

Newlon News



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In this spring 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 our recent policy updates. You can also find out about the role that our Head of Special Projects does, our Resident Services Committee vacancy and details about Pension Credit.



How to report an emergency/urgent repair

If you have an emergency/urgent repair, it's important that you phone us right away. Please do not email us or report it any other way which may normally be the most convenient way to request a routine or non-emergency repair.

Please phone **020 7613 8080** (or freephone **0800 072 4611**). Lines are open from 8am - 5pm, Monday to Friday. Someone in our Service Centre will be available to speak to you and deal with your request. We will discuss the problem, assess the level of urgency, and let you know when a repair can be done.

If you require an emergency repair outside office hours, please call **020 7613 8080** where a recorded message will direct you to our out of hours service providers.

We have also recently updated our repairs leaflet, which explains our approach to repairs in more detail. You can find it in the publications section of our website www.newlon.org.uk/publications.





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 February Residents' Forum brought together residents in-person and online. We began the meeting with warm reflections on the legacy of Sylvia, a founding Forum member who sadly passed away in December 2023 and will be missed by all who knew her. A moment of silence was held in her honour, may Sylvia rest in peace.

Emma Preston-Dunlop, Resident Involvement Manager, presented an insightful summary report on Newlon's Resident Engagement Strategy for 2023 - 2026, showcasing our community's commitment to continuous improvement.

Although unable to attend, Sarah Shaw, Director of Housing, shared an important announcement about the Forum's formal integration into Newlon's governance structure. Emma and Lloyd, himself a Newlon resident, will collaborate with Sarah to ensure residents actively shape the proposed action plan. A joint Newlon Board and Forum meeting will take place in April where we will begin to understand how the new structure will work and benefit residents.

The Forum survey results from December 2023 were shared, reflecting active and positive engagement from Forum respondents. Emma highlighted the Board's enthusiasm to leverage this data for an upcoming action plan, with plans to repeat the survey in approximately 18 months.

By that time we will have had plenty of opportunity to allow the new governance structure to bed and take shape.

In ongoing scrutiny initiatives, the focus moves onto a new topic: repairs. Three residents volunteered to take part, and Emma expressed intentions to seek out more residents to contribute. Repairs form a large part of Newlon's work and also attract the highest number of complaints, so looking into and improving this will benefit and improve residents' experience. Thanks to those who have or will sign up.

Annette Morrison, Head of Service Improvement, shared encouraging improvements in handling complaints, however, there have been more maladministrations than expected. This could be due to a shift in the Ombudsman's methods of evaluating cases.

Matthew Morrall, Income and Investigations Manager, provided valuable insights into how his team deals with and supports residents experiencing antisocial behaviour and noise.

Finally, just a reminder that support is available for residents concerned about or experiencing financial difficulties, by contacting financialinclusion@newlon.org.uk or calling **020 7613 8080**. Any inquiries about resident involvement are also welcome by emailing getinvolved@newlon.org.uk.

mynewlon online portal

Busy at work and can't get in touch during the day? In a hurry and want to contact us at your convenience? Why not use the My Newlon portal?

You can use it to:

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



Just go to my.newlon.org.uk/signin.

You will need your seven digit agreement reference or tenancy number to sign up to the My Newlon portal. You will find your agreement reference or tenancy number 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.

Trust Newlon update – repairs and cancellations

Our Trust Newlon initiative has four key priorities:

- Delivering reliable repairs.
- Being easy to deal with.
- Improving our places.
- Stable and lasting tenancies.

Focus on: delivering reliable repairs

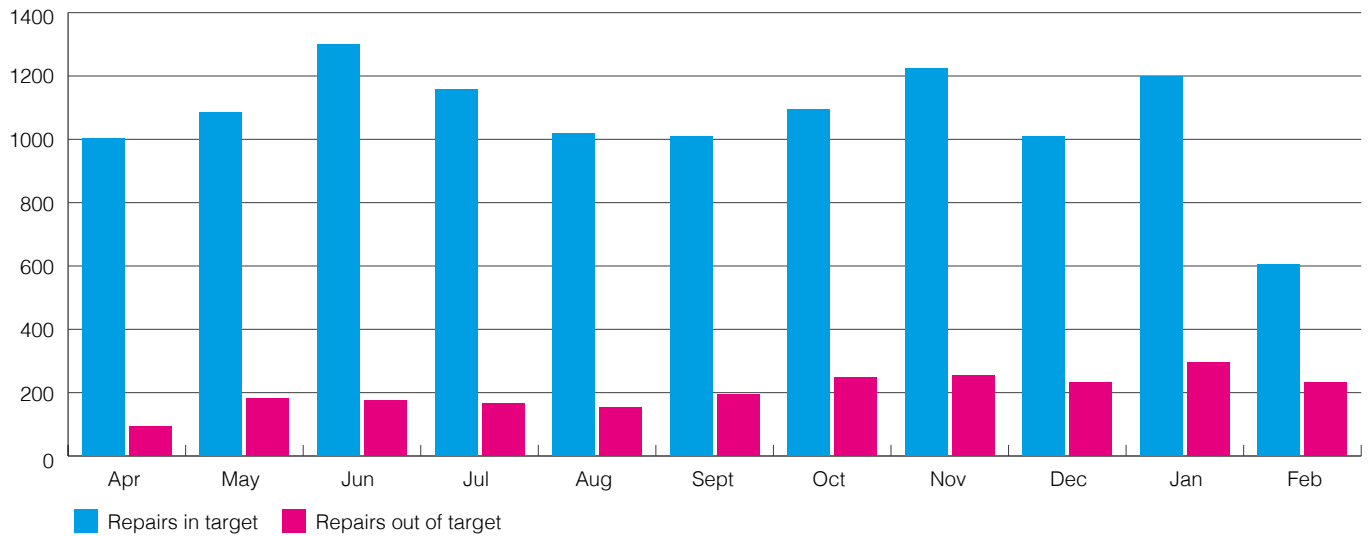
We want our residents to feel confident that we will carry out repairs effectively and in a timely manner. We are working hard to ensure that our contractors have all the information they need about the repair before they attend a job, so that they have the right tools, equipment and parts and so that cancellations are less likely to occur.

We are pleased to share with you that over the last year we completed the majority of jobs in target. This means that jobs were completed within our set target times depending on what the works or repairs were. See graph 1.

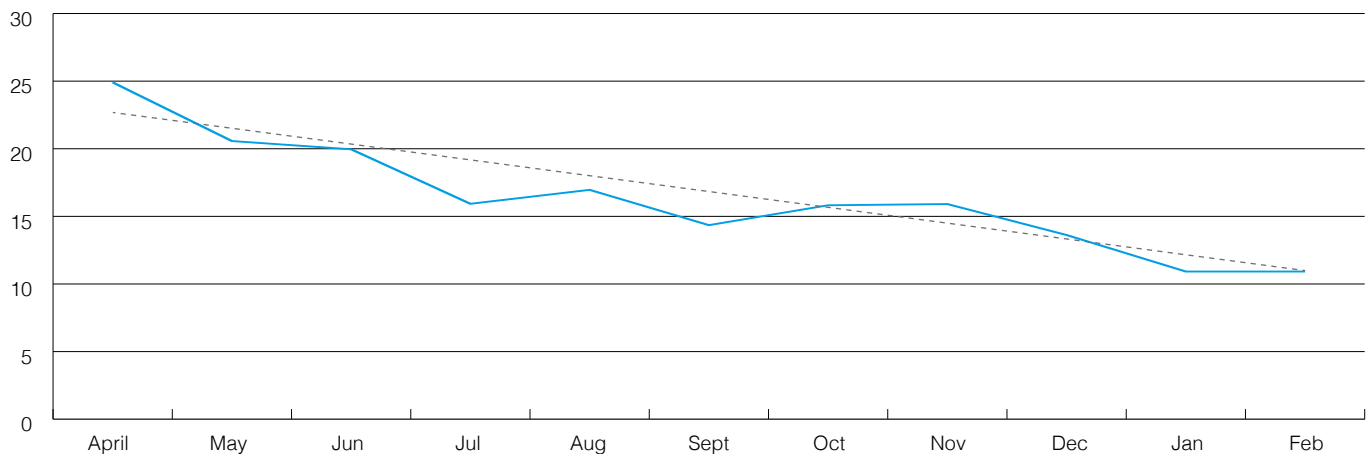
We are also pleased to share with you that over the past year the average number of days that it takes to complete a repair has also fallen, month on month. See graph 2.

We still want these figures to improve and are working collaboratively with all involved departments and with our contractors to ensure that less cancellations occur. We know that being able to provide a reliable repairs service is important to our residents and it's a priority for us too.

Graph 1 - Repairs in and out of target 2023/24



Graph 2 - Average number of days to complete a repair 2023/24



Resident Services Committee co-opted **member vacancy**

We're looking for a new member for the Resident Services Committee (RSC) and we want to ask all residents with transferable skills to think about applying.

The RSC is part of Newlon's governance structure, where we make the day-to-day decisions about how we look after your homes. It needs residents involved who have some experience of how committees are run and what is entailed in preparing for meetings as there are quite a lot of papers to look through beforehand. There are four meetings a year, in the evening on a weekday at our office in Tottenham Hale, which is an accessible building. The dates are planned well in advance.

The role isn't just for people who have worked in an office. All types of people have gained these skills over their lifetime.

It needs a good listener and a broad thinker who can put in the time to do the preparation. It's an opportunity to represent all residents, not a platform to raise your own issues.

The role is paid (£3,150 each year) to reflect the time commitment required for meetings and preparation, and the skill set.

If you are successful in becoming a member of the Resident Services Committee, you will also be expected to follow the code of conduct for involved residents which you can find on our website www.newlon.org.uk/code-of-conduct-for-involved-residents.

Please read the role description (below) and if this sounds like something you would be interested in please contact getinvolved@newlon.org.uk.

Resident Services Committee co-opted member role description

Purpose of the role:

To work with other committee members and the management of the Trust to ensure the delivery of high-quality resident services, maintain compliance with regulatory requirements that relate to service delivery and take responsibility for other functions formally delegated from the Trust, Board related.

As a member of the committee, you will need to have a commitment to upholding the organisation's mission and values, and foster an environment of accountability,

transparency, and resident-centricity. You will be responsible for developing an understanding of Newlon's legal and regulatory obligations in relation to housing services and seek appropriate assurance that they will be met.

You will work with committee members and management to develop a clear vision for services, contributing to setting plans and targets that drive continuous improvement in service delivery.

Key accountabilities:

1. Leadership and governance:

- Uphold the values of honesty, accountability, and transparency in all committee activities.
- Maintain an understanding of the legal and regulatory requirements related to housing services and seek assurance that they are being met.
- Stay informed about emerging trends within the sector and beyond, assessing potential impacts, risks, and opportunities for the organisation.
- To support the Chair in providing strategic leadership and creating a positive climate which fosters constructive challenge to management.
- To show an active commitment to understanding resident needs and preferences and developing strategies to meet them.

2. Financial management and control:

- Authorise the write-off of former tenant debts up to £15,000, adhering to principles of fairness and accountability.
- Consider financial implications and value for money in service changes and customer services, maintaining a commitment to quality and fairness.
- Monitor rent collection and risks to rental income and ensure that there is a suitable framework in place to help support residents in financial difficulty.

3. Housing and property management:

- Promote a culture of reliability and trustworthiness in providing high-quality services to residents.
- Monitor customer service performance, complaints and satisfaction levels, identifying areas for improvement and overseeing corrective actions.
- Advise on setting strategies, targets, plans and policies for housing management and maintenance services ensuring consistent and respectful treatment of all residents.
- Support resident participation, consultation, and information initiatives, demonstrating a commitment to listening and responding to residents' needs and concerns.
- Monitor compliance with landlord health and safety responsibilities and relevant customer standards, prioritising resident safety and well-being in all aspects of housing and property management.

4. General oversight:

- Make recommendations to the Board on relevant matters within the Committee's scope, guided by principles of fairness, quality, and safety.
- Regularly review risks relevant to resident services, with a focus on maintaining the organisation's reputation for providing high-quality affordable housing.

Residents' Forum and Newlon's **governance structure announcement**

You said

We listened

At the Residents' Forum on 7th February 2024, an important announcement from Sarah Shaw, our Director of Housing, was shared with all attendees.

"We have been thinking a lot in the last few months about how we can amplify resident voices within Newlon. The Social Housing Regulation Act 2023 is now law and aims to rebalance the landlord and tenant relationship across the sector. At Newlon we have long focussed on the importance of resident engagement, but we can always do more.

In November 2023 we suggested to the Board that the Residents' Forum become a more formal part of Newlon's governance structure (the framework we have for making decisions). The Board immediately agreed that the Residents' Forum should be made a part of the formal governance structure to ensure it has the opportunity to influence decision making to the same degree as other sub-committees.

We now have plenty to think about in terms of how that will work, how communication and work will flow between the Forum and other committees and the Board, and most importantly of all, that it remains useful and meaningful to the Forum members. In a recent survey we had great feedback from Forum members that they feel heard and engaged. But we also know that Forum members want to develop as a group so that there is more discussion and less being presented to. We hear that and share that aim.

As a starting point we will be having a joint meeting of the Newlon Board and the Residents' Forum in April so everyone can get to know each other and we can talk about how this arrangement could work to provide the best possible channel for resident voice and decision making. To help us shape this work and the session in particular we'd like to hear about what kind of work the Forum would like to be involved with in the future and what the Forum would like to get out of the session with the Board."

So following this announcement and going forward there will be some changes to the Residents' Forum:

- The type of things that are brought to it for discussion, review and for information may vary.
- There will be discussions as to how best to use it as a way to exchange information with the Board and Resident Services Committee, and how to keep each other informed, preventing duplication of work.
- The constitution and related documents will need tweaking, as the role will have slightly changed.
- It is likely that there will be an interview process of some kind for new Forum members.
- This will have a knock-on effect to other documents e.g. the Resident Involvement Policy.



Policy changes



Significant incidences

New policy created which sets out our approach to treating incidences of fire, flood/major leak or loss of water.



Repairs

Change to heating repairs so that the policy now states heating and/or hot water.



Divestment and void disposal

New policy created which sets out our approach to the disposal of vacant property assets.

Update on rent increases for 2024 - 2025

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 most residents in intermediate rent homes we follow the same formula as for social rent housing.

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.

Why do we need to increase rents?

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

Our costs are increasing at a significantly higher rate than inflation, especially for core services such as 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 our local communities.

Service charges

Some of our properties also incur a service charge. We are working very hard to minimise the effect of this for our residents. This includes working in partnership with resident associations to look at all aspects of service delivery, and other ways we can reduce, where applicable, service charge costs. Nevertheless there are likely to be increases in some areas within service charges due to increased contract costs, the effect of higher minimum wage payments and increases in building insurance, where the costs for cover have also increased.

Help and support if you are struggling to pay your rent or service charges

We know that many people are facing financial difficulties at the moment because of rising prices and energy bills.

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 if you are struggling 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.

Other help and support available

To find out about the help and support that is available from the Government and from your local authority, please visit **www.newlon.org.uk/cost-of-living-support**.

For help and support from Newlon, please email **financialinclusion@newlon.org.uk**. The team can offer support and help to individuals, couples and households struggling to pay for food, fuel and other essential items of furniture and equipment. They can also provide guidance for problem debt and help with benefit claims.

Nutley Edge - the perfect place for a peaceful break

Are you looking for an affordable, relaxing break away from the city? Why not book to stay in one of the cottages at Nutley Edge and experience the peace and tranquillity of the Sussex countryside. Overlooking Ashdown Forest, an Area of Outstanding Natural Beauty, Nutley Edge offers a choice of holiday stay options at great rates for Newlon residents.

Nutley Edge belongs to Outward, our specialist 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 by staying there you will also be benefiting some of London's most vulnerable people.

To find out more about Nutley Edge please visit their website at **www.nutleyedge.org.uk** and if you would like to book a break please email **nutleyedge@outward.org.uk** or call **01825 712 377**, remembering to say that you are a Newlon resident.



Regulator of Social Housing (RSH) - updated consumer standards published

As a registered housing provider, one of the bodies we are regulated by is the Regulator of Social Housing (RSH).

We think it's important you should know that after extensive consultation with residents, housing providers and other stakeholders, the RSH has recently published its new, updated and revised consumer standards. These latest consumer standards came into effect on 1st April 2024 and they are designed to protect residents and improve services they receive.

The revised consumer standards

The Safety and Quality Homes Standard: This focuses on ensuring that landlords understand the condition of all of their homes and make use of that data to provide safe, quality homes. Landlords are required to deliver repairs, maintenance and planned improvements in an effective, efficient and timely manner, and must be clear on their health and safety responsibilities.

The Transparency, Influence, and Accountability Standard:

This standard requires landlords to be transparent with residents, treat them fairly and respectfully so they can access services. Residents must be able to voice concerns where necessary, influence decisions, and hold the landlord accountable.

The Neighbourhood and Community Standard:

Landlords need to engage with relevant parties to ensure residents live in secure, well-maintained neighbourhoods and feel safe in their homes.

The Tenancy Standard: This standard outlines fair allocation and letting of homes, as well as requirements for managing tenancies by landlords.

The full RSH consumer standards code of practice can be found here <https://www.gov.uk/government/publications/consumer-standards-code-of-practice>.

The RSH said that its "revised and strengthened" consumer standards set out what better quality social housing and services, and a stronger relationship between landlords and residents, should look like in practice.

Existing Standards

- Governance and Financial Viability Standard
- Value for Money Standard
- Rent Standard



New Standards

- Safety and Quality Standards
- Transparency, Influence and Accountability Standard
- Neighbourhood and Community Standard
- Tenancy Standard

Mutual Exchange - moving to another social rent home

If you want to move to another social rent home the quickest and easiest way to do this would be through a mutual exchange with someone else who wants to move. A mutual exchange is not limited to Newlon properties, as you can swap with social housing residents nationally, including those living in local authority homes.

Mutual exchange is available to residents who have a secure, assured, or five year fixed term tenancy. We will also look at your rent account and check to see if you are a 'good neighbour' with no or low antisocial behaviour issues.

There are two main ways to find a new home through mutual exchange:

1. **Mutual Exchange Board**, which is for Newlon residents looking to swap with each other. It contains an up to date list of other Newlon residents also looking to move home.

You can find it on our website in the publications section www.newlon.org.uk/publications.

To advertise your property in the Mutual Exchange Board please call the Service Centre on **020 7613 8080** or email customerservice@newlon.org.uk. If you find a resident you would like to swap with you can apply by filling in the mutual exchange application form which you can find in the 'moving to another home' section on our website www.newlon.org.uk/residents/moving.

2. **Homeswapper** which is the leading mutual exchange service for social housing residents around the UK. Thousands of people join every week to move locally or across the UK. If you are interested in a swap you can contact the other resident and arrange to view each other's properties. We have partnered with HomeSwapper so it is free for Newlon residents to use. You can join by registering at www.homeswapper.co.uk.



Struggling with food costs? We can help.

Many Newlon residents can face difficulty meeting basic needs, some are even unable to afford food. We would like to encourage you to reach out for help, as Newlon's Financial Inclusion Team steps up its efforts to provide you with support and assistance when you need it.

If you find you're struggling with money, please reach out to the Financial Inclusion Team for assistance. The team offers benefit advice, debt guidance and can provide vouchers for local food banks where individuals and families can access food when needed, in addition we will see if our Hardship Fund can help.

Events such as a new baby, illness, job loss, reduced working hours and rising living costs can all contribute to the growing need for food assistance. We believe that no one should have to go hungry because they are unable to afford food, and we are here to help ensure that our residents have access to the support they need to put food on the table.

Still unsure? One of our residents emailed us to let us know about their experience.

"Thanks for your help today. I went to the food bank and was pleasantly surprised at what I got. I felt a bit embarrassed at first but the people were lovely and made me feel at ease. I left with plenty of food, fresh bread and toiletries. They even gave my daughter some sweets and chocolates to take home too. I really appreciate the help! It's horrible having to ask for help as I've never had to do so before but you were a god send."

Please don't let embarrassment stop you asking for help.

Residents who need assistance with food costs, as well as other help, can contact the Financial Inclusion Team directly by emailing financialinclusion@newlon.org.uk. Whether you are experiencing temporary financial difficulties or are facing more long-term challenges, the team is committed to providing support and guidance tailored to your specific needs.

Pension Credit - are you entitled to it?

Every year 85,000 people fail to claim Pension Credit, meaning they may be struggling in retirement a lot more than they need to.

This money is meant to top up a low retirement income so you are able to live with some comfort.



If you or someone you know has reached state retirement age please check if they may be eligible for Pension Credit, it can have a really positive impact on your finances, is easy to claim and can provide substantial help with rental costs.

About Pension Credit

Pension Credit is a benefit aimed at people over state pension age offering a top-up to their income. It is extra money to help you cover your costs if you're over state pension age and living on a low income. Pension Credit comes in two parts: Guarantee Credit and Savings Credit.

While some people get both, many can qualify for just one of the two. It's separate from your state pension.

How much can you claim?

Pension Credit tops up your weekly income to a guaranteed minimum level of £201.05 a week for single pensioners or £306.85 for couples. It may also make you eligible for benefits such as Housing Benefit and you will not be penalised by the bedroom tax.

Who is eligible?

It is a tax-free payment for those who have reached Pension Credit qualifying age, which is state pension age and live in Great Britain.

If you are in a mixed age couple, i.e. one of you is not retired, you may need to wait until your partner is of state retirement age.

You may still get Pension Credit if you:

- Have not paid National Insurance contributions.
- Have some savings or a small pension.
- Live with your grown-up family.
- Own your own home.

There is no cap on the savings, you can have up to £10,000 before there is any impact, and after this it is reduced on a sliding scale. In fact, you may be eligible for Pension Credit Savings Credit, a benefit that is paid to reward you for saving.

Have you been refused previously?

Life events can change your eligibility for Pension credit. So it may be worth applying again. You can check your eligibility by using the online pension credit calculator www.gov.uk/pension-credit-calculator or alternatively you can email financialinclusion@newlon.org.uk.

Please don't assume that you or the older people you know are not eligible.

Meeting the Head of Special Projects

by Jeannie Lowen, Newlon resident.

Newlon as an organisation, endeavours to work closely with its residents, and many members of staff are themselves residents. One such resident is Angelene Clarke, who is Head of Special Projects.

I was very pleased to be able to meet with Angelene and hear a little about the work of this department, and Angelene herself. Angelene's background is in architecture and her creative approach was evident in the interactive presentation she created to explain the operation of Special Projects to other departments within Newlon.

Special Projects came into existence after the catastrophic tragedy of the fire at Grenfell. Newlon Housing Trust is not alone in having been impacted by these failures in fire safety.

Following the Grenfell Tower fire, a significant number of building safety problems were identified nationally in high rise residential developments. To address this remediation works have either already been completed or are underway to make all residential high-rise buildings safe. The responsibility to make buildings safe has been strengthened by the Building Safety Act. This is legislation that aims to make high-rise residential buildings safer.

Special Projects are a small team of seven people who oversee a large number of schemes. There are 40 cases currently in progress with five buildings undergoing on-site works. Due to the complexity of each case these can take a long time to resolve.

The team investigates major latent defects - which is a hidden flaw or defect usually as a result of poor workmanship, design material or construction. They assess any fire and safety risks and then remove any defects such as combustible elements which are then replaced with compliant materials.

The encouraging news is that Newlon has a programme of remediation to fix these problems. It is a process that involves working with residents but also calling on expert witnesses from within the industry regarding fire and structural engineering. The team frequently works with other departments across Newlon such as the Development and Asset Management teams. This enables Special Projects to build up a picture of potential issues via all available information such as maintenance records and residents' records and feedback.

A major part of the work is establishing who is liable to pay for these works. This is quite a long legislative process which requires building a case which potentially can end up in court. So far Newlon has been successful in obtaining funding to cover these remediation works from either the contractors, the Building Safety Fund or at Newlon's own expense.

Throughout this whole process Special Projects have a communications schedule to let residents know what is taking place. Angelene understands that residents can feel trapped when there is no date for the remediation works. Although there may be no specific timelines, Angelene notes that "things are happening" and the overall aim is to ensure residents are in safe compliant homes. Regular updates such as newsletters and other correspondence give residents an overview on how things are proceeding and once construction work starts there are monthly Zoom meetings.

For residents awaiting work to be carried out, it can be a frustrating process. Angelene sympathises with the frustrations that residents can feel with the challenges of the process. Investigating and then taking the required action takes time. It can seem that there is no progress but things are happening and the team is dedicated to resolving these challenges, and achieving their goals.

If you have any questions regarding current or up and coming defect cases or you would like more information about major works please email the Special projects team at specialprojects@newlon.org.uk.





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.
- **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**.
- **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
Thursday	11:00 a.m. - 1:00 p.m.

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

- **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 but there may also be opportunities for non-Barnsbury Newlon residents in the community garden.

Kids In Motion at the Barnsbury Community Centre

“We explore, learn and grow in motion.”

Kids In Motion is a nursery based at the Barnsbury Community Centre. It provides children with an engaging learning environment within safe indoor and outdoor spaces. Kids In Motion has designed its own unique curriculum that follows the Early Years Foundation Stage standards and encourages learning in the natural way; by moving, doing and exploring.

The nursery is open from Monday - Friday, 8:00 a.m. - 6:00 p.m.

There are two and three year old funded places available and there is a baby room, toddler room and a pre-school room.

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.



Secret history – Newlon in Leyton

Newlon Housing Trust provides 8,500 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 have two significant developments within Leyton; the Dunedin Road apartments and Double Day court.

History of the Leyton area:

During the 17th and 18th centuries, Leyton was a small rural parish that wealthy bankers and merchants retired to from London. In 1766 there were said to be just 50 or 60 houses in the parish.

Leyton's development from an agricultural community to an industrial and residential suburb was boosted by the arrival of the railway. First by the opening of Lea Bridge Station in 1840 and then by the opening of Low Leyton station in 1856 (now Leyton Underground).

The majority of homes in the Leyton area were built between 1870 and 1910 and consisted of Victorian and Edwardian terraces. Leyton Midland Road station opened in 1894, after an elevated line had been built on brick arches across the already developed streets.

In World War I, about 1,300 houses were damaged by Zeppelin raids but by the 1920s, Leyton had become a built-up residential area again. It had also become a thriving urban industrial area known for manufacturing neckties and for its Thermos factory.

During the Blitz of World War II, Leyton suffered extensive bomb damage because of its proximity to the London Docks and Temple Mills rail yard. In fact Dunedin Road, where we have one of our developments, was directly hit by a 1,000 lb German bomb on the night of 20th September 1940 demolishing about fifty houses and ending the lives of several people.

Leyton suffered from large-scale industrial decline in the second half of the 20th century. But, like much of east London, Leyton has benefited from significant regeneration projects over the past twenty years.

Once a more traditional, working class district, it has become much more gentrified and expensive in recent years. A number of articles have referenced the large numbers of young professionals and other university-educated people moving into Leyton, and its subsequent gentrification and location as a current 'hot spot' to buy in. The area was referenced in the July 2015 edition of Vogue (magazine), which said: "All eyes are on Leyton and Stratford."



Dunedin Road development

Located within Dunedin Road, we have a landmark development of 84 Shared Ownership and social rent homes. The development, which opened in 2019, is boldly designed and is situated close to the Lea Valley and Olympic Park, just a few minutes from excellent public transport links and many local amenities at the heart of Leyton. The main tower is named Siskin Apartments – after a type of finch.

When this development was built, 12 Newlon homes were sold privately. The profit from these homes was entirely reinvested into developing more new affordable homes. This development of homes for private resale was a first for Newlon.

Because of its proximity to the major railway networks at Stratford and before work could begin on site we had to carry out a specialist bomb survey to check for unexploded bombs left over from the first and second world wars.

We did find a cannon on-site, which belonged to the previous site owner and is now kept at the development as part of the landscaping.

Doubleday Court

We are also very proud of our Doubleday Court development within Leyton that provides high specification homes for adults with learning disabilities. The scheme, which was opened in 2018, provides much needed housing for residents, with care and support provided 24 hours a day, seven days a week by Outward.

Outward is our specialist care and support charity which was founded in Waltham Forest in 1977.

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-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**.

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

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