

Newlon News



Resident Engagement Strategy 2023-26.

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Welcome to the winter newsletter

In this edition there is the regular update from our Residents' Forum.
For help and support with the cost of living crisis, please see the article below.

Cost of living support

You said:

We want to be able to access the help and advice that is available to households during the cost of living crisis.

You said

We listened

We have:

We have listened to your request and created a section on the Newlon website called 'Cost of living support' where you will find a wide range of help and support that is available for households during the current cost of living crisis. The help and support has been organised into the following three sections:

- What support can you access yourself?
- What support can we help you to access?
- What other ways could you reduce pressure on your budget?

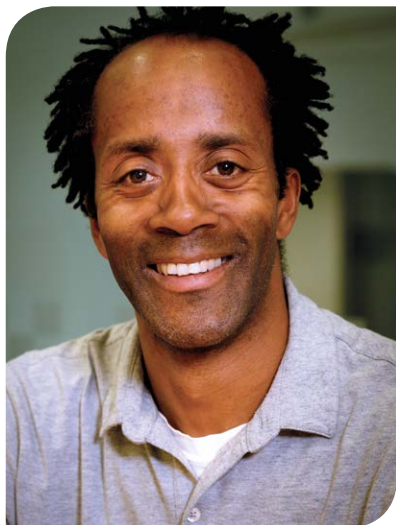
You will find information about the support available from the Government and your local authority for people experiencing hardship, as well as the type of assistance that Newlon can provide which includes support with finding employment and specialist benefits advice. Please go to www.newlon.org.uk/cost-of-living-support for further information.

If you are a resident who is experiencing hardship please speak to a member of the Residents Services Team.

You can do this by emailing community.services@newlon.org.uk or give them a call on **020 7613 8080**. We are here to help.

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.

October's Residents' Forum was held at Newlon House in Tottenham Hale. We were joined by senior members of Newlon's Housing and Services teams, as well as resident observers and prospective new Forum members.

We heard from Symon, Property Services Director that residents are at the heart of plans to improve the services delivered by Wates and other contractors. It is hoped that this way of working will, over time, improve resident satisfaction.

Stefan, Assistant Director Building Services, spoke with residents about the important work relating to building safety being undertaken. We watched a video showing how in the future residents will be able to view their buildings' fire safety information online. This information, held within a BIM (Building Information Modelling) system, will also be shared with local emergency services giving them secure, fast and easy access to critical information. Sharing this with residents will likely increase our understanding and confidence in the mark-up of our homes and buildings.

Congratulations to Ben. After a short runoff he was elected vice chair of the Forum.

Annette, Head of Quality, reported on the plans to increase resident satisfaction. Among the key areas to be monitored is repairs. Focus will be placed on delivering services with empathy and kindness while also being on time. Residents agreed that clear communications between Newlon and contractors is essential.

A question was asked if Newlon had ever had a fire evacuation exercise at any Newlon properties. Symon explained that Newlon had only just recently, with the support of local emergency and authorities, conducted a huge exercise aimed at improving their response to such high risk events, such as fires in high-rise blocks.

If you are concerned about, or are already experiencing financial difficulties you can contact Newlon to access advice, help and support. If you need to speak to someone about your financial situation, please email a member of the Resident Services team at **community.services@newlon.org.uk** or give them a call on **020 7613 8080**. We are here to help.

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

Visiting our Head Office

In common with many other organisations Newlon has a hybrid working approach. 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.

As a result, our Head Office remains closed to visitors, except by 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. Please do not come to Newlon House unless you have a pre-arranged appointment. 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.



mynewlon

residents' portal

short listed for a digital award



Our 'My Newlon' portal has recently been shortlisted for the prestigious Digital Innovation Awards. This shows that external industry experts are highly impressed with the way that the portal has been developed and works to offer services for our residents.

The mynewlon portal is easy to use and you can do any of the following with just a few 'clicks':

1. Pay rent.
2. Check rent statements.
3. Find out about estate inspections
(if you live on an estate or in a larger block).
4. Report anti-social behaviour issues.
5. Report routine repairs.
6. Book appointments direct with Newlon contractors.
7. Choose a time slot to suit you for repairs.
8. Check how jobs are progressing.
9. Access newsletters and annual reports.
10. Update your details.

If you want to become the next My Newlon portal user, just visit the website **www.newlon.org.uk** and click on the 'mynewlon' button or go straight to **my.newlon.org.uk/signin**.

You will need your seven digit agreement reference or tenancy number to sign up. You can find these on any rent statements or correspondence from Newlon. If you are the lead tenant and you are unable to locate any Newlon documents that contain your seven digit agreement reference or tenancy number, please contact the Service Centre on **020 7613 8080** and one of the team will assist in recovering it for you.

Free employment advice, training and upskilling for Newlon residents



Our 'Step Forward' programme provides residents of all tenures with opportunities for employment, training, qualifications, work experience, CV preparation and interview techniques.

We currently offer support with:

- Searching for a job.
- Finding free training and education opportunities.
- Guidance on writing CVs, covering letters and job applications.
- Interview skills and techniques.
- Getting work experience, placements, volunteering or apprenticeship opportunities.

"After contacting Paula Williams, Newlon's 'Step Forward' programme leader, I took part in a phone interview to establish my recruitment needs. I was encouraged to enrol on a Business Administration course and had personal help to upskill my CV and application forms. I'm pleased to say that with this support and guidance it has led to a new job opportunity. I'm also continuing to gain qualifications to further my career in the future."

Newlon resident, Enfield

For help with employment advice please contact Paula Williams at **community.services@newlon.org.uk** or call **020 7033 4605**.

Trouble paying your rent?

If you are struggling to pay your rent or service charges please contact us as soon as possible so we can agree a payment plan. The sooner you contact us the easier it will be for us to help you. Please contact us on **020 7613 8080** or **0800 316 7989**. You can also email **income@newlon.org.uk** or arrange to come into to our office by appointment to discuss your circumstances.

Newlon has signed up to the **National Housing Federation's pledge** not to evict anyone as a result of financial hardship, provided they contact us to arrange to get their payments back on track if they are in arrears. We will work with any residents struggling to pay their rent to set up manageable repayment arrangements where needed.

Guide to the new tenant satisfaction measures (TSMs)

You said:

We want a clear and easy to understand explanation of the TSMs and what they mean for residents.

You said

We listened

We have:

Created the following guide to the TSMs. If you have any questions about them please contact the Residents Services Team by emailing community.services@newlon.org.uk.

What are TSMs and what do they mean for me and my housing provider?

The Regulator of Social Housing (RSH) has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. This has been done after a long period of consultation with residents. The TSMs will apply to all social housing landlords, including local authorities, housing associations and other registered social housing providers. Landlords will start collecting data for TSMs in April 2023.

Why are these changes happening?

In 2020, the government published **The charter for social housing residents (social housing white paper)**, which sets out ways to improve things for people living in social housing.

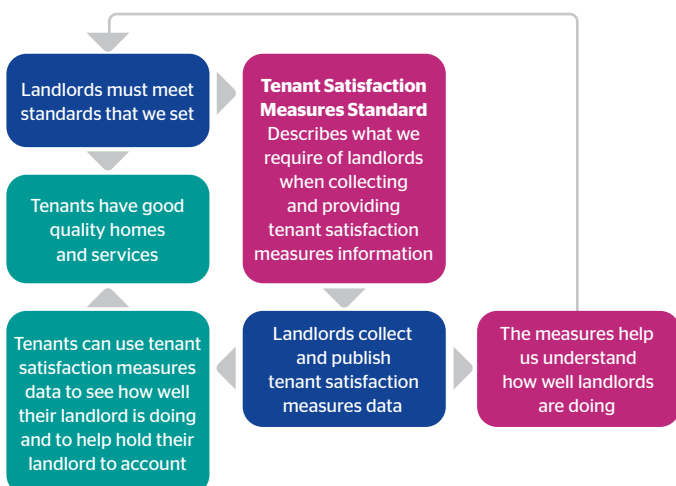
One of the steps proposed is bringing in a set of TSMs. Some, but not all, of the TSMs will also cover Shared Ownership homes.

How will TSMs work?

Below is a graphic to show the way TSMs will give tenants access to data that their landlords have a duty to provide, which will make it easier for them to be held accountable, and see how well they are doing.

Coming up with what to measure has only been one part of the RSH's work on TSMs. They have also published standards and requirements for landlords to follow so that different landlords' information is consistent and can be compared.

All of this is very good news for residents as it makes the collection and use of data transparent.



Does that matter to me?

Yes! TSMs are intended to make landlords' performance more visible to tenants, and help tenants hold their landlords to account. Looking at each measure on its own, it should be clear what it tells you about the landlord. Residents should also be able to use it to compare landlords. Looking at all the measures together, they should work as a package to show how well a landlord is doing in some key areas.

What are the TSMs?

There are 22 TSMs covering five themes, including an overall satisfaction measure. Ten of the measures will be measured by landlords directly, and 12 will be measured by landlords carrying out tenant perception surveys.

The five themes are:

- Keeping properties in good repair.
- Maintaining building safety.
- Respectful and helpful engagement.
- Effective handling of complaints.
- Responsible neighbourhood management.

What is a tenant perception survey?

Landlords will be responsible for running tenant perception surveys to collect data for TSMs. Surveys can take many forms to be inclusive, and landlords will be allowed to run the survey by post, by phone, face to face, online, or however is best for their tenants. They will have to include the twelve tenant perception survey questions exactly as the RSH have written them. Landlords will also be allowed to include their own questions. Landlords with 1,000 or more homes will have to run the survey every year.

When we find out the results of the tenant perception surveys?

The first data from the tenant perception surveys will be published in autumn 2024. This will be the first time that results will be published comparatively and the regulator will have the right to take action if landlords are failing.

This could include 'Ofsted-style' inspections, unlimited fines for failing social landlords and the ability for the regulator to enter properties with only 48 hours' notice and make emergency repairs. The regulator will also be able to issue social landlords with performance improvement plans.

Please visit www.gov.uk/government/consultations/consultation-on-the-introduction-of-tenant-satisfaction-measures for a full list of documents from the Regulator or if you want to know more about each TSM in detail.

In the last newsletter we introduced Trust Newlon, our approach for improving your satisfaction with the services we provide and the quality of your homes.

We will be updating you regularly on Trust Newlon to show how we are working with residents to improve services and highlight improvements and successful outcomes.

Trust Newlon focuses on four key areas:

- Making sure we are easy to deal with.
- Delivering reliable repairs.
- Improving the places where you live.
- Maintaining stable and lasting tenancies.

Dealing with complex repairs

The first steps we have taken as part of Trust Newlon have included developing a new approach for dealing with complex repairs, with a specific focus on issues with damp, mould and leaks. We have set up a new team – the Complex Repairs Unit to manage longer term or repeated repairs problems so these can be resolved.

If you are experiencing significant or long-term problems with damp and mould in your home caused by an issue where we are responsible for a repair and we have not recently contacted you, or we have carried out repairs or works and you are still experiencing issues, please contact us by email at DMTF@Newlon.org.uk.

Being easy to deal with

Our 'My Newlon' portal is an important part of making it easy to contact us. A wide range of repairs and service requests can be reported 24/7 using the portal. Uptake has been very promising with over a 25% of all Newlon households now using the portal.

The portal has also been shortlisted for a prestigious digital innovation award, showing that a range of industry experts consider it to be a really good way for residents to interact with us.

Managing ASB hotspots more effectively

A priority for maintaining stable and lasting tenancies is to improve our responses to security related repairs in areas where there are high levels of anti-social behaviour (ASB).

We have introduced a new way of working to improve how we respond, ensuring that our Tenancy Compliance team who manage ASB, Building Services and Estates teams now work together to review ASB issues so that we can respond more quickly and appropriately.

Things that we are doing differently include:

- Providing more secure entrance doors in areas where doors are getting damaged frequently rather than simply providing like for like replacements.
- Ensuring Estate Inspectors are reporting repairs to the Tenancy Compliance and Building Services teams, so we can understand if issues are the result of ASB or causing ASB.
- Introducing security patrols in areas with high levels of ASB.

It is vital that the changes we make through Trust Newlon are based on residents' concerns, that your voice is heard and that you are involved in helping us design solutions.

You said

We listened

One way of showing this engagement is using our 'you said - we listened' approach as often as possible to show where we have acted on residents' requests to improve services.

Nutley Edge the perfect place for a peaceful break

Nutley Edge is a beautiful rural property overlooking the stunning landscape of the Ashdown Forest, an Area of Outstanding Natural Beauty.

Originally a working farm, the buildings were converted into self-catering holiday cottages in 2011 and opened to the public soon after. Nutley Edge is the perfect destination for couples, families or groups looking to 'get away from it all' and enjoy the peace and quiet of the East Sussex countryside. It's located just an hour from London by train and is easy to get to by car.

Nutley Edge belongs to Outward, a charity that supports vulnerable people in north and east London, and is part of the Newlon Group. All profits from Nutley Edge go to providing better care and support for Outward's residents.

You can pick from twelve well equipped cottages that sleep up to four people, and you also have the option of staying in



a 17th century farmhouse, which sleeps up to eight. Some of the cottages have wheelchair access and all are pet friendly.

Alternatively, you may wish to stay in one of Nutley Edge's two glamping tents. Each four metre bell tent is furnished to provide you with a cosy, slightly luxurious glamping experience.

Nutley Edge can also cater for larger groups. So if you are celebrating a birthday or wedding anniversary and are looking for a venue with large capacity then it could be ideal. There are good rates for Newlon residents.

To learn more about Nutley Edge and book your stay please visit their website at www.nutleyedge.org.uk or call **01825 712 377**.

Resident Engagement Strategy 2023-26

by Emma Preston-Dunlop, Senior Resident Engagement Officer

You said

We listened

We have listened to residents and worked with them to co-design the new Resident Engagement Strategy 2023-26. This partnership signifies a stronger union with residents and one that will help improve our services and satisfaction levels. The strategy will help inform how Newlon will better engage, involve and listen to residents and will help us to embed the value of the resident voice and lived experience in all areas of our work.

The strategy sets out new and enhanced ways of partnership working to meet the diverse needs of our residents and involve everyone more effectively in decision-making, scrutiny, service planning, and service delivery. It aims to strengthen community participation and engagement across all areas where our homes are located using a resident-first approach.

It has been a privilege for me to work with residents on this strategy. A group of eighteen residents who were part of the co-design offered to continue to monitor and assess the successes and lessons learnt at regular intervals throughout the strategy's lifecycle. This means that residents are commenting on and scoring our engagement work every six months, rather than us 'marking our own homework'. Incorporating this information into the strategy will make it more robust and ensure that it remains responsive, and allow for further development within its lifespan. These updates will be published via the newsletter and on Newlon's website.

Focus groups are a really great way of getting residents' opinions and working through ideas. They can happen online or in person, which is what we did for this strategy. They allow thoughts to shape and grow, opinions to be shared, and offer space for open and frank conversations.

Throughout the shaping of the strategy, the following resident priorities emerged:

- Residents want to be involved in shaping, scrutinising and improving services.
- Residents want more consistent, higher quality communication from us.
- Residents want to be involved in reshaping the service standards we set for how we work with residents.
- Residents identified repairs, communication between teams and reply timescales as areas needing improvement.
- Residents told us they want meetings to be flexible, online and outside of working hours, as well as face to face, to allow them to take part and get involved in ways that suit their lifestyle.
- Satisfying the Together with Tenants Charter from the National Housing Federation.
- Building on the seven White Paper commitments this strategy concentrates on two key areas:
 1. Satisfaction that the Landlord Listens to Tenant Views and acts upon them.
 2. Satisfaction that the Landlord keeps tenants informed about things that matter to them.



There are four strategy themes, each with an action plan of clear key objectives, based around what we'll do and what outcomes we're aiming for. The four strategy themes are:

- Co-designing your services with us.
- You say; we listen, we do
- Your voices amplified.
- Your Resident Engagement Strategy.

This is what residents involved in the co-design had to say about it:

"We have been working hard to come up with ideas that would fit residents' needs. It is amazing that my voice as a resident is being heard and I can make a difference for my fellow residents, along with helping Newlon improve and make their services more accessible, effective and congruent with their residents. I look forward to working with this team and monitoring and working with the resulting data."

Dana

"Being a resident and part of co-producing the Resident Engagement Strategy has been an amazing journey with no regrets. It's been an absolutely great pleasure. The diversity is top notch and I'm hoping that the organisation would put into perspective all that has been put in place and ensure it works for the better growth and cordial relationship between landlord and residents. I look forward to being part of continuous monitoring."

Peter

"I am very impressed by the ideas and plans in the Resident Engagement Strategy. I think it will lead to more much needed interaction between the residents and Newlon, with more open dialogue on the important day to day issues that resident have. Moving forward, hopefully it will lead to better services for residents in the long run."

Daniel

The secret history of our streets

Spitalfields Market, Tower Hamlets

Newlon Housing Trust provides over 8,300 homes across north and east London, ranging from new build high rise homes to 18th century street properties. Many of our properties, or the areas where they are built, have fascinating histories. Newlon has many properties close to Spitalfields Market including Celia Blairman and Phillip Blairman House which were named after our founders.

Spitalfields takes its name from the hospital and priory, St. Mary's Spittel which was founded in 1197. It was in a field next to the priory where the now-famous market first started in the thirteenth century.

Spitalfields Market history

Spitalfields had been relatively rural until the Great Fire of London but by 1666, traders had begun operating on the site where today's market stands. In 1682 King Charles II granted John Balch a Royal Charter giving him the right to hold a market on Thursdays and Saturdays in or near Spital Square.

The success of the market encouraged people to settle in the area with the French Huguenots bringing their silk weaving skills to Spitalfields during the sixteenth century, followed by Irish weavers in the 1700s. As the area grew in popularity, Spitalfields became a parish in its own right in 1729 when Hawkesmoor's Christ Church was completed. From the

late 1800s East European Jews escaping the harsh conditions in Poland and Russia fled to Spitalfields, leading to an overwhelmingly Jewish community.

By the middle of the 20th century the Jewish community had mostly moved on. Since the 1970s a thriving Bangladeshi community has flourished in the area. Bringing new cultures, trades and business to the area including the famous Brick Lane restaurant district.

The growth and redevelopment of the market

From its small beginnings in the 17th Century, Spitalfields Market blossomed with traders doing their best to meet the needs of London's rapidly growing population and their appetite for fresh fruit and vegetables. Their success made Spitalfields Market a major centre for the sale of fresh produce, trading six days a week.

However, after the 1820s Spitalfields and its market fell into decline and gained a reputation as a cheap area in which to live. A former market porter called Robert Horner bought a short lease on the market, redeveloped it and created a new market building which was completed in 1893.

In 1920 the City of London acquired direct control of the market, extending the original buildings eight years later. For the next

60 years, Spitalfields' reputation and size grew, and with a need for a larger premises, in May 1991 it finally opened its doors at its new location in Leyton, east London. New Spitalfields is now a horticultural market, with a range of fruit, vegetable and flowers for wholesale purchase.

At the end of 2005, after 18 years of preparation, the Spitalfields regeneration programme was completed. This regeneration has resulted in the creation of two new public spaces, Bishops Square and Crispin Place, a public art programme, an events programme, the restoration of several historic streets in E1 and a selection of carefully selected independent retailers and restaurants. A visitor to Old Spitalfields Market today will find designers and artists selling fashions, homewares and accessories or a treasure trove of vintage and antique clothing, furniture and other wondrous oddments!

Adapted from www.spitalfields.co.uk.



Fire safety focus group

Jeannie Lowen Newlon resident

I was recently invited to participate in a resident involvement Fire Safety Focus Group. It was arranged in response to Newlon's responsibilities initiated by the new Building Safety Act.

I joined a group of fellow residents in an online session. This was an opportunity to provide feedback on how Newlon would implement the new legislation in regard to fire doors.

It is required that communal fire doors be checked quarterly and individual flat entrance doors are to be inspected annually. Newlon intend to train some residents to assist in the quarterly checks on communal fire doors. We discussed utilising the resident inspectors where applicable as they are already on site and participate in estate inspections. This option would be the most cost effective. Newlon's Property Services team are mindful of how the new legislation could impact service charges and this is an important aspect of the ongoing consultation.

The Building Safety Act and the Fire Safety Act was implemented in consequence of the Grenfell fire tragedy. The Hackitt Report was commissioned by the government to undertake an independent review of Building Regulations and in particular their impact on Fire Safety.

The Hackitt report found that the pre-existing regulations were not fit for purpose and that a culture change is required to support the delivery of buildings that are safe. It was noted that the voices of residents often go unheard, even when safety issues are identified.

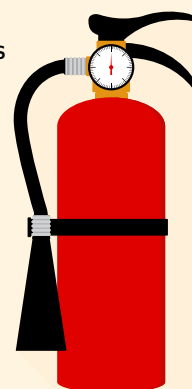
The Building Safety Act and Fire Safety Act will bring in several measures intended to make buildings and residents safer. Although a great deal of the legislation deals with new builds, with a particular focus on tall buildings over 18 meters in height, it has implications for all buildings.

During the Fire Safety Focus Group we learnt there is a lot more to fire doors than you might think. Therefore some training would be required to familiarise resident inspectors with these features.

We also discussed the importance of keeping all residents updated about fire door requirements and fire safety provisions in the buildings. The importance of access to residents' homes was highlighted. This is in order to check the reliability of front doors. This is already underway and a fire safety officer attended my building this week and checked my door. The Fire Safety legislation is due to come into force early in 2023.

One finding I noted in the Grenfell report was that along with the scandal of the cladding it was found that many of the flat front fire doors failed. This underlines the need for annual inspections.

It is important for landlords and residents to be in close liaison. I was impressed by the insightful questions and suggestions of my fellow residents. Having the involvement of residents can ground policy in the practicalities of residents' everyday experience. It also helps disseminate an understanding of policy within the community. Resident involvement such as this ongoing consultation is of vital importance.



The importance of recycling batteries



Did you know that batteries or items containing rechargeable batteries thrown in household rubbish bins cause about 700 fires every year in dustcarts and waste-processing centres? They cause a real problem, because they have a tendency, when damaged, to explode or ignite. When you put them in general rubbish, they're likely to be crushed, compacted, smashed or they might get wet. This can cause them to short-circuit and if they're in the presence of other flammable material like plastic, paper and card, it could lead to larger more problematic fires.

To avoid these fires, please recycle your batteries or items containing rechargeable batteries. In fact anything with a plug, battery or cable can be recycled. To find your nearest recycling centre or for more information about recycling batteries visit www.recycleyourelectricals.org.uk/.

Update on rent increases for 2023-2024

Each year we review our residents' rent. The amount we can increase rent by to cover increases in our running costs follows a formula set by the Government.

For residents in social rent homes this is based on September CPI plus up to an additional 1%. CPI is the Consumer Price Index, a commonly used measure of inflation.

For the majority of Shared Owners we use a formula based on RPI plus 0.5%, often based on September RPI but in some cases this varies according to the lease. RPI is the Retail Price Index, the other most commonly used measure of inflation.

This year inflation is very high. Which means that CPI and RPI were both at a high level when they would have been used to set next year's rent rises.

The majority of Shared Owners would have faced rent increases of 13.1% for next year and in some cases higher.

Newlon is concerned about the impact of increased costs for our residents during the current cost of living crisis and we are pleased that following consultation with the Government, social housing providers have agreed to cap the increase for social renters at 7% from April 2023.

Although this cap only applies to social tenancies we have decided to limit the rent increases to 7% for all of our residents in light of the current difficult economic climate. Therefore the rent increases from 1st April 2023 for Shared Ownership residents will also be limited to 7% in line with the social rent cap.

The Government has also confirmed that benefits will increase in line with inflation. If you receive Housing Benefit, Universal Credit or another form of benefits to pay your rent, these payments will rise from April onwards.

Why do we need to increase rents?

As a not-for-profit, charitable housing association, the money we collect from rents is invested in maintaining residents' homes or providing much needed new affordable housing.

Our costs are increasing at a significantly higher rate than inflation, especially for providing repairs and maintenance, building materials and service contracts. This means we need to increase rents to continue to safely provide key services, improve the homes we manage, invest in critical fire safety works, build new affordable homes and support local communities.

Service charges

We are working very hard to minimise any service charge increases for next year. This includes working in partnership with residents to look at ways we can minimise service charge costs. Nevertheless, there are likely to be significant increases in service charges due to increased contract costs and large increases in specific areas including buildings insurance, where the costs for cover have increased at a far higher rate than in previous years.

Inspecting fire doors

Following the introduction of new legislation from January 2023 Newlon will need to undertake a number of additional building and fire safety inspections to ensure your building continues to be safe to live in. One of these requirements is to inspect all fire doors. This includes the front entrance door to your home, which must be inspected annually and any fire doors in communal areas which need to be checked on a quarterly basis. To meet this requirement we have set up a new Building Safety Team. You will be contacted by a member of this team or one of our specialist contractors to arrange an appointment to check your flat entrance door (FED).

All flat entrance doors (FEDs), including those that open into communal areas, are legally required to withstand fire and the spread of smoke for at least 30 minutes. If a fire breaks out in one flat, the FED will help to stop the fire and smoke from spreading into communal areas and corridors, allowing residents to escape the building safely if required.

If there is a fire in your flat, it is important that the FED closes automatically behind you as you escape, so that smoke and fire do not spread into the corridors. To enable this FEDs are fitted with self-closing devices, so it's vital that these doors are not wedged open.

It is important to note that a fire door will not work unless it is properly installed and well maintained, this is one reason we are required to inspect them on a regular basis.

If you pay a service charge it is likely that there will be some additional costs for carrying out these fire door inspections and other requirements of the new building and fire safety legislation. We are currently awaiting secondary legislation and further guidance from the government before we can determine which activities can be charged for and the likely costs. We will communicate with you further as soon as we have received clarification from the Government.



Wellbeing programmes

at our Barnsbury Community Centre

The following wellbeing programmes for individuals and families take place at the Barnsbury Community Centre, N1 0FE. The Centre is easily accessible by public transport and the majority of activities are free or low cost and open to all Newlon residents.

- **Free arts and crafts workshop** – make your own body scrubs, cushion covers and create hand-made gifts for free. 1:30 p.m. – 3:30 p.m. on various dates. For more information visit Community@mountanvil.com or call **07435 793 270**.
- **Exercise classes (women only)** – focusing on physical fitness, health and wellbeing of our residents, led by a professional instructor. Coffee and craft sessions are also available. Please email juliet.vibert@gmx.com or just turn up and register.

Day	Exercise Class	Coffee & craft sessions
Monday	10:00 a.m. – 11:00 a.m.	
Tuesday	10:00 a.m. – 11:00 a.m.	11:00 a.m. – 12:30 p.m.
Thursday	5:00 p.m. – 6:00 p.m.	

- **Islington Bangladesh Association (women only)** – is offering free exercise and fitness classes from Yoga to Aerobics. If you would like to take part please contact asad@ibal.org.uk or call **020 7713 8971**

Day	Time
Wednesday	10:30 a.m. – 11:30 a.m.
Thursday	9:30 a.m. – 10:30 a.m.

- **Islington Bangladesh Association (men only)** – is offering free exercise and fitness classes including badminton. If you would like to take part please contact asad@ibal.org.uk or call **020 7833 2608** or **020 7833 0591**.

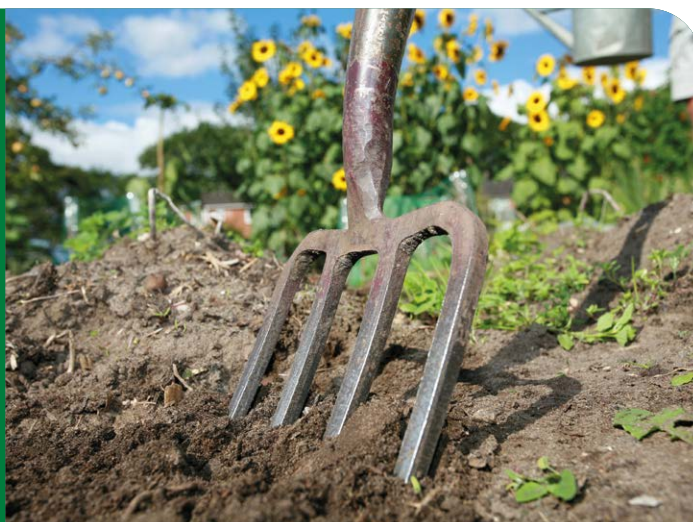
Day	Time
Thursday	11:00 a.m. – 13:00 p.m.



- **Philosophy discussions** – Dr Bill Thompson is a philosopher, an architect and has lived on the Barnsbury Estate for over 30 years. Philosophy meetings take place between 6:00 p.m. and 8:00 p.m. on the second Friday of each month in the seminar room. Please contact Bill directly on **07751 288 171** to register your interest.
- **Tutors United** – this programme delivers confidence boosting, attainment raising online tutorials to all Newlon residents who are primary school pupils in school years 4, 5 and 6 (ages 8 – 11 years old). Online tutorials take place on Mondays during term time from 4 p.m. – 6 p.m. Spaces on the programme are limited so sign up now to secure your child's place. If your child doesn't receive a space straight away, they will be put onto the waiting list and you will be contacted when a space becomes available. To sign up, please fill in the online registration form at: tutorsunited.org/register-your-child/ or email malique.zephar@tutorsunited.org if you have any questions.
- **Gardening** – we have continued to maintain gardening spaces at the Barnsbury Estate with help from our local volunteers managed by Islington Bangladesh Association. For more information email asad@ibal.org.uk or call **020 7713 8971**.

Islington in Bloom Award

The Islington in Bloom initiative recognises gardens, green spaces and allotments that have helped to make the borough a cleaner, greener and healthier place to live. We are delighted to announce that one of our allotments, Samford house Allotments in Barnsbury, has recently been awarded the Silver Award for the Best Housing Community Garden. Lots of hard work goes into tending the allotments and it's a real testament to those involved.



Remedial fire safety works – leaseholder protections

At the end of June 2022 the Government introduced additional legislation to the Building Safety Act to legally protect leaseholders living in buildings above 11 metres in height from costs associated with historic fire safety defect remediation.

This legislation is extremely complex and Newlon has needed to seek specialist legal advice to make sure we can apply it correctly.

Having received initial detailed legal guidance we were concerned that some of the advice remains unclear and we have asked for further legal clarification. We hope to receive an update on this in the very near future and will contact all leaseholders in relevant buildings as soon as we receive the required guidance.

We apologise that this is taking a long time to provide a full update about, but it is very important that we apply this legislation correctly and as intended.

Impact on the housing market

These protections are beginning to have some impact on the housing market as more lenders are now starting to indicate that they will lend money for mortgages for homes which require remedial works.

However, this can still be a complex process and our advice remains to ensure you contact our resident sales team before committing to any costs. You can also refer to our website at <https://www.newlon.org.uk/fire-safety/> for more detailed advice and information.



Kids in Motion

at the Barnsbury Community Centre

“We Explore, Learn & Grow in Motion”

Kids in Motion is a nursery based at the Barnsbury Community Centre

It offers a nursery and early education academy programme that provides children with a safe, joyful and engaging learning environment. Kids in Motion has designed its own unique curriculum that follows the EYFS (Early Years Foundation Stage) and encourages learning in the natural way; by moving, doing and exploring.

Kids in Motion is open from Monday-Friday, 8:00 a.m. – 6:00 p.m.

Two and three year old funded places are available.

There's a Baby Room, Toddler Room and a Pre-School Room, along with plenty of outside space.

For more information please email islington@kidsinmotion.co.uk or call **020 8075 6500**. Alternatively drop into the Barnsbury Community Centre for a chat or a viewing.

Reintroduction of free food waste recycling at the Barnsbury Estate

You can now recycle food waste at your block or estate by using a communal food waste recycling bin.

If you are a Barnsbury Resident who doesn't have a small kitchen caddy, please visit the Barnsbury Estate Office where they will supply you with one for free. If they have run out, they will be able to order one for you. Residents are encouraged to use a small kitchen caddy to store food waste before transferring it to the large communal food recycling containers, located near your rubbish or recycling facilities. It's important that you always use a compostable liner in your caddy. You can pick these up for free from the Barnsbury Estate Office and all Islington libraries. They can also be purchased cheaply from most supermarkets.





Carrying out alterations and improvements

As a homeowner, there will be times when you want to carry out alterations or improvements to your property. You will usually be free to do minor works such as like for like changes to your kitchen or bathroom fittings. However, if your alterations are structural, then you should seek our permission to ensure you are not breaking any building regulations, any leasehold/freehold terms and conditions, and to make sure you meet the requirements of the buildings insurance policy.

Examples of structural alterations include (but are not limited to):

- Installing double glazed doors or windows.
- Fitting a new kitchen or bathroom.
- Adding extensions, conservatories or loft conversions.
- Changing the existing internal layout or knocking down walls.
- Putting down laminate flooring.

Consent before you start

It is important that you seek our consent before you start to make any major changes to your property as it is a condition of your lease and it can save you time and money for the following reasons:

- We might require you to reinstate the property to its original condition, at your cost, if the alterations do not comply with our standards, the area is not demised to you or the changes affect the structure of the building.

- You may need the freeholder's consent if Newlon does not own the building.
- You are likely to experience difficulties when you want to sell your property as new buyers often require proof that your landlord/freeholder has consented to the alterations in accordance with the terms of the lease. If you do not have the required consent, this can delay the sale of your property.
- It helps to guarantee that the structure of the building remains safe for all occupants and ensures that any changes made do not adversely affect the rights of other people who live in the building.
- The cost of making a retrospective application for consent may be expensive as there is no guarantee that your landlord or freeholder will consent to the works carried out retrospectively.

We strongly advise that you first check your lease to see if it contains any clauses with regards to making alterations or improvements. If you have already started or completed any work without applying for our consent, then you will need to apply for a retrospective consent and provide detailed information of the work you have made.

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

Changes to the Complaints Policy

You can find Newlon's complaints policy on our website, it explains how we deal with things if residents are unhappy with the service that we offer. It states that if residents are unhappy with some aspect of our service, they can contact us and it will be registered as a stage 1 complaint. Residents can then escalate their complaint to stage 2 if they feel that

Newlon has not dealt with it satisfactorily. Following this, if residents are still dissatisfied they can now go directly to the Ombudsman rather than wait eight weeks. You can find more details about complaints on our website **www.newlon.org.uk/residents/making-a-complaint**.

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
Telephone: **020 7613 8080**

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

Newlon Housing Trust is a charitable Housing Association

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