors United programme for children aged 8-11 years (pictured above).

Easter closing times

We will be closed from 5 p.m. on Thursday 14th April until 9 a.m. on Tuesday 19th April. During this time our contractors will only provide emergency repairs, such as for total electricity loss and major leaks. If you have an emergency repair please phone **020 7613 8080**, where a recorded message will direct you to the contractor providing emergency cover. Please note we will not be able to reply to any text messages or emails over the closure period.

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.

The Residents' Forum met online for our February meeting. We were joined by a number of Newlon staff including the two newly appointed Directors - Sarah Shaw, Housing Services Director and Symon Sentain, Property Services Director.

Board members Nicola Bastin and Matt Campion, who Chair the People and Governance and Residents' Services Committees respectively were also in attendance.

During the question and answer part of the meeting, each of the guest attendees spoke passionately about how they want to improve residents' experience of Newlon's services, and are committed to listening to and acting on resident feedback. There was also a strong commitment to build on the resident-centred approach of recent years, as this had proved very successful in the past.

Residents posed questions relating to Newlon's energy strategy, particularly in the face of the Government's commitments to climate change. Energy efficiency, building insulation and recycling were all topics discussed.

When asked about Newlon's cyclical program (rolling programme of maintenance works), specifically related to internal areas of buildings, the Asset Management team informed the Forum that additional funding was being requested for the coming financial year to help clear the backlog. This is good news as it means that cyclical works on street properties will continue in the 2022/23 programme.

However, concerns were raised about the lack of good and clear communications during cyclical works, as well as the specific works in question. The Forum was informed that the contractor involved will not be appointed again, and were assured that more consultations will be carried out in future.

We were given an update on Newlon's residents' portal - My Newlon. The service currently allows residents to make payments and check statements. In future this will likely be the preferred method for a larger number of resident interactions. In addition to increased residents' usage, it's planned that residents' issues logged via My Newlon will go directly to contractors - with a view to smoother communications and service overall.

If you have any questions about aspects of resident involvement please email getinvolved@newlon.org.uk.

Helping residents in hardship



If you are experiencing hardship we're here to help as much as we can. Newlon supports residents who face hardship or emergencies within their homes including help with utility debts and other debt advice. The Resident Services team also has an in-house welfare benefits advisor who has secured hundreds of thousands of pounds for residents. Please contact us if you or someone you know needs help.

For help, please contact the Resident Services team by emailing community.services@newlon.org.uk or calling 020 7033 4605.

You can find out more advice from the team by visiting newlon.org.uk/residents/resident-services.

Our Income team has also provided up to date information and guidance on financial support for those affected by COVID-19 which you can find online at newlon.org.uk/financial-support-coronavirus.



Free career development for Newlon residents in employment

What we are offering?

Free flexible online learning with level 2 accredited courses. Subject areas include IT/digital, business, mental health, hospitality, childcare and health and social care.

So if you are ...

- Looking for a career change/progression advice.
- Looking for work experience and references through volunteering.
- Wishing to develop your skills through free training courses.

We offer the following support...

- Searching for a job.
- Finding training and education opportunities.
- Guidance on writing CVs and filling in application forms.
- Practising interview skills and techniques.
- Getting work experience, placements, or volunteering or apprenticeship opportunities.

You must be...

- A Newlon resident.
- Employed or self-employed.
- Aged 19 or over and born on or before 1st September 2002.

Register your interest

For more information or to apply for an online course please email Paula Williams at community.services@newlon.org.uk or call on **07879 555 565**.

"Free online workshops in CV writing, interview skills and better job search gave me more confidence in applying for jobs."

Newlon resident

Free training and help to find a job

Employment advice, training and upskilling for unemployed Newlon residents.

Step Forward training and employment programme

The Step Forward programme offers tailored support to unemployed residents to help them get into employment, including access to free training and skills development. We provide careers advice and guidance for residents at all levels of skills and experience.

We offer free support with...

- CVs, covering letters and job applications.
- Interview skills.
- Access to jobs and apprenticeships.
- Finding volunteering opportunities.
- Access to training and qualifications.

Sign up to get started

For more information and to sign up for the Step Forward programme please email Paula Williams at community.services@newlon.org.uk or call on **07879 555 565**.

"With Paula's help I am now employed! She sent me regular job vacancies and referred me to an employment service which helped with my CV. I even got help with free clothes for interviews."

Jacky, Hackney

"I am now working full time and feel a restored sense of confidence in my skills. I was out of work for eight years and I felt utterly unemployable. Talking to Paula gave me the boost to enroll in courses, dip my toes in the water and begin applying for jobs."

Tassa, Islington



Rent increases April 2022



Many residents will have received a letter informing them of a rent increase which will take place from April. We know this increase comes at a challenging time with everyone already feeling the effects of price rises in other areas of living.

This has not been an easy decision for us to take. Newlon wants to keep rents as affordable as possible but we have to balance this with the rising costs of maintaining homes, building safety, net zero targets, building new affordable homes and other essential services. Our costs of providing repairs, maintenance services and safety checks such as gas and electric are also increasing significantly.

Our main priority is to make residents' homes safe. The costs of following new fire safety checking standards are very high and there is no Government funding for these. We also have a duty to reduce carbon emissions and make Newlon's homes better places to live in. This too has a significant cost which we must fund ourselves.

The rent you pay covers essential services such as repairs, maintenance and buildings insurance which has risen significantly, but we are committed to improving our service to you and endeavour to respond to demand for repairs efficiently and effectively.

The decision to increase rents was taken only after careful consideration. As a not-for-profit organisation, all rent is invested back into homes and services. Without the increase, we would have to scale back on the services we provide and building affordable homes which will impact on housing supply for future generations.

Those of you that pay a service charge may have an increase in this area too. If you are not sure if you have a service charge, your letter will tell you if you have one or not.

If you think that you will find it difficult to pay your rent, please contact us as soon as possible to discuss your options. We are here to help.

Income Team - income@newlon.org.uk or 020 7613 8080.

Resident Services Team - community.services@newlon.org.uk or 020 7033 4605.

Service Charge Team - servicecharges@newlon.org.uk.

Changes to the transfer policy

Due to the high level of demand for transfers and the very small number of homes we are able to make available for people who want to move to another Newlon home, our policy now states that if two reasonable offers have been made and refused, we will unfortunately have to remove the applicant from the transfer list.

We currently only allow transfers on medical grounds, or where a decant is required.



When does noise become a nuisance?

Noise is part of everyday life in a densely populated environment, but it can become a nuisance when the level and frequency make an unreasonable invasion on your quality of life.

Noise nuisance can range from playing loud music or listening to the television at unreasonable levels, to shouting or slamming doors loudly and inconsiderate use of electrical appliances. Removing flooring such as carpets or installing wooden/laminate flooring could result in excessive noise to neighbouring properties.

Noise nuisance is one of the most common complaints made to us

In some cases we do not always know our neighbours. This also means that they do not know us. They may not know your work shifts or have been up all night with dependents, or that you are unwell. If you are constantly disturbed you may want to discuss this with them and come up with an agreement that you can both manage.

The first time it happens you should speak to your neighbour as they may not be aware of how they are affecting you.



You can try knocking on their door to have a friendly chat, or you may prefer to use a **Dear Neighbour card**.

The **Dear Neighbour card** has been created for you to gently let your neighbour know that they are unknowingly disturbing you with some sort of noise. Just fill it in and pop it through your neighbour's door to alert them to the noise that they are possibly unaware of.

You can download and print out a **Dear Neighbour Card** from newlon.org.uk/residents/anti-social-behaviour/types-asb/noise-nuisance.

If discussions with your neighbour have failed and you consider the noise to be unreasonable then you should contact Newlon by calling **020 7613 8080**, emailing asb@newlon.org.uk or by writing to us at Housing Services, Newlon Housing Trust, Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE.

Dear neighbour

Sorry to bother you but I just wanted to let you know that

on (date) at (time)

I was disturbed by noise that I think was coming from your home.

It sounded like (tick as applicable):

- | | |
|--|---|
| <input type="checkbox"/> Dog barking | <input type="checkbox"/> Loud music |
| <input type="checkbox"/> TV too loud | <input type="checkbox"/> Door(s) slamming |
| <input type="checkbox"/> Washing machine | <input type="checkbox"/> Heavy footsteps |
| <input type="checkbox"/> People shouting | <input type="checkbox"/> Other |

I'm sure you were not aware that this might have caused a problem and I hope it can be avoided in the future so that we can all enjoy living in our homes.

Thank you so much for your co-operation.

Kind regards

.....



How you can get involved in helping to shape and improve Newlon's services

Resident Involvement is a two way street. It isn't simply about asking a select few residents their opinions; all staff have to be committed to putting the voices and views of residents at the centre of decision making, strategy, recruitment processes and procurement.

The Social Housing White Paper highlights the importance of enhancing residents' voices. Over the past year Newlon has promoted Resident Involvement across the organisation, through our intranet, staff newsletters, team meetings and our learning and development platform, with the overarching goal of providing opportunities for staff to engage with residents. We continue to promote our involvement channels and goals illustrated on our Resident Involvement web page:

www.newlon.org.uk/residents/getting-involved/

We created the resident Think Tank, which brings the residents' voice to the fore in an easily accessible way for staff. It is a way of accessing residents' views and opinions swiftly, enhancing existing methods of incorporating involvement based data into every day actions, decision making and strategy.

The Resident Involvement team work with both staff and residents to embed staff behaviours and promote meaningful interactions from across the organisation. We value our residents' time when they get involved and offer incentives for taking part in our resident involvement opportunities in the form of vouchers ranging from £30 to £100.

How can I get involved as a resident?

Newlon residents can get involved in a variety of flexible ways:

- Joining our Residents' Forum.
www.newlon.org.uk/residents/getting-involved/residents-forum/
- Sitting on procurement and interview panels.
- Completing surveys to improve services.
- Taking part in mystery shopping activities.
www.newlon.org.uk/residents/getting-involved/mystery-shopping/
- Undertaking inspections.
- Setting up residents' associations and groups.
www.newlon.org.uk/residents/getting-involved/residents-association/
- Signing up to communications panels and the newsletter editing committee.
www.newlon.org.uk/publications/newlon-news/
- Joining our Board and strategic committees.
www.newlon.org.uk/us/board/
- Participating in external networks, free training and conferences.
www.newlon.org.uk/training/
- Working with professional sector groups run by Tpas, HQN and CIH.
www.tpas.org.uk/
hqnetwork.co.uk/
www.cih.org/
- Becoming part of our Residents' Think Tank.
www.newlon.org.uk/residents/getting-involved/residents-think-tank/

If you don't have much time, but you want the chance to be involved, get in touch and join the Think Tank. We have over 200 confirmed active residents who have agreed to be part of it, and the goal is to ensure a representative group of residents that we will consult on an ongoing basis. The Think Tank has been an effective new resident engagement channel and has been rolled out to Newlon staff, promoted with Directors, Senior Managers and teams who are using it as a means of seeking resident input. We are already seeing results in improved and more consistent engagement on everything from Estates' services, communications materials, and the Newlon Corporate Plan.

Mystery shopping and Resident Inspectors

How residents are monitoring and measuring Newlon's staff responsiveness and service quality

Newlon Housing Trust, and other housing providers, carry out mystery shopping exercises to check the quality of service. It's similar to retailers using mystery shoppers to pose as customers to check out the customer experience.

We carry out three mystery shopping exercises every year in January, May and September. Our resident mystery shoppers check our staff's responsiveness to emails and telephone enquiries. They 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).

Our most recent winter 2021/2022 mystery shopping exercise shows that 77% of email enquires met the 2-ten standard, a slight dip of 1% compared to autumn 2021/2022 at 78%. Clear guidelines concerning 'group' email checking of shared inboxes has produced some good results. The 2-ten standard is becoming embedded into the culture at Newlon. Senior Managers have campaigned for the importance of their teams achieving the 2-ten standard and this has been filtered through to all staff.

We need to continually work on improving our response times and look for further ways to improve our 2-ten responsiveness. Resident mystery shoppers were largely content with how their queries were handled and the information they received. However, we need to aim to ensure that all email responses are concise and easy to understand.

Reports are circulated to the Residents' Forum, staff and the Newlon Board, and they provide recommendations for improvements at Newlon.

Being a mystery shopper involves a dedicated group of residents, trained and supported to measure how well we deliver our customer service through scripted telephone calls or emails. We provide mystery shoppers with a £50 gift voucher for their time and skill. Completing an exercise takes up to one hour.

If you're interested in becoming a mystery shopper, please contact us on **020 7613 8084** or email getinvolved@newlon.org.uk.



Fire safety tips

Pan fires - how to prevent them

Fires are more likely to start in your kitchen than any other room in your home. With bubbling pans, open flames and maybe a little one underfoot, kitchens are potentially dangerous places.

Here are some top tips to reduce fire risks:

- Do not leave cooking unattended on the hob or grill - if you have to leave the kitchen, turn off the heat.
- Be fabric aware - loose clothing can easily catch fire, so take care not to lean over a hot hob, and always keep tea towels and cloths away from the cooker and hob.
- Keep the oven, hob, cooker hood, extractor fan and grill clean - built up fat and grease can ignite and cause a fire.
- Use spark devices to light gas cookers - they are much safer than matches or lighters, as they don't have a naked flame. They are safer around children too.
- Double check the cooker and hob are turned off when you've finished cooking - if you're forgetful (or someone you care for can be), why not take a photo if you have a smartphone? The action will remind you to double check every time.
- Check toasters are clean and not placed under kitchen cabinets or close to anything that can catch fire.
- Never put anything metal in the microwave.

General fire safety reminders:

- Make sure that the smoke alarms in your home are working.
- Do not store anything in your hall or corridor, especially anything that will burn easily.
- Do not store things in the cupboard(s) where your gas and electricity meters are fitted.
- Do not block access roads to the building.

For more information about preventing fires in the home, go to www.london-fire.gov.uk/safety/the-home/

Wellbeing programmes within our community spaces



Newlon's Resident Services team manages and runs the Barnsbury Community Centre and Lascar Wharf Community Centre.

Community Centre activities support over 4,000 local people each year and include:

- Maths and English tuition for children.
- Youth programmes for local residents.
- Exercise classes for adults.
- Free meeting rooms for residents.
- Art programmes for children and families.
- Community gardening.
- Mental health and wellbeing workshops.
- Community spaces.
- Nursery provision.

In supporting thousands of local residents, the Barnsbury Community Centre has been recognised with a number of local and national awards. The Barnsbury Community Centre twice won the Sport Islington Awards 'Sports Organisation of the Year' (2015 and 2016). In 2018, our team at the Centre was nominated for a TPAS 'Excellence in Community Action' award.



Our valued community spaces support a variety of activities including:

Family art sessions - this programme aims to help build not only creative skills but also help develop life skills such as communication, confidence and awareness. To register for family art sessions please register by calling or texting **07487708115** or emailing **admin@nairtfr3edom.com**.

Exercise classes (women only) - focusing on physical fitness, health and wellbeing of our residents, led by a professional instructor. We also offer, linked to these classes, coffee and crafts sessions, which have been very popular with Barnsbury residents.

Islington Bangladesh Association (women only) - is offering free exercise and fitness classes from Yoga to Aerobics. If you would like to take part please email **syeda@ibal.org.uk** or call **07305 989 182**.

Philosophy discussions - with Dr Bill Thompson. Bill is a philosopher and an architect. He has lived on the Barnsbury Estate for over 30 years. Meetings will take place in the Barnsbury Community Centre between 6 p.m. and 8 p.m. on the second Friday of each month. To register, please email **bill@billthompson.info**.

Tutors United - see feature article opposite.

Gardening - we have continued to maintain gardening spaces at the Barnsbury Estate with help of our local volunteers managed by Islington Bangladesh Association.

Youth Club - (for Barnsbury Estate residents only). Creative youth club for 11-19 years old, run by GenZ, is held at the centre on Thursday evenings.

All the services are free of charge to our Newlon Residents. If you want more information about our community centre wellbeing programmes contact the Resident Services team at **community.services@newlon.org.uk**.

Tutors United inspires and supports kids to reach for the stars!

Tutors United deliver confidence-boosting, attainment raising tutorials to primary school pupils in school years 4, 5 and 6 (aged 8-11 years old). They do this by hiring and training university students to provide free weekly lessons in Maths and English. This year, they are working with Newlon Housing Trust to provide **free** tuition to their young residents to help support their learning.

In fact, in last year's programme, on average pupils progressed by 4 sub-levels in English (double the yearly standard) and by 127% in maths!

All classes are currently being held online which means that no matter where you live, your child can join in. Spaces on the programme are limited so sign up now to secure your child's place – if your child doesn't receive a place straight away, they will be put onto our waiting list, and you will be contacted when a place becomes available. To sign up, please fill in our online registration form at: tutorsunited.org/register-your-child/ or email programmes@tutorsunited.org if you have any questions.



Here is what some Tutors United parents are saying:

"My daughter is really happy and enjoys the programme. She really likes the teacher and everything is going well!"

Barnsbury parent

"The online parents evening was really useful. Lots of questions were answered and important information shared. I've learnt about what is expected of each year group and the steps they need to take to make their work above average."

Barnsbury parent

Personal Emergency Evacuation Plans (PEEPs)



What is a PEEP?

The purpose of a Personal Emergency Evacuation Plan (also known as a PEEP) is to provide people who cannot get themselves out of a building on their own with an evacuation plan in an emergency.

Do you need a PEEP?

If you cannot leave your home unaided in an emergency, then you will need a PEEP. A PEEP may be needed for someone with an impairment or disability such as a mobility, sight, hearing or cognitive impairment.

Additionally, you could require a PEEP on a temporary basis. If you have broken your leg for example, you may use a wheelchair or walking aid for a period of time until you recover. Please make sure that Newlon is aware of this or any other temporary mobility issues.

In addition to being vital information for helping to ensure people's safety in the event of a fire, new fire and building safety legislation being introduced will require the owners of multi-occupancy buildings to maintain a list of people who require PEEPs.

This information will need to be stored in secure onsite boxes that the emergency services can access if required.

Newlon is starting to collect PEEPs information in advance of the introduction of new legislation, starting with residents in our taller buildings. You may therefore be contacted by our Building Services team in the near future asking you to complete a PEEPs form for yourself and other members of your household.

Please help us by completing and returning this form when you receive it. You can also let us know if you have any PEEPs requirements at any time by calling our Service Centre on **020 7613 8080** or emailing customerservice@newlon.org.uk.



Jeannie Lowen Newlon resident

One of the most valuable activities you can get involved in within your community is a Residents' group. The group amplifies your individual voice within your local community and can also effect positive change on a wider scale.

In relation to this I recently attended an online training day hosted by the tenant engagement organisation Tpas. The course was called 'Running a Successful Residents' Association'. It covered various aspects of running a residents' association including how to develop firm foundations for the group. Even though I have been involved with setting up and running our local group for a number of years, it was good to review the group from a new perspective. I took away ideas on how to keep our community engagement refreshed and active. Obviously, COVID had curtailed some planned group activities but now that all restrictions have been removed, we will seek to implement some of these ideas in our community.

Members of our group assist in regular estate inspections. It is a chance to address any issues onsite with the Newlon estate inspectors. By being involved in this, we have also been invited to represent residents on interview panels and other wider consultations.

Our members have attended sessions on earlier stages of the Government's White Paper on Social Housing. We met with the then Housing Minister, Kit Malthouse, and members from the Ministry of Housing. Along with other social housing residents from around the country, we had the opportunity to provide our views on the proposals.

Chris Lloyd, the chair of NFCG, our community group, is a member of Newlon's Residents' Services Committee. He also serves as the Vice Chair of Spitalfields Residents Against Antisocial Behaviour (SPIRE), a local body providing feedback to the council on licencing applications which impact the local area.

Chris and I both attend monthly meetings with British Land regarding the Blossom Street building development. This

site has had a massive impact on local residents with street closures and disruption over the past four years. However, it has been a positive experience to build good relations with the developer. The scheme was initially very controversial and some parts of the local community have not subsequently engaged with the scheme. As much as we may have originally objected to their plans, ultimately you have to open up a dialogue if you are to negotiate for your communities' best interests. Presently we are looking at how traffic flow will be handled when the development is complete.

I asked Chris his thoughts on our group.

"Our residents' association has given us a voice with local organisations as well as enabling us to make a real tangible difference." He added, "In May we will be organising window cleaning for all tenants and the costs will mostly be covered by local business donations."

Shortly I will be attending a Tpas roundtable discussion on Residents, Tech and Net Zero to feedback views on heat pumps.

When you get involved with other residents you will find that over time, you build relationships in your immediate and wider community. Because of this I have gained a more in-depth insight into how and why issues are dealt with. Our group has been able to add our voice and hopefully improve things for residents.

You too can get involved with your community and help it be heard and be seen. Newlon supports residents in setting up Resident Groups and has recently launched The Think Tank as a channel to hear your observations. Do take the option to engage and contribute your voice and be a part of shaping your home environment.



Use call automation to save time booking heating and hot water repairs

Have you used Newlon's automated heating and hot water line to report your gas, heating and hot water faults?

The aim of this system is to save you from waiting in a queue to speak to an adviser. You will need to confirm information to a chat bot similar to the approach used by many banks and utilities companies. There will always be the option to speak to a member of staff if you prefer. For security purposes you will need to be able to quote your agreement reference number during the automated transaction. This is the seven figure reference number that you can find on your quarterly rent statement.

We encourage residents to use this option, as it allows an engineer to contact you directly to arrange an appointment and should save you time waiting to speak to us.

Please remember that you will need your seven digit agreement reference number when using the automated heating and hot water line. Simply call **020 7613 8080** as usual and choose the option for the heating and hot water repairs option. Follow the instructions and enter your agreement reference number when prompted.



The secret history of our streets

We provide more than 8,200 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. This time we take a trip to Beck Road in Hackney, home to several Newlon properties.

History

Between 1891 and 1892, a local builder named Josiah Goodman bought the land where Beck Road stands and built a street of 56 modest two-storey terraced houses, bisected by a railway viaduct. The houses built were uniform with features such as decorative lintels to windows and timber sash windows. The houses to the west of the railway had decorative front parapets and those to the east had eaves.

It is likely that the road was named after local hero Joseph Beck (1829-1891), an optician and local councillor. In 1884 he initiated a campaign to save Clissold Park in neighbouring Stoke Newington, one of the last remaining open spaces in Hackney.

Beck Road's residents were first recorded in the 1901 census. They were a creative group of artisan workers and families – carvers, dressmakers, bookkeepers, blacksmiths, cabinetmakers and clerks.

After the Second World War, the houses in the street were compulsorily purchased by the London County Council with the intention of demolishing them to make way for a college car park.

Community of artists

But by the 1970's, the houses in Beck Road were still standing and so a newly formed Housing Association called ACME, whose aim was to temporarily use derelict houses as 'short-life' spaces for artists to live and work in, acquired almost all the properties in Beck Road.

Throughout the 1970s, artists came to live and work there. One such artist was Helen Chadwick, who later went on to be one of the first women artists to be nominated for the Turner Prize. Chadwick and two dozen other artists, saw the creative possibilities in the houses and embraced their area's historical East London association. They began living there as squatters and used the space available to them as a studio for their art work. Acme Housing Association gave them the freedom to

repair and redevelop the properties in Beck Road according to their specific needs.

Beck Road became a hive of home studios with residents lending each other materials and supporting one another, creating a truly artistic community. By the 1980s, the artists had begun exhibiting their creations within their own homes, often turning their lounges into art galleries and inviting in members of the public for viewings.

During their time in Beck Road, Helen Chadwick and the other artists lobbied to stop the houses being demolished. After presenting dossiers explaining the historical, architectural and artistic importance of the properties, the artists managed to persuade the authorities to rent the houses rather than reduce them to rubble.

A number of ACME residents were then able to acquire their 'short-life' homes in Beck Road and rent them from the Greater London Authority.

Today many artists still live in Beck Road and until recent COVID restrictions forced them to stop, they continued to exhibit their art work from their homes.



The future of Beck Road

Helping to preserve the architectural details of the homes in Beck Road, it became a designated conservation area on the 19th July 2021.



Taking action against damp and mould

Problems with damp and mould can be a major cause of concern for residents. Sometimes these can be easily solved and in other cases they can be caused by long-term issues with the design of homes or leaks which go undetected or are hard to find.

Newlon is determined to reduce the problems residents experience through damp and mould and we have set up a taskforce to tackle these issues.

As a first step the taskforce has reviewed the most complex damp and mould cases from the past year. On this basis our surveying team will be directly contacting 40 households to review the cause of the issues they have experienced. This will allow us to assess if a problem is unresolved or re-occurring and to understand how we could have dealt with it better. For example if we failed to carry out a repair correctly or to diagnose the works required.

If we contact you please assist us with this work as what we learn will help us to develop an improved approach to dealing with damp and mould problems.

Many damp and mould problems result from water coming into people's homes from external leaks. We realise that reporting and tracing leaks can be complex and time consuming. As a next step we will be trialling a more streamlined leak reporting process. This should make reporting leaks easier for residents and help us to stop them sooner. We will update you on this in the next newsletter.

mynewlon

Online self-service portal

The quick and convenient way to access services

Our online self-service portal 'My Newlon' allows you to report issues, including many repairs, pay rent and download statements at a time that is convenient for you. If you live on an estate or in one of our larger blocks, you'll also be able to find information about your building, including recent estate inspections.

The portal provides a more efficient way for residents to contact us and we would encourage you to use it for reporting and making enquiries.

You can access My Newlon via the homepage of our website at www.newlon.org.uk or by going directly to my.newlon.org.uk. If you sign up using your 7 digit agreement reference or tenancy number, you will be entered into a draw for £50 in vouchers.

You will find your agreement reference or tenancy number on any rent statements or correspondence from Newlon.

Visiting our offices

In common with many organisations Newlon continues to adopt hybrid working. This means that the majority of staff members are spending part of the week working from home and part of the time in the office. Our head office remains closed to visitors, except by appointment.

Please do not come to our offices unless you have a pre-arranged appointment. If an appointment has been arranged for you this means that the member of staff you need to see will be in the office on that day rather than working from home.

If you are due to attend an in-person event at our office, please reschedule if you develop any cold, flu or COVID symptoms.

We can also arrange to carry out appointments through video conferencing such as Zoom.

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 newsletters@newlon.org.uk.

Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE
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