

# Newlon News



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## Annual report

Along with this edition of the residents' newsletter, you will find the Residents' Annual Review - Newlon's annual report to residents. It contains information about how we performed in the last year, progress we are making through our Trust Newlon initiative, and introduces how we are reporting on the new Tenant Satisfaction Measures.

## Christmas closure - advance notice

Our offices, including the Barnsbury Estate Office, will be closed for the Christmas and New Year break. Friday 22nd December will be our last working day and we will reopen on Tuesday 2nd January.

During this time our contractors will provide emergency repairs only. Emergencies include total electricity loss and major leaks. In these instances our contractors will 'make safe' and may be able to make a full repair provided extensive works are not needed. If additional works need to be approved we cannot do this until we reopen.

If you have an emergency repair during this period please phone **020 7613 8080**, where a recorded message will direct you to the contractor providing cover. Please note that we will not be able to reply to any text messages or emails over the closure period.



**Lloyd Gale-Ward, Chair**

# Residents' Forum

## update from the Chair

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

The most recent Residents' Forum meeting was held on a very warm September evening at Newlon House in Hale Village. The warm weather and conversation had attendees in good spirits, most of whom welcomed the meeting room's air conditioning.

Introductions and apologies were made, and June's meeting minutes were agreed.

Emma Preston-Dunlop, Resident Involvement Manager, gave us an introduction to scrutiny. A new Forum responsibility that seeks to focus on specific resident services over a six month period.

The first service to be scrutinised will be complaints specifically learning from them.

Around five members of the Forum will meet online during the scrutiny period and then report their findings back to the Forum or the Resident Services Committee, if more appropriate.

Stefan St-Hilaire Brown, Assistant Director of Building Services, spoke about Fire Risk Assessments (FRAs), their increased importance since Grenfell as well as some of the inter-agency work with local authorities and emergency services. Stefan introduced Russel Troth, Fire Safety Consultant from Quality Fire Safety Management Ltd (QFSM).

Russel spoke passionately to residents about his personal experiences and credentials, before going into detail about the work and personnel of QFSM, which includes undertaking risk assessments as well as fire investigations for Newlon.

He argued that his organisation takes a sensible approach to fire safety and advice and suggested Newlon should do what is actually necessary, rather than simply ticking boxes.

One of the many points Russel made was that regular well managed fires in apartment blocks often don't make the news - as they largely contain the fire as designed, and as such are not newsworthy.

Tom O'Malley, Assistant Director of Governance and Assurance, presented some early results from recent satisfaction surveys based on the Tenant Satisfaction Measures (TSMs). TSMs will enable tenants to scrutinise their landlord's performance and give landlords insight about where they can improve. The early results show that Newlon's performance is slightly below the average. However when looking at the trend analysis, it appears Newlon's performance is on the increase and should meet or even exceed the sector average in coming months.

Newlon have partnered with survey provider ACUIITY (who already work with over 100 housing providers) to survey residents. Surveys will be conducted via telephone, with translators available if needed. Newlon will also look into how to support other residents for whom telephone calls may not be the best way to communicate.

If you have any questions about aspects of resident involvement please email [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk).

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## Rent increases for October 2023

If you have a social rent tenancy with us, you will be used to your rent changing in October each year. Your rent usually increases in line with the consumer price index, which this year is 11%. However, your rent will only increase by 7% and not the expected 11%. This is because housing associations, including Newlon, agreed with the Government to cap rent increases at 7% for their residents. This measure was put in place to address the challenges faced by renters and to provide some reassurance in these financially uncertain times.

If you claim Housing Benefit or Universal Credit it is likely that your benefits will be reassessed and the increased amount will also be covered by your benefit. If you have any concerns or wish to discuss this change please email [income@newlon.org.uk](mailto:income@newlon.org.uk).



# Trust Newlon green shoots of recovery



In the summer newsletter we highlighted some of the successes of the first year of Trust Newlon, our initiative to improve your satisfaction with the services we provide.

These include improved overall satisfaction, a reduced number of enquiries to our Service Centre, increased satisfaction with the repairs service, higher satisfaction with communal areas and more residents finding us easy to deal with.

We are continuing to make progress and in the last calendar year there were 10% fewer email or phone contacts to our Service Centre, meaning that residents have needed to contact us significantly less often.

We are also working hard to focus on some of the key areas residents have told us are important. These include:

## **Ensuring fewer repairs get cancelled**

By working closely with our main repairs contractors we have managed to reduce the number of jobs that get cancelled each week from around 90 on average to around 30. Where a repair cannot be carried out as scheduled this is usually because a different tradesperson is required to the one booked.

To minimise this problem we have carried out specialist training with our Service Centre Team to help with diagnosing repairs more accurately. We are continuing to work on reducing the number of repairs that need to be cancelled as we know how frustrating this is for our residents.

## **Antisocial behaviour (ASB) hotspots**

Our Building Services, Neighbourhoods and Investigations Teams are working closely together to provide proactive solutions where there are higher than average reports of ASB. One successful approach has been through providing new higher specification front entrance doors for some schemes. We have found that this reduces ongoing repairs and ASB in communal areas. As part of this approach we recently upgraded and replaced all the front entrance security doors at Hale Village, where we provide 542 homes.

## **Being easier to deal with**

In addition to fewer contacts to our Service Centre an increasing number of residents are using the 'My Newlon' portal, which now has more than 3,000 households registered.

## **Service charges – what you need to know**

If you rent a home from Newlon, you may need to pay a service charge.

In very basic terms service charges are payments made by residents towards the cost of services such as cleaning of communal areas, gardening and safety checks.

It's a good idea to inform yourself (or remind yourself if you need a refresher) about what's included in service charges, how they are calculated, why they might increase and what the difference is between the service charge estimate and the service charge statement.

So for easy to understand information about service charges, please head over to the dedicated service charge page on our website.

**[www.newlon.org.uk/residents/service-charges](http://www.newlon.org.uk/residents/service-charges)**

### **Here you'll find:**

- A detailed, informative frequently asked questions leaflet.
- A helpful glossary of terms leaflet.
- A leaflet explaining your rights and obligations.

If you have any queries relating to your service charges, please contact our Service Centre on **020 7613 8080** or e-mail **[customerservice@newlon.org.uk](mailto:customerservice@newlon.org.uk)**.





# Hate crime

## You said:

We would like to find out more about Newlon's approach to hate crime.

You said

We listened

## We have:

Listened to your concerns about hate crime and the confusion which sometimes surrounds it. We want our residents to feel safe in their homes and in their communities. It's important to us that our residents feel informed about hate crime and are supported to report it if they have been a victim of hate crime or have witnessed something. To help our residents do this, we have created a new section of the website dedicated to hate crime which explains:

- What hate crime is.
- Why you should report it.
- Newlon's approach to dealing with hate crime.

We want all our residents to know that hate crime incidents/cases are handled by our Investigations Team, as part of their monitoring of antisocial behaviour complaints. We monitor and record all complaints of hate crime made to us and only close cases in line with our procedures and with the knowledge of the victim. We work in partnership with other agencies such as Safer Neighbourhoods, community policing teams and local authorities. In serious cases of hate crime, the police will usually be the lead agency and we will support the police in any criminal prosecution for hate related crime.

Please visit [www.newlon.org.uk/hate-crime](http://www.newlon.org.uk/hate-crime) to access more information about hate crime. If you have any questions about hate crime or would like to report a hate crime, please email [asb@newlon.org.uk](mailto:asb@newlon.org.uk) or call our Service Centre on **020 7613 8080**.

# Contacting the Service Centre

When calling our Service Centre, it's important that we can verify who you are for security reasons before proceeding with your call. Please expect to be asked questions such as your full name, full address, telephone number and email address. This is to ensure security of your information and to confirm that we have your updated and most recent contact information.

Our staff work very hard to make sure they fully understand what you need and try their best to help and so we would like to remind residents that we will not tolerate any form of violence, abuse or unacceptable behaviour towards us. Violence is not restricted to acts of aggression that may result in physical harm, it includes behaviour or language (written or verbal) that may cause staff to feel offended, afraid, intimidated, threatened or abused. This applies to all areas of our work and to all methods of contact including telephone, face-to-face, letters, e-mails and any other form of communications.



## Step Forward – Enfield apprenticeship opportunity

Our Step Forward programme provides employment advice to support and mentor residents into work, as well as apprenticeship and work experience opportunities.

We are pleased to share one such opportunity with you. Roof Ltd, a local construction company, are offering a Site Management trainee/apprenticeship role. This is open to Newlon residents who live in Enfield and is an excellent opportunity for someone to enter the construction industry at an early stage in their career.

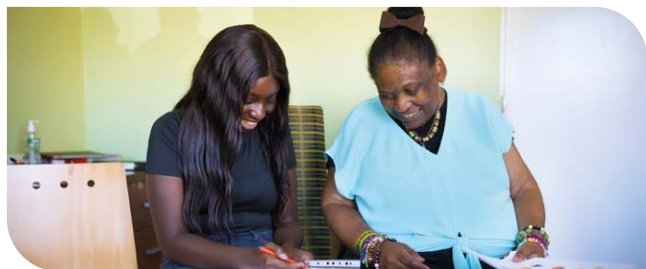


You can apply for this role if you have five good passes at GCSE Level (grade 5 and above including Maths, English and Sciences/Technology).

If you are interested in this opportunity or you would like to know about any other upcoming apprenticeships and work experience opportunities from January 2024, please email [financialinclusion@newlon.org.uk](mailto:financialinclusion@newlon.org.uk).



# Outward a year in focus



Newlon provides around 700 supported housing homes, ranging from extra care housing for the elderly to housing for young care leavers, former street homeless and adults with learning disabilities. In the majority of these homes our specialist care and support partner Outward provides care, support and housing management services.

Outward enjoyed a successful year in 2022-23, providing support for 887 people to maximise their independence and social engagement by providing essential care and supported housing services.

They provided services across nine London boroughs and at Nutley Edge (Outward's East Sussex holiday and respite centre) to individuals with learning disabilities, autism, mental health issues, young people at risk, and older people.

Over the last year Outward has been focused on wellbeing and delivered some great projects including:

- A nutrition project which is improving knowledge and skills in budgeting, shopping and cooking healthy meals. Outward will be expanding this vital work in 2023-24 with additional funding.
- A sports project funded by Sports England, and delivered in partnership with Sport Works which is getting people active and providing a fun way to socialise at weekly sports sessions across seven Outward locations.

- Developing a partnership with 'Together for Music' who connected our older people's services with primary schools to curate short music performances.
- A safeguarding project led by the people we support, in collaboration with the Metropolitan Police to help provide guidance around being safe in the community.
- The annual Gardening Competition which showcases the amazing gardening skills and creativity of residents and staff working together in their gardens, getting fresh air, exercise and a real sense of achievement.

The people supported by Outward also benefitted from over 3,500 hours of additional time with amazing community volunteers helping them to learn new skills and enjoy their interests and to reduce social isolation through befriending.

## Growing and developing

Outward's supported housing service for young people continues to deliver great outcomes with over 90% of the young people supported being in employment or education. The team were shortlisted for the 'Supported Housing Award' at the National Learning Disabilities awards this year and received a 'Highly Commended' second place.

Working in partnership over the last year, Newlon and Outward have also provided additional supported homes for young people who may be leaving the care system or are at risk of homelessness through life circumstances and are planning for future developments to meet this essential need.

## Find out more

If you would like to find out more about the work Outward do or you would be interested in volunteering or in a career in social care visit **[www.outward.org.uk](http://www.outward.org.uk)**.

## mynewlon sign up success

Since its launch in the summer of 2021, the amount of residents signed up to use My Newlon, our easy to use online self-service portal, has been steadily rising and we are pleased to report that we now have over 3,000 households registered to use it.

These residents can use the portal to do the following things at a time that is convenient to them:

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

If you want to register with My Newlon, just visit the website **[www.newlon.org.uk](http://www.newlon.org.uk)** and click on the 'mynewlon' button or go straight to **[my.newlon.org.uk/signin](http://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 letters 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.



## Bitesize: Social Housing (Regulation) Act 2023

This Act is intended to be the catalyst for a new proactive approach to regulating social housing, ensuring standards are met and taking action against failing landlords. The Act itself describes its purpose as being to “reform the regulatory regime to drive significant change in landlord behaviour”. At its heart, it is about improving and promoting a more forward thinking approach to handling everyday issues faced by social housing residents, and making it easier for residents to hold their landlord to account when things don't go to plan.

### The Act brings forward the following ground-breaking changes:

- Strengthening the Regulator of Social Housing (RSH) to carry out regular inspections of the largest social housing providers with the power to issue unlimited fines to social landlords.
- Additional Housing Ombudsman powers to publish best practice guidance to landlords following investigations into resident complaints.
- Powers to set strict time limits for social landlords to address hazards such as damp and mould.
- New qualification requirements for social housing managers.
- Introducing stronger economic powers to follow inappropriate money transactions outside of the sector.

### So what's next?

The RSH is currently consulting or due to consult on a number of areas:

- Revisions to the consumer standards which will apply from April 2024.
- The Government will take forward consultations on Awaab's Law which requires landlords to investigate and fix damp and mould in their properties within specified timeframes.
- Changes to the Decent Homes Standard.
- The professionalisation of the sector and what qualifications are necessary or appropriate.
- The Access to Information Scheme, which will allow residents or their representatives time limited access to information related to the management of social housing held by their landlord, and also relevant information that may be held by sub-contractors.

# Charge safe

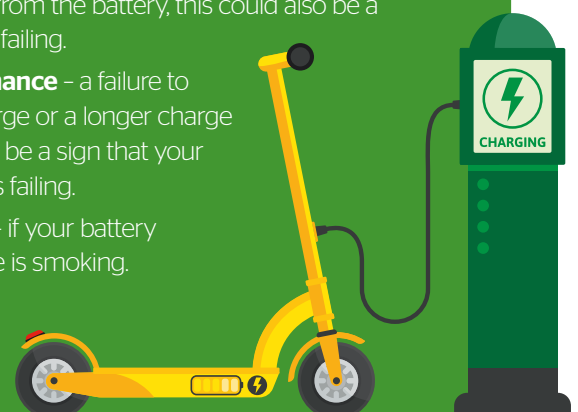
We want all our residents to be safe in their homes. You may have seen reports in the news about a huge increase in fires caused by lithium batteries – these are the type of batteries used to power e-scooters and e-bikes. Please stay safe when charging your e-scooters and e-bikes by following the guidance below.

### How to charge electric bike and electric scooters safely:

- Don't block your exit with charging batteries or e-bike and e-scooters. If a fire breaks out, you won't be able to safely leave your home.
- Don't charge batteries in communal areas or escape routes within blocks of flats, a fire breaking out can quickly block residents' ability to escape.
- Keep an eye out for warning signs that your battery might be failing and becoming a fire risk.
- Never leave your battery to charge when you are out or whilst you sleep.
- Make sure your battery and charger meet UK safety standards.
- Use the correct charger for your battery, and make sure to buy it from a reputable seller.
- Let your battery cool before charging it.
- Unplug your charger once the battery has charged.

### What are the warning signs that electric scooter and electric bike batteries could start a fire?

- **Heat** – it's normal for batteries to generate some heat when charging or in use. However, if your device's battery feels extremely hot to the touch, there's a chance it's defective and could start a fire.
- **Bulging** – a battery bulging or swelling out of shape is a common sign of it failing. If your battery looks swollen, you should stop using it immediately. Similar signs include any type of lump or leaking from the device.
- **Noise** – failing lithium batteries have also been reported to make hissing or cracking sounds.
- **Smell** – if you notice a strong or unusual smell coming from the battery, this could also be a sign of it failing.
- **Performance** – a failure to fully charge or a longer charge time can be a sign that your battery is failing.
- **Smoke** – if your battery or device is smoking.





# Resident scrutiny – what is it?

Resident scrutiny is a way of strengthening both residents' voices and influence to ensure we provide excellent services. It enables staff and residents to work in partnership to achieve better performance, improved services for residents and helps influence our practices, policy and procedures in a positive way.

We call our residents who undertake scrutiny, Scrutineers.

## What do Scrutineers do?

We use a variety of scrutiny approaches: mystery shopping, ongoing resident monitoring of strategy and projects using residents from the Think Tank who have been inducted to be Scrutineers.

## Scrutiny processes:

- Mystery shopping is undertaken three times per year by groups of at least 20 residents.
- Resident monitoring of strategy is undertaken twice a year as part of a three year strategy life cycle by representatives from a group of 18 residents.
- Project based review is undertaken twice a year by representatives from a group of at least 15 residents.

## What is expected of a Scrutineer?

Scrutineers should have the following attributes:

- Be passionate about making sure Newlon provides great service to residents.
- A positive and constructive approach to the role of scrutiny, willing to work as part of a team, with respect and tolerance for others.
- Good listening skills.
- Able to weigh up issues and make fair judgements.
- Able to embrace new ideas and come up with creative solutions.
- Able to use experience as a resident, without raising or promoting personal issues or complaints at meetings.
- The highest standards of ethical behaviour, and expectation of the same in others and adhere to the Code of Conduct for involved residents.
- Willingness and ability to challenge in a constructive manner.
- Ability to work digitally.
- Be committed and adaptable with sufficient time to undertake the role.

If you would like to be involved in the resident scrutiny process, please contact [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk) for more information.

# Learning from complaints

We aim to provide all our residents with a quality service and to get things right first time.

It's always disappointing when we receive complaints from our residents about the services we provide. However, by looking at these complaints, we have been able to learn where we have gone wrong in the past and have put things in place to ensure that the same mistakes are not made in the future.

Here are some of the things we have learnt from complaints and the changes we have made to improve services for residents:

## We have reviewed how we manage reports of damp and mould by:

- Creating a specific damp and mould policy which covers proactive interventions and aftercare, ensuring all cases are followed up to check that works carried out have been effective in the long-term.
- Where mould is reported we will always check neighbouring properties.
- We now use a data driven, risk based approach which will help to identify properties at risk of damp and mould and will not rely so much on the residents reporting it.
- Staff have been trained to ensure a more empathetic approach is adopted.

- Ensuring staff are skilled to manage and use the latest equipment which detects early signs of damp and mould.
- Communications schedule in place to ensure staff keep residents informed on progress of works.
- Using surveyors to inspect and identify complex cases at an early stage.

## We have reviewed how we manage reports of noise by:

- Creating a Good Neighbourhood Policy with residents, which covers our approach for maintaining good neighbourhood relations.
- Creating a Noise Policy which covers our approach for dealing with noise that doesn't meet the threshold to be classed as antisocial behaviour.
- Ensuring staff are trained to identify whether a noise report should be handled under the Antisocial Behaviour Policy or the Noise Policy.
- Updating our Voids Policy (works in empty properties) to reflect recommendations to ensure that the appropriate flooring is in apartments above ground floor.







# Community wellbeing activities

## 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.

- **Family art sessions** - this programme aims to build creative skills and to develop life skills such as communication, confidence and awareness. There are limited spaces so please register by calling or texting **07487 708 115** or by emailing **info@nairtfr3edom.com**. These family art sessions run twice a year for six classes at a time during May - June and September - November.
- **Exercise classes (women only)** - focusing on the 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 on the day.

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.

- **Tutors United** - this programme delivers confidence boosting, attainment-raising online tutorials in English and Maths for all Newlon residents who are primary school pupils in school years 4, 5 and 6 (ages 8 - 11). Online tutorials take place on Mondays during term time from 4 p.m. - 6 p.m. **There are currently spaces available in all age groups.** If you are interested, please call the Barnsbury office on **0207 833 2525**. Alternatively you can sign up by filling in the online registration form at: **tutorsunited.org/register-your-child/** or email **malique.zephar@tutorsunited.org** if you have any questions.
- **Gardening** - residents who are interested in maintaining the flower beds on the Barnsbury Estate can register their interest by contacting the Barnsbury Office on **020 7833 2525**. Once residents have received confirmation from the office, they can make use of the flowerbeds but will need to provide their own seeds and tools.



# Strength in community

by Jeannie Lowen, Newlon resident

Jeannie Lowen is an involved resident who lives in the Spitalfields area. Here she explains how a residents group, which was originally started to help sort out issues with Newlon, is now being used to engage with local developers and businesses to ensure that they listen to and work alongside the local community.

Since the old Spitalfields fruit and veg market closed down the area we live in has been transformed. This continues apace with the Blossom Street development nearing completion and the ongoing Goodsyard planning consultations. The local community has had to engage with planning applications in order to protect our neighbourhood. For the past four years our Newlon residents' group, The Norton Folgate Community Group, has been meeting every month with the developers British Land and their contractors. Over time we have built very good relationships with them which has been a worthwhile endeavour, for example they made a donation towards our community window cleaning. Unfortunately, not all local developers make this effort, although they claim they will. This makes it very difficult to resolve issues should they arise.

Another area that the local residents' groups are active in is regarding licence applications. Spitalfields has increasingly become a destination for socialising and has a spirited nightlife. While it makes for a lively environment it also gives rise to many antisocial issues. Therefore, the community has learnt to be vigilant and we monitor any applications that could impinge on residents.

Residents are supported in this by both our residents' group and another volunteer community group SPIRE - Spitalfields Residents Against Antisocial Behaviour. SPIRE was formed to address issues with alcohol related antisocial behaviour in the locality. They do not act to routinely object to applications and aim to liaise with businesses so that applications meet requirements and work with the community.

The chair of our residents group Chris Lloyd is also a member of SPIRE which means we are alerted when anything might impinge directly on Newlon residents.

In fact, we are presently fighting a license application with a local budget hotel that has a fraught track record with residents. Worryingly, the hotel has recently changed 90% ownership to an investment group and they are cutting costs and looking for any potential areas of profitability. The hotel is right next door to a pub and the Blossom Street development which itself is applying for five licences. It looks like our once quiet residential street is in danger of becoming party central! While we are confident the Blossom Street development will be well run, we have no confidence that the hotel will be. The hotel has had issues with prostitution, attracted drug dealers, crazy hen and stag parties and guests drinking in the street blasting out music. We've even had police chasing hotel guests through our communal garden. Disappointingly they have rights of access from the street through our garden into their property. This led most recently to residents having personal property stolen from the garden as without informing us, they left our garden street gates wide open and unguarded.

In the end, there were 20 formal objections to the licencing application for this hotel. To fight this, the hotel engaged the largest firm of licensing solicitors in the UK to represent them.

We have just found out that the hotel has been granted the licence but with restrictions because of our objections. So even though we were not completely successful, we did win substantial concessions in light of the objections and the hotel has voiced a possible openness to work with us.

These experiences highlight the strength in working together as a community. If you are interested in setting up a residents' group, Newlon can help you with this and in some cases provide funding and training. For more information please visit [www.newlon.org.uk/residents/getting-involved/residents-association](http://www.newlon.org.uk/residents/getting-involved/residents-association).

## Policy changes

We regularly update our policies. Here are some of the changes you may want to be aware of.



### Damp and mould policy

This new policy details our approach to dealing with damp and mould, ensuring that there are post inspections to check that works have been effective.



### Right to improvement policy

Hardwood flooring cannot be installed in properties if there is another flat directly below.



### Good neighbourhood policy

This new policy aims to help neighbourhood relationships by outlining residents' rights and responsibilities regarding various aspects of community living.



### Lettings and tenancy policy

New legal advice that states if a secure tenant moves, they can keep their secure tenancy.

# Migration to Universal Credit

Universal Credit (UC) is the main benefit for working aged people and the Department for Work and Pensions (DWP) have started sending migration notices to residents in north London.

If you receive one, you need to move from some of your current benefits and tax credits, called legacy benefits and make a claim for UC instead.

The migration notice should have the information you need, just follow the steps outlined by the deadline, which is usually three months. If you fail to claim UC, you may find that your benefits will stop.

## The DWP aim to make the move as smooth as possible, but you can help by:

- Collecting and providing evidence of your situation e.g. ID, bank statements, wage slips or medical certificates.
- Making sure you meet the three month deadline.
- Responding to any requests promptly.
- Put a little money aside to help in the first few weeks, in case there is an issue.
- Budget plan so you know how you will manage on a monthly income.

If you are not sure what this will mean for you, you can call Help to Claim on **0800 144 8444** who can provide advice on how to make your claim. They can also run a benefit check, so that you know how much money you will receive on a monthly basis.



## Water leaks and buildings insurance claims



Some of the most common types of buildings insurance claims that we make are for water damage caused by leaks. Did you know that the more claims are made, the more buildings insurance premiums will cost in subsequent years? As a result of this, there may be an increase in service charges. To help reduce the need to make a claim in the first place please see the following information:

### How to prevent water damage in homes

#### Do not:

- Ignore that dripping tap!
- Discard nappies, wet wipes or cotton buds down the toilet.
- Discard cooking fat down the sink.
- Stand on toilets, sinks and baths.

#### Do:

- Know where your stopcock is and how to turn it off, test it works twice a year.
- Check for leaks in high-risk areas such as bathrooms, kitchen, boiler rooms etc., at least annually, ideally more regularly.
- Check beneath the bath and shower tray, plus flexible hoses on appliances.
- Check sealant and grout around shower trays, bathroom and kitchen fittings; ensuring they are maintained and in good condition.
- Ensure you prevent excessive quantities of water from spilling onto bathroom floors from washing, bathing, or showering, where the floor is not designed for such purposes.
- Contact Newlon so that we can repair any leaks, blockages or plumbing problems as soon as you become aware of them.
- Contact Newlon if water is leaking into your home and you are not sure where it is coming from.
- Maintain all heating appliances in accordance with manufacturers' guidance.

For more information about leaks please visit the repairs and maintenance section of our website [www.newlon.org.uk/residents/repairs-maintenance](http://www.newlon.org.uk/residents/repairs-maintenance) where you will find a leaflet called 'Dealing with leaks'.

# The secret history of our streets

Newlon Housing Trust provides over 8,400 homes across north and east London, ranging from new build homes to 18th century street properties. Many of our properties, or the areas where they are built, have fascinating histories.

This time we are taking a look at Chase Farm Hospital in Enfield, where we have recently provided new social rent houses and intermediate rent homes on the site of some of the hospital's former nurses' accommodation.

## Orphanage

Chase Farm Hospital, originally known as Chase Farm School, was built in 1886 by the Edmonton Board of Guardians as a 'Poor Law' orphanage. It provided a home and an education to 500 'pauper' children, many of whom had been abandoned, orphaned or had parents in prison. The length of a child's stay depended on their parents' situation, although many remained at the school from infancy until they were apprenticed out at the age of 15.

## Hospital

However, by 1930 the school was being underused and so it was decided that a section should be utilised as an infirmary for sick children from the nearby North Middlesex Hospital.

Following this, another section of the school was then used to accommodate elderly patients. By 1938 Chase Farm as it was now known, had virtually become a hospital for the elderly.

The Second World War caused many changes, and Chase Farm became Chase Farm Emergency Hospital and was part of the Emergency Medical Scheme, prepared to accept patients suffering after air raids on the London area. Admission and discharge registers for 1940 also appear to record war refugees arriving from UK ports.



Chase Farm Hospital's clock tower

## The National Health Service

In 1948, it became a founding part of the National Health Service and was known as Chase Farm Hospital. Large scale redevelopment took place in several phases during the 1970s and many new departments were built including a maternity unit, accident and emergency centre, intensive therapy unit, psychiatric unit, operating theatre suite and a day hospital. The hospital continued to grow absorbing other medical centres and building new wards and specialist wings, serving a wide area and population across north London.

However, by 2008 the site contained many buildings of various ages and architectural styles, some permanent and some temporary. Many looked neglected and their exteriors needed maintenance work. This mixture of building ages and styles made the continuation of service as a hospital impractical. Other newer hospitals took over some of the departments, meaning that some of the units became redundant.

## A brand new hospital

In 2014 a review of the site showed that much of it was not needed anymore. It was decided that a new hospital should be built on site, releasing land for residential development, which would help with the cost of the new hospital.

So in 2019, after only four years of construction, Chase Farm's new hospital was opened to the public. Costing £200 million, it was constructed at an unprecedented speed for such a large scale complex project.

However, as some parts of the hospital had originated from Chase Farm School and were over 130 years old, it was decided that they should be preserved and so the old clock tower and some other buildings of interest still remain.

## New homes

As well as the new hospital, a residential development was also built on the site. Newlon played their part in this by providing houses for social rent and other homes for intermediate rent which were built on the site of former nurses' accommodation.



Newlon homes

## New schools

In September 2020, a new secondary school called the Wren Academy opened on the Chase Farm Hospital site.

Following on from this in September 2021, a primary school called One Degree Academy also opened.

## Village life in Enfield

With homes and schools on the Chase Farm Hospital site, it's now become known as Chase Farm Village. There are currently plans for more homes to be added and for this new village community to be expanded even further.

# How to make a **complaint**

We aim to provide all our residents with a quality service and to get things right the first time. Therefore if something has gone wrong for you, please tell us about it so that we can put it right as simply and as quickly as possible.

If you are unhappy with the services we provide, you can make a complaint in the following ways:

- Email us at **[serviceresolution@newlon.org.uk](mailto:serviceresolution@newlon.org.uk)**.
- Fill in our online complaints form at **[www.newlon.org.uk/residents/making-complaint/complaint](http://www.newlon.org.uk/residents/making-complaint/complaint)**.
- Call our Service Centre on **020 7613 8080** and tell them that you wish to make a complaint.
- Visit us in person at Newlon House or any of our other offices. If you wish to visit Newlon House please make an appointment by calling our Service Centre on **020 7613 8080** or e-mail **[serviceresolution@newlon.org.uk](mailto:serviceresolution@newlon.org.uk)**.

If you have a complaint about the behaviour of neighbours rather than our services then this is treated as antisocial behaviour (ASB). As a result you will need to report it to the ASB team. You can find details about how to do this on our antisocial behaviour page **[www.newlon.org.uk/residents/anti-social-behaviour](http://www.newlon.org.uk/residents/anti-social-behaviour)**.

## Housing Ombudsman

The Housing Ombudsman Service (**[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**) can offer support to residents making a complaint but will only consider complaints that have been through Newlon's stage 1 and stage 2 complaints process.

We have completed a self-assessment form which demonstrates our compliance with the Housing Ombudsman's Complaint Handling Code.

## Related documents

You can find our Complaints leaflet, Complaints Policy, Complaints Procedure and self-assessment with the Housing Ombudsman's Complaint Handling Code by visiting the complaints page on our website **[www.newlon.org.uk/residents/making-a-complaint](http://www.newlon.org.uk/residents/making-a-complaint)**.



## Visiting our Head Office

Newlon has a hybrid working approach which means that the majority of staff members are spending part of the week working from home and part of the time in the office. Please only visit the Head Office if you have an appointment. It 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. In this instance, we can arrange to carry out appointments through video conferencing such as Zoom.

## 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](mailto: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](mailto:customerservice@newlon.org.uk)**

Email (repairs): **[repairs@newlon.org.uk](mailto:repairs@newlon.org.uk)**

**[www.newlon.org.uk](http://www.newlon.org.uk)**

Newlon Housing Trust is a charitable Housing Association

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