

Newlon News



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We would like to wish all our residents a happy and healthy New Year.

In this winter edition of the newsletter, you can read the regular update from the Residents' Forum, the latest information about our Trust Newlon initiative and check out recent policy changes. You can also find out why we have been shortlisted for a prestigious Housing Digital Award.

Contacting the Service Centre - callback option

Did you know that the winter months are our busiest months with residents experiencing longer wait times when trying to speak with one of our Service Centre Advisors? To help address this, we can offer you a helpful callback option. When you call us on the usual residents' enquiries number **020 7613 8080**, all you have to do is select the callback option when prompted and follow the instructions. We will always call you back on the same day and usually within two hours.

For all non-urgent maintenance/repairs queries you can also email us at **repairs@newlon.org.uk**.

For all other housing related queries, please email us at **customerservice@newlon.org.uk**.

We also recommend that you sign up or continue to use My Newlon, our online self-service portal. Find out more about My Newlon on page 9.



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.

November's Residents' Forum meeting was held at Newlon House in Hale Village. After the introductions and apologies from people unable to attend, September's meeting minutes were agreed.

Symon Sentain, Property Services Director, spoke first and introduced key aspects of the Social Housing (Regulation) Act, including Awaab's Law, an important piece of legislation that makes landlords accountable to fix damp and mould within strict time limits. This is named after Awaab Ishak, who died in December 2020 due to poor housing conditions and repeated missed opportunities to take preventative action in Rochdale.

Hussein Ali, Repairs Manager, spoke about Newlon's approach to damp and mould, and how a data-led and technological approach has been adopted in partnership with an expert damp contractor who specialises in preventing, controlling, and mitigating negative effects of water. It was also interesting and reassuring that Newlon classifies issues with mould as an air quality issue and not only that, the team also actively seeks to establish the source of the water intrusion - in some cases this has been found to be quite some distance from the issue reported.

If you are concerned about or are already experiencing issues with damp and mould you can contact Newlon to access advice, help and support. If you need to speak to someone about your situation, please call the Service Centre on **020 7613 8080**.

Kellie Dorrington, Financial Inclusion Manager, gave a presentation on the invaluable work her and the team do in supporting residents. The team helps residents with

emergency funds, welfare benefits support, money advice as well as employment advice. This support is not just for people looking for work, but those who are considering upskilling or changing careers too.

During this year, the team has supported over 130 people to improve their employment opportunities, of these 45 were employed and 58 undertook training. Over £104,000 in hardship and resident emergency funds have been distributed, with the team securing over £91,665 in additional benefits for residents.

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 **financialinclusion@newlon.org.uk** or call **020 7613 8080**. We are here to help. If you have any questions about aspects of resident involvement, please email **getinvolved@newlon.org.uk**.

Alison Muir, a relatively new member of Newlon's board, joined us for the regular 'meet the Board' and the 'question and answer' slot. Alison has worked in the social housing sector for 25 years and has experience on other boards as well. She spoke with residents on the challenges in social housing, the shortage of affordable homes, fire safety, services needing to be centred around residents, and the pressures of living costs.

Emma Preston-Dunlop, Resident Involvement Manager, spoke about the Residents' Associations and Groups networking event that took place on 18th October at Newlon House. It was a very positive and well attended event focused on building mutual trust and working together.

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.

Rooff 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**.





Report on the Residents' Associations and Groups networking event

by Emma Preston-Dunlop, Resident Involvement Manager

Run by the Resident Involvement Team, this was a new event and one which we hope will be repeated annually going forward. The event was split into two halves, with the first half taken up by conversations with staff representatives from Special Projects, Building Safety, Income and Investigations, Neighbourhoods and STIR (Short Term Intermediate Rent) and Service Charges. Residents were invited to raise issues that affected the wider resident community. Due to the turnout being leaseholder heavy the questions were naturally skewed towards leaseholder issues about the fire safety remediation process, and service charge queries. There was some interesting discussion around fire safety, communal cleaning and tackling antisocial behaviour together.

During the break residents and staff shared food and undertook an exercise listing the positives and negatives regarding working with or being part of resident associations and groups. At future events more time will be given to discuss the outcomes of this type of exercise.



Residents were then presented with 12 statements which were split into three categories: communication, my neighbourhood and technology. Residents were given 10 sticky dots each and asked to put dots on whichever statements resonated with them the most, with as many dots against any statement as they liked.

Statements	Dots
I feel that Newlon listens	3
I feel Newlon communicates well	0
I trust that my enquiry will be followed through in a reasonable timeframe	1
I believe that Newlon staff respect me	8
I think that Newlon staff come across as trustworthy and genuine	5
I feel good about where I live	7
My home feels safe	17
I speak to my neighbours	17
I know who the Resident Involvement Team are	10
I like using the portal	6
The website is easy to navigate	5
I like getting texts for quick updates about where I live	16

After this exercise, the event concluded with 15 minutes of networking and chatting, with feedback given by residents on the event. At future events the Resident Involvement Team will include residents in the creation of the event so that the content is more balanced, regardless of who is able to attend.

A summary of the event's outcomes was presented to the November Residents' Forum.

We will be working with residents on the steps we can put in place to improve those areas which resonated least in this session.

Tenancy fraud – stopping illegal subletting

It's important that our homes are lived in by residents genuinely in housing need. That's why we are committed to ending the illegal subletting of our properties. Illegal subletting, which is a criminal offence, is when a resident rents all of their property to other people without permission. The use of Airbnb to rent out Newlon homes is one way this can be done.

Newlon's first unlawful profit order success

We take all allegations of illegal subletting seriously and thoroughly investigate them. It's disappointing that in many cases the allegations of subletting turn out to be true. Did you know that if you illegally sublet your property you could face prosecution and possible imprisonment? Since April 2023 we have repossessed 12 properties, meaning that these are now being lived in again by people in genuine housing need.

In one case, we discovered that a property had been illegally sublet for a number of years and so we decided to take the resident to court and apply for an unlawful profit order. An unlawful profit order is when a resident can be asked to pay back the 'unlawful profit' that they have made whilst illegally subletting their property. We were successful in our application and Newlon's first unlawful profit order for just under £15,000 was awarded.

How to spot if a Newlon home is being sublet

Through our investigations we have found Newlon homes that have been illegally sublet in all tenures – social housing, intermediate rent, Shared Ownership and 100% leaseholders.

If you know or suspect that a Newlon property is occupied by someone other than the genuine tenant, please contact us so that our staff can investigate. All information you provide will be treated in confidence.

Here are some signs you can look out for:

1. Different occupants in the home, never the same people going in and out.
2. People with suitcases/luggage going to and from the property.
3. Noticing homes that look like yours, with the same location/postcode appearing on the Airbnb website.

Please be vigilant and if you suspect that illegal subletting is happening in a Newlon property please email asb@newlon.org.uk to report it. The information you provide will be treated in the strictest of confidence. We won't be able to report back to you with the steps we are taking but rest assured we will investigate and take action.



Innovative approach to fire and building safety shortlisted for award

Newlon's innovative use of cutting-edge technology to help improve fire safety information and our approach to keeping residents' safe in their homes has seen us shortlisted in the best fire safety innovation category of the Housing Digital – Digital Innovation Awards. These are national awards that acknowledge and highlight the best use of digital technology in housing.

We have developed a new approach to fire safety information through combining the use of a specialist AI application called Consigli AI and Twinnedit, a unique application which creates a digital twin of buildings.

Starting with taller buildings over 18 metres in height we have used Consigli AI to rationalise our building documentation. The Operation and Maintenance manuals for some of our larger, more complex buildings can include up to 6,000 individual

documents. Also, information for different buildings which were developed by a range of contractors at differing times, has not always been uniformly presented and stored. This has been solved by Consigli AI which uses a unique set of algorithms to re-order information into standardised sets and highlights where any critical documents are missing.

We were then able to import this information into Twinnedit. This is a unique application which creates a digital version of buildings built up through external photography, drone scanning and internal filming to create a virtual reality twin which is then made securely digitally accessible to the emergency services, residents and regulators.

Once this information has been pulled together we have also been able to start rolling out full emergency scenario testing for a number of our buildings. We are among the first organisations nationally to roll this approach out.

Introducing Newlon's financial inclusion services

Newlon's Financial Inclusion Team aims to help residents when things are tough. Any Newlon resident can apply for help, whether you live in a social rent, intermediate rent, Shared Ownership or a 100% leaseholder home. You do not need to be a lead tenant; all residents are eligible to apply. The support is provided on an individual basis, if you need our help, we will try to provide it. If you are not sure, please call, the last thing we want is for you to be struggling alone.

Welfare benefit advice

If you are not sure you are on the correct benefits, or wish to make a claim, our team can help you to identify which benefits you may be eligible for. In addition, we also help if you are not happy with a benefit decision and may be able to help you to challenge this.

If you are not sure if you should apply, we can talk you through the different options available, including for those who have long-term health conditions and disabilities or for those caring for them.

Money matters

If you have debts that you are worried about, and it's having an impact on you or your family, we can talk to you about the different options that may be available to you, including suggesting other organisations that may be able to help you free of charge.

We can also help you to identify what you can do with the money you have now and direct you to debt advice when the problem is serious.

Hardship fund

We can help you to purchase essential items that you may find unaffordable. There is a limit to how much we can help but we will try to find an alternative way to help if needed. Our aim is to support residents and try to limit them getting into debt.

Crisis support

We can offer short-term emergency help if you find you're unable to afford essentials such as food, utility supplies, hygiene products or essential medication.

Crisis support is open to all residents all year round (subject to availability of funds) and can help with essential costs on up to three occasions a year. It's not a guaranteed source of income and cannot help with larger ongoing costs such as rent, outstanding bills and debt. If you need help in these areas, we can try to help you identify alternative support.

Foodbank voucher

If you have a longer-term issue, we can help you to access the support available from your local food bank while we or a partner organisation assist you to address what is causing your difficulties.

Other services

If we are unable to help, we will look at finding other services who may be able to help you.



How to apply

If you are unsure if we can help, then please always ask.

Email financialinclusion@newlon.org.uk and provide us with your details and possibly what help you need. You can also call our customer services on **020 7613 8080** who can leave the Financial Inclusion Team a message to call you back. We will call you back within two days to do a telephone assessment and agree what the next steps are.

If you are in a crisis situation, please ensure you let us know. We will try to get in touch on the day if we are aware that it is a crisis. In some circumstances we are able to provide some very limited immediate support, but you should try to get in touch as soon as you notice there is a possibility you may need help.

Help will be dependent on your circumstances and you must be able to show that you have very little money left in your bank account and are struggling to afford essentials.

Leaseholder protection measures - lease extension 'loophole' remedied

During 2023 we wrote to all Newlon leaseholders living in homes in buildings over 11 metres (at least five storeys) regarding a loophole in the leaseholder protections introduced by the Government at the end of June 2022.

The leaseholder protections protect qualifying leaseholders from being recharged for the costs of remedial works for cladding or non-cladding related works required to remedy historic safety defects.

The date for being a qualifying leaseholder was set by the Government as the 14th February 2022.

After this legislation came into force the Government acknowledged that there was a 'loophole' as any qualifying leaseholders extending a lease after this date would create a new lease meaning that the leaseholder protections would not apply.

The Government stated its intention to legislate to close this loophole, which it has now done through including last minute amendments in the Levelling-Up and Regeneration Act 2023, which received Royal Assent on 26 October 2023.

This means that where a qualifying lease is extended or has already been extended, it will not lose its qualifying lease status.

We will apply this to all new lease extension applications moving forward where the leaseholder holds a qualifying lease. A qualifying Lease under the Building Safety Act 2022 must have been originally granted before 14 February 2022.

If a leaseholder with a qualifying lease has already extended their lease, they do not need to worry as they will be covered automatically.

Any queries regarding this should be directed to Lease-Extension Lease-Extension@newlon.org.uk.

Gas safety checks for leaseholders

If you have gas appliances in your home, you are solely responsible for their maintenance and upkeep. At this time of the year, we strongly recommend that you have your gas boiler serviced and checked by a Gas Safe registered engineer.

Having your appliances serviced can prevent costly breakdowns and, most importantly, save lives. If you sublet your home, by law, you have a legal requirement to service your boiler every year to ensure the safety of your tenants.

For details of what to do in an emergency and the gas engineers in your area, visit www.gassaferegister.co.uk.



Service charges – April's annual estimate

What is a service charge?

Service charges are payments made by residents/homeowners for services that are provided by the landlord or managing agent in respect of common parts of buildings and external communal areas of the estate.

What is a variable service charge?

Variable service charges are bound by legislation as set out in the Landlord and Tenant Act 1985.

A variable service charge is a charge that can be varied at the end of an accounting period (the financial year, which runs from April to March).

The service charge is estimated prior to the beginning of the financial year. Later in the year we compare what we have actually spent against the estimated charge. There may be a surplus if we have charged you too much, or a deficit where we have not charged you enough. We do our best to set charges based on what we think the services will cost for the year. At the end of the financial year we will send you a statement of account which will show any surplus or deficit.

What is the difference between the service charge estimate and the service charge statement?

The estimate, which you receive in April, is an estimate of what we anticipate we are going to spend in the coming year. We review this in line with our current contracts and apply any uplifts that will be applicable. We also take into consideration any additional works that maybe required. The estimated service charge is for the accounting period 1st April to the following 31st March. The statement, which you receive in September, states the actual costs/expenditure for the previous financial year, which ended in 31st March of that year.

Service charges for the year 2023/2024

At the time of writing, the service charge estimates are still being calculated for the coming financial year. However, there are some things that will affect them. Buildings insurance has increased by 10% and there are likely to be some charges for additional fire safety checks introduced as part of recent legislation, once the Government provides clarity on what can be charged for. We are trying hard to limit any additional costs to our residents through service charges but unfortunately there will be an increase this year.

Resident Engagement Strategy six monthly check-in

by Emma Preston-Dunlop, Resident Involvement Manager

You said

We listened

On 15th November I met with representatives of the Resident Engagement Strategy co-production group to feedback to them on how the strategy has been performing over the past six months. I love working with this group as this is a strategy that they co-produced with me, chose to monitor over a three-year life cycle, and are really invested in how it turns out.

At the outset residents identified repairs, communication between teams and reply timescales as areas needing improvement, wanted flexible meeting times and to be involved in shaping, scrutinising and improving our services and standards. These were all incorporated into the strategy.

When you write a strategy in this way together with residents some of the outcomes that they give you are holistic (how do you measure 'better' or 'improvement'?) and I had to come up with some ways of measuring what a success in the context of the strategy would look like, where I have set quarterly targets.

Some examples, which have all reached or exceeded targets, are:

- Residents involved on staff recruitment panels.
- Bitesize legislation updates created in response to resident feedback – this is now in a dedicated space on our website.
- Resident tracker tool to be completed for resident meetings to capture resident involvement data across the business in one place, rather than departmentally.
- Trackers created for resident groups requiring complex responses from multiple teams.
- Different types of resident scrutiny, such as Mystery Shopping (three time a year), Resident Inspectors (monthly) and deep dive scrutiny exercises via the Residents' Forum (twice a year).

The group scored the progress 4.5/5 and were very happy with how things are proceeding. The strategy runs from 2023-2026 and they will next report in May 2024.

Trust Newlon being easy to deal with

Trust Newlon is our ongoing programme to improve residents' satisfaction with the services we provide.

It focuses on four key areas:

- Providing reliable repairs.
- Being easy to deal with.
- Improving the places where our residents live.
- Supporting sustainable tenancies.

One area we have been making good progress in is being 'easy to deal with'.

An important part of this is for residents to feel that we treat them fairly and with respect and in our most recent resident surveying we are pleased to report that this increased **by 8%** for people who rent from us and **by 5%** for Shared Owners.

These are good improvements and show that residents are finding us easier to deal with and that people feel we are showing more empathy and are taking their issues seriously.

Our aim is to keep improving your satisfaction in this area.

Being able to contact us easily at a time convenient to you is another way of being easy to deal with and we have been promoting the My Newlon portal as one way of achieving this.

The portal allows you to check out a wide range of information and make requests including being able to book many common repairs online 24/7.

Over 3,200 Newlon households are now signed up to the portal and many residents are finding it an easy and convenient way to carry out transactions with Newlon.

Policy changes



Pets

Our pets policy has been amended to include information about owning a dog that is listed under the Dangerous Dogs Act.



**Antisocial
behaviour (ASB)**

We have updated the definition of ASB to include the use of cannabis as criminal behaviour.



Recharge

This is a new policy which sets out our approach to recharging residents in specific circumstances e.g. carrying out a repair that's a resident's responsibility or repairing damage caused by a resident.



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, not just those who live locally to the Centre.

- **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 allotment boxes or maintaining flower beds can register their interest by contacting the Barnsbury Office on **020 7833 2525**. There are some potential spaces for Barnsbury residents only and there may also be opportunities for non-Barnsbury Newlon residents in the community garden.

mynewlon portal focus group

by Jeannie Lowen, Newlon resident

If you haven't engaged with the My Newlon portal, I really recommend looking at it. It is a fantastic resource where residents can raise repairs, pay rent, check rent statements and some other useful items. Personally, I have found it the most efficient method to raise repairs as the repair will go straight through to the relevant contractor. About 3,200 residents currently use the portal which means a little less pressure on the Service Centre phone lines if you have an emergency or need more assistance.

Nevertheless, as with any evolving format there are some areas of frustration and I was pleased to have the opportunity to participate in a My Newlon portal focus group. We were invited to contribute ideas on how the portal could be improved and what options and functions we might like to see introduced in the future.

Here are some of the suggestions and observations from the focus group.

Raising a repair via the portal can occasionally be frustrating as some issues do not fit the preset options. I have had experience of this a couple of times myself, most recently I discovered there is no option for communal fire alarms. Given that there are so many options and decisions to make on logging a repair, one major improvement would be a search box. This would reduce having to dig through many tabs. A searchable history including the option to use a job number would be especially helpful for communal issues. Presently communal repairs seem to disappear from the system once marked complete - even if they have not been carried out. A call back option was another good suggestion.

It would be useful if there was more integration across the organisation. If a repair is raised by other means, such as you've phoned or emailed Newlon, it would be beneficial if it also appeared on the portal. The contractors' system is different from the residents' one and the estate inspectors' system is not linked to the portal so they cannot cross reference jobs with resident inspectors.

It was noted that there could be more information provided on the payments tab such as a breakdown of weekly rent costs and not just monthly. Other helpful information that could be added to the portal in future is financial advice such as grants and charities to help with the cost-of-living crisis. There is a possibility that quick fix videos with easy to remedy repairs could be included on the system.

To see how well the portal is functioning it should be included in the Mystery Shopper exercises. This would help highlight any issues with functionality and areas for improvement.

Louise Alfred, Head of Customer Service, and the team were very open to hearing suggestions. I found the focus group a fruitful activity and I look forward to seeing the future developments of the My Newlon portal.

My Newlon - our successful online self-service portal

The My Newlon portal is now being actively used by over 3,200 Newlon households on a regular basis. It has been developed to be easy to use with a straight forward sign in process and clear guidance when filling in the sections.

You can use it to do the following things at a time that is convenient to you:

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 local 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 our 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.



Electric bike and scooter safety

We want to keep our residents safe and to avoid fires that are caused by 'exploding' lithium-ion batteries. If you are using e-bikes or e-scooters to get around, it is important to know how to charge them correctly.

Things to consider if you own an e-bike or e-scooter:

- Most e-bikes and e-scooters are powered by lithium-ion batteries, which if not looked after properly, can 'explode' and lead to a rapidly developing fire.
- Fire services and fire investigators have seen a significant rise in e-bike and e-scooter battery fires.
- Firefighters were called to more than 130 fires involving e-bike and e-scooter batteries in London in the last year.
- The incorrect disposal of lithium-ion batteries in general household and recycling waste can also lead to significant waste fires.

Please remember when charging at home, to do so safely to avoid the risk of a fire starting, putting you, your home and neighbours' homes at risk.

Charging

- Follow the manufacturer's instructions when charging and always unplug your charger when finished.
- Ensure you have working smoke alarms.
- Don't leave batteries to charge while you are asleep or away from home.
- Always use the manufacturer approved charger. If you spot any signs of damage, buy an official replacement from a reputable seller.
- Don't cover chargers or battery packs when charging as this could lead to overheating or a fire.
- Don't charge batteries or store your e-bike or e-scooter near combustible or flammable materials.
- Don't overcharge your battery - check the manufacturer's instructions for charge times.
- Don't overload socket outlets or use inappropriate extension leads.
- In the event of an e-bike, e-scooter or lithium-ion battery fire, don't attempt to extinguish the fire. Get out and call 999.

Storage

- Avoid storing or charging e-bikes and e-scooters on escape routes or in communal areas.
- Store e-bikes, e-scooters and their batteries in a cool place. Avoid storing them in excessively hot or cold areas.
- Follow manufacturer's instructions for the storage and maintenance of lithium.

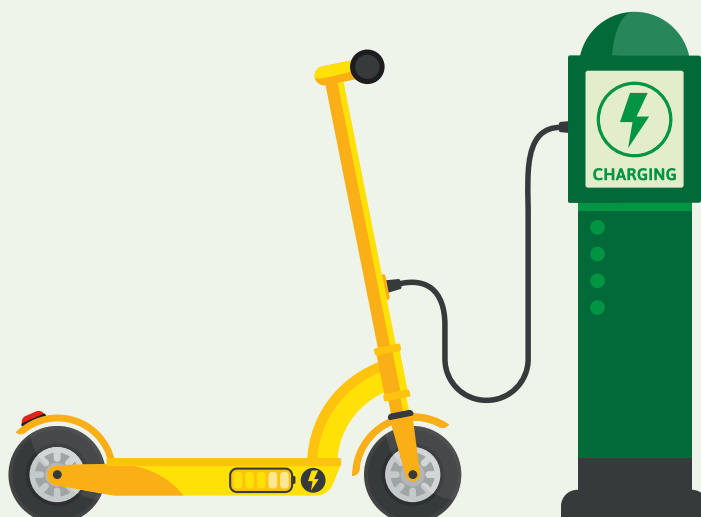
Buying

- Buy e-bikes, e-scooters, chargers and batteries from reputable retailers.
- Many fires involve counterfeit electrical goods. Items which don't meet British or European standards pose a huge fire risk.
- If you are buying an e-bike conversion kit, purchase from a reputable seller and check that it complies with British or European standards. Take particular care if buying from online platforms. Also be aware that if buying separate components, you should check that they're compatible.
- Register your product with the manufacturer to validate any warranties.
- Check any products you have bought are not subject to a product recall by visiting www.electricalsafetyfirst.org.uk/product-recalls.

Damage and disposal

- Check your battery regularly for any signs of damage. If damaged, it should be replaced and shouldn't be used or charged - damaged batteries can overheat and catch fire without warning.
- If you need to dispose of a damaged or end of life battery, don't dispose of it in your household waste or normal recycling. These batteries, when punctured or crushed, can cause fires in bin lorries, recycling and waste centres. Your e-bike or e-scooter manufacturer may offer a recycling service. Alternatively, check with your local authority for suitable battery recycling arrangements.

For more information including an easy to watch safety video from Fire England, please head over to our new 'Electric bike and scooter safety' page on the Newlon website www.newlon.org.uk/electric-bike-and-scooter-safety.



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. Nutley Edge offers a choice of holiday stay options at great rates for Newlon residents.

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, so your stay will be benefiting some of London's most vulnerable people.

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. Situated in the lower paddock, the glamping area is fenced off for your privacy with views facing over our ancient gill wood and wildlife pond. Kitted out with a double bed and two single camping mats with sleeping bags, as well as compostable toilet, shared kitchen area and individual fire pits, they comfortably sleep four people.



A Nutley Edge visitor explains the positive impact of spending some time there;

"We visited Nutley Edge because we wanted a relaxing and peaceful getaway. It was easy to get to by car and I was very impressed with the spacious cottage that we stayed in. It was well equipped for a self-catering stay, spotless and everything was in perfect working order.

We loved the beautiful views and the quiet of the countryside that surrounded us. Whilst we were there, we went for leisurely walks and were lucky enough to see some lambs being born. Every evening we enjoyed a barbeque in our private outdoor area, whilst again enjoying the spectacular views directly from our cottage. We left Nutley Edge feeling refreshed and energised. For us it was important that we made time to escape city life and enjoy what the countryside had to offer. We would definitely return and with good rates for Newlon residents, it makes it very affordable too."

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

Kids' quiz – **winter word scramble**

Below are six words which are all to do with winter. See if you can unscramble them.

1. **SOGLEV**

2. **IECLCI**

3. **ROSTF**

4. **TANBIERHE**

5. **RASCF**

6. **OWEALFKSN**

Please email your answers to fiona.morrall@newlon.org.uk, with the words Kids' Quiz in the title, along with your name, age and full address.

Or post them to Newlon Kids' Quiz, Newlon House, 4 Daneland Walk, Hale Village, N17 9FE.

You can only enter the quiz if you are aged 11 or under.

Answers must be received by **28th February 2024**. All correct entries will go into a draw, and one lucky winner will get a £20 voucher which can be used at a range of high street stores.



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**.
- Fill in our online complaints form at **www.newlon.org.uk/residents/making-a-complaint/complaint-form**.
- 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**.

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**.

Housing Ombudsman

The Housing Ombudsman Service (**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**.



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.

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 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**.

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

If you have difficulty reading this newsletter or require an alternative format please email **newsletters@newlon.org.uk**.

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