

# Newlon News



## What's inside?

Update from the Residents' Forum

Trust Newlon update

Blackout testing

Resident Engagement Strategy update

Housing Ombudsman's Complaint Handling Code

Financial inclusion

Leaseholder protections

Policy updates

Community centre programmes

Secret history

Kids' quiz

In this Summer 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 our innovative Blackout testing and how we have performed against the Housing Ombudsman's Complaint Handling Code in our self-assessment for 2023/24.

## My Newlon online portal

mynewlon

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 <https://my.newlon.org.uk/signin>.

You will need your seven digit agreement reference or tenancy number which you can find on your rent statements or correspondence from Newlon. If you are the lead tenant and you are unable to locate 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.





**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

Since the last newsletter the Forum has met twice - once in April, which was a joint meeting with Newlon's Board, and again in June as a newly ratified part of Newlon's governance structure. This is an exciting time for the Forum and part of June's meeting was taken up with discussing the joint April meeting, how the Forum and Board will work together in the future and how Forum papers will be reported to the Residents Services Committee.

After apologies, introductions and agreeing the previous minutes, Sarah Shaw, Housing Services Director, introduced an update on the Tenant Satisfaction Measures (TSMs) data up to May 2024. TSMs are a series of questions set by the Regulator of Social Housing and Sarah explained that trends over time show resident satisfaction broadly going up and dissatisfaction going down over the key questions. Members felt that the data was clear and were happy to be presented with comparative data in September.

Sarah introduced the new Key Performance Indicator dashboard and explained what Newlon chooses to measure and why, and how it is reported to the Forum, and what format is appropriate. Members were shown a dashboard containing information covering repairs, contact, complaints, estate management, antisocial behaviour and rent for a 12 month period and were asked if they felt these were good areas to measure, which they agreed.

Annette Morrison, Head of Service Improvement, introduced the annual review of complaints. This outlined the increased role of the Housing Ombudsman and the effect this is having, resulting in an increased volume of complaints due to raised awareness, and higher investigation levels.

Annette summarised it as being a very challenging year for complaints, with hard work happening to demonstrate learning and making changes as a result. Annette explained that Newlon's performance may look disappointing on paper, but it is comparable with other housing associations, and the context was helpful to members to appreciate the data. The recent scrutineer report on learning from complaints will be shared with members after it has been presented at the Trust Executive Team Strategy meeting.

## Next, members discussed agenda items for the coming year. The agreed areas were:

- Arrears and financial inclusion.
- Remediation update.
- Resident Engagement Strategy update.
- Mystery shopping.
- Budget explanation.
- Complaints scrutiny.
- Cyclical repairs and estates.
- Tenant Satisfaction Measures.
- Key performance indicators.
- Board and Residents Services Committee feedback.

There was a brief discussion around changes to the role and expectations of membership now that the Forum is part of the governance structure and members were on board with the points raised. Members were asked to share their ideas for the interview process for Forum membership with Emma Preston-Dunlop, the Resident Involvement Manager.

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](mailto: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](mailto:getinvolved@newlon.org.uk).



# Trust Newlon update

## A year of the Tenant Satisfaction Measures

It has now been a full year since our regulator, the Regulator for Social Housing, introduced the Tenant Satisfaction Measures (TSMs).

These are a range of standards that all social landlords are required to report against and to provide an annual return to the regulator by the 30th of June each year.

The majority of the standards relate to residents' satisfaction with how well landlords provide key services including repairs, how they manage issues such as antisocial behaviour, and how well informed and listened to residents feel.

Some of the standards also relate to how well landlords comply with a range of safety measures such as carrying out gas and electrical testing.

Newlon has provided our full TSM return to the regulator and you can find this on our website at [www.newlon.org.uk/residents/tsms](http://www.newlon.org.uk/residents/tsms).

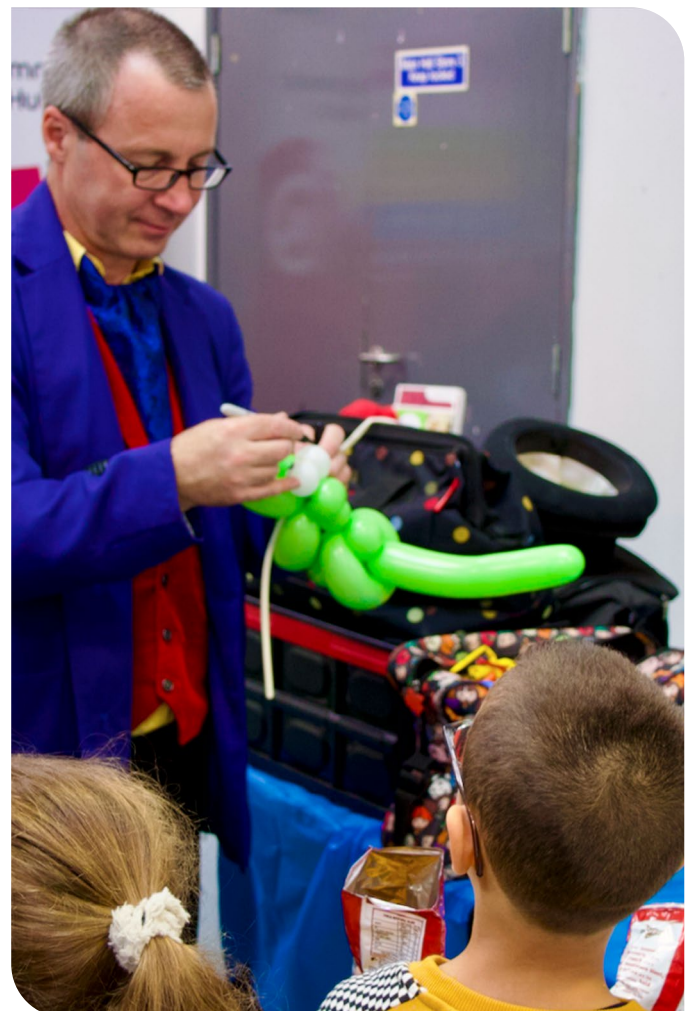
We are pleased to report that residents' satisfaction with our performance as measured by the TSMs has improved during the last year with overall satisfaction from residents who rent their home rising to 60%. Performance has not improved across all the TSM indicators but on the whole satisfaction has improved across services and underlying dissatisfaction has gone down.

We provide a detailed report on our performance against the TSMs in our annual report to residents which is provided to you with our autumn edition of the Newlon News.

---

## Barnsbury community fun day - super success

This year saw the return of the Barnsbury community fun day. It was held on Friday 31st May at the Barnsbury Community Centre and took place from 10 a.m. to 3 p.m. Holding a community fun day is a chance for us to engage with our residents in a relaxed, enjoyable environment and this event was no exception. Lots of staff volunteered to help at the event which was just as well because we had a huge amount of residents who came along to take part in the fun day. It was great to see the Barnsbury Community Centre full of families with children enjoying the food, drinks and sweet treats available and the many activities on offer.



# Blackout testing - how Newlon are leading the way

## What is Blackout testing?

Blackout testing is testing all of the life safety systems within a building and switching over to the backup power and continuing to test the systems.

## Which buildings have we completed Blackout testing in?

We have mainly been testing our buildings over 18 metres, however we have also started to test new developments such as Monument Way, prior to hand over.

## Safety testing prior to Blackout testing

The safety of our residents has always been of paramount importance to us. To ensure that our residents remain safe in an emergency, we have previously taken part in a simulated emergency situation. This was done using one of our largest tower blocks and involved a multi-agency approach to deliver the best outcome for our residents. We brought together the London Fire Brigade, Metropolitan Police, Transport for London, London Transport Police, London Ambulance and Islington Council to work collaboratively as part of this exercise.

## Blackout testing - what does it involve?

We have now pioneered and are undertaking dynamic Blackout testing to ensure our residents wellbeing and safety in the event of a major emergency in our buildings.

The Blackout testing programme involves using a team of experts to simulate an emergency situation in our buildings. The team of experts includes the Newlon Building Safety and Services team, fire engineers, mechanical and electrical engineers, lift and access control engineers, and other specialists in various fields.



The tests involve cutting the power to selected parts of the building and testing the building life safety systems on the backup power supplies. The test typically involves testing firefighting and normal lifts, fire systems including automatic opening smoke vents, door entry systems, building smoke extraction systems, backup generators and electrical building back circuits and switches. The test also involves putting smoke into limited areas of the communal spaces to see if the building lift safety smoke extraction and ventilation systems operate as they should do.

The reason for doing the tests on the backup power supplies is that generally most of the buildings' systems are tested in normal power situations. But by undertaking the tests using the backup power supplies, we are able to test and witness the various life safety systems working. During Blackout testing we also test other life safety systems under a more rigorous regime than normal or that are required in the current testing standards.

This process has allowed us to understand the behaviour of smoke passage, building operation conditions and system functionality within our buildings. These tests have also allowed us to put in place or alter existing maintenance regimes to ensure we know how our buildings will react in emergency conditions and to ensure the highest resident safety standards we are aware of in our field.

We are currently testing a building every two weeks which normally creates a number of actions for the Newlon Building Safety and Services team to follow up and complete.



# Resident Involvement Strands: Residents' Voice

You said

We listened

Residents' Voice is the newest resident involvement strand at Newlon. It was introduced last year and involves a resident in a short film – two to three minutes – on a topic that they feel strongly about, such as living with cladding remediation, how repairs to communal areas are dealt with or setting up a Residents' Association. This film is then used internally at the most senior level, either by the Board or Residents Services Committee (RSC), to make sure that residents are heard without the message getting diluted and abbreviated by being told verbally, second hand or written into reports.

It means that these committees can look to individuals to get their feedback when time has passed to see if anything has changed.

Both the Board and RSC have commented on how impactful these short films have been. They are allowing the voice of our residents with an individual story, who are mindful that they are representative of others like themselves, to get their message straight to members of Newlon's Executive team and governance structure.

## The Resident Engagement Strategy co-production group – what does it do?

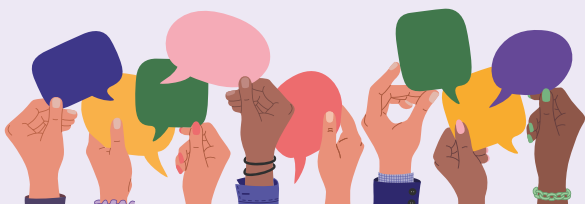
By Emma Preston-Dunlop, Resident Involvement Manager

The Resident Engagement Strategy co-production group met at the end of May for the six month review to look at the progress of the second half of year one of Newlon's Resident Engagement Strategy 23-26, and to see how the start of year two is progressing. This piece of work was co-produced with a group of 19 residents who agreed to manage the progress of the strategy over its life cycle.

97% of the year one annual outcomes were met, with nine outcomes that were overarching for the entire lifecycle carried over to year two. There were some small updates made due to legislative and regulatory changes, and the ways that Newlon collects information. It is sometimes hard to quantify a holistic outcome such as 'improve' but measurable outcomes (such as increase by 10%) were designed to capture these as closely as possible.

One area that has really had an impact is the use of trackers. A tracker tool to capture resident involvement across the business – not just via the Resident Involvement team – has been introduced, and this means that the monthly numbers of involved residents are now being centrally monitored, and the impact can be measured. Another type of tracker is being used for resident groups with complex issues requiring cross departmental input, so that all issues are kept in one place, the tracker is sent to residents who can see the updates, and can comment on them. This has meant that Newlon staff work more closely together using IT in an efficient way.

After the meeting, the comments were very positive:



**"I think the first year was really, really good ... I'm really happy"** - Dana

**"I think it's gone well; engaging with changing little bits of it has improved it"** - Ben

**(In relation to take up of types of tracker)**

**"Getting results that were better than expected is good and worth noting"** - Dana

**"Tpas (the tenant engagement experts) information workshops are really good!"** - Renea

# Newlon residents successfully join the **Housing Ombudsman Resident Panel**

The Housing Ombudsman Resident Panel is an opportunity for residents to be involved in the development of the services that the Housing Ombudsman provides.

We are delighted to share with you that the 2024-27 Resident Panel has recently been appointed and it includes three Newlon residents. Our residents (Chris, Dana and Yvonne) are looking forward to being part of this exciting project.

## **What does the Resident Panel do?**

- 1. Share their experiences** - the Resident Panel tell the Ombudsman about their experiences. This helps the Ombudsman identify areas where services can be improved and helps to make sure that residents are at the centre of their work.
- 2. Shape the Ombudsman's service** - the Resident Panel attend regular meetings with the Ombudsman and have their say via short surveys, consultations, and virtual discussions to give residents a voice in everything they do.
- 3. Learn more about the Housing Ombudsman** - the Resident Panel hear about the work the Ombudsman are doing to improve landlord services and how it will positively impact residents living in social housing.
- 4. Talk to others** - Resident Panel members can help the Ombudsman reach residents in their local communities. They can also raise awareness of the service that the Ombudsman provides and help to make sure it is accessible to residents that live in social housing.



# Our Housing Ombudsman's Complaint Handling Code self-assessment for **2023/24** has been published

## **What is the Housing Ombudsman's Complaint Handling Code?**

The Housing Ombudsman's Complaint Handling Code sets out the statutory requirements for landlords to effectively and fairly respond to complaints. It went live in April this year. For residents, the Code is a guide of what can be expected when a complaint is made to a landlord.

## **What is the self-assessment?**

Landlords need to show their compliance with the Code. This means that each year we are now legally required to self-assess against it and publish:

- Our compliance with the Housing Ombudsman's Complaint Handling Code.
- Our Annual Complaints Performance and Service Improvement Report.
- The Board response to our Annual Complaints Performance and Service Improvement Report.

You can find all this information at on our complaints page of the website

[www.newlon.org.uk/residents/making-a-complaint](http://www.newlon.org.uk/residents/making-a-complaint)

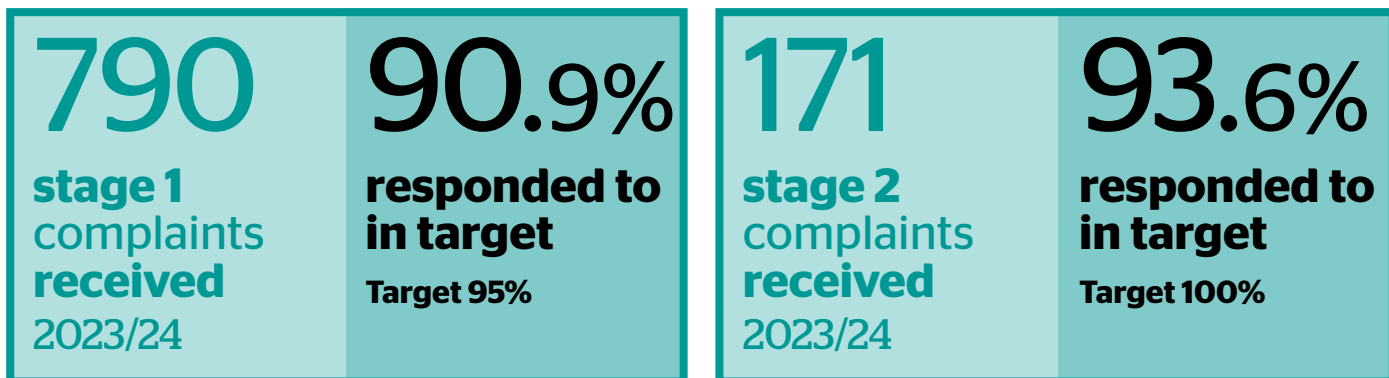
## **Have Newlon shown compliance with the Code?**

We can share with you that are largely compliant with the Code. In our self-assessment we have evidenced how we comply with the code and set out actions for any areas where we are non-compliant or where we are working to be more compliant. We have an action plan in place which will address any gaps identified.

## **More information from the Housing Ombudsman**

Please follow the link to the Housing Ombudsman website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) where you will find more information about the Complaint Handling Code.

# How are we performing?



## Learning from complaints

We want to ensure we are responding to complaints quickly and effectively by learning from residents' feedback. Here are some of the things we are doing to achieve this:



### Feedback

This has been a challenging year with an increased level of complaints. We have coped well with this increase, with responses largely on time. We realise that our services are not always as consistent as we would like and that our communication is not as proactive as it should be.

### Action

We have implemented better use of repairs data to spot potential issues. All our staff have been trained in our customer relationship management software to ensure a more consistent approach to record keeping and actioning issues and to show greater empathy when dealing with residents. We are creating three additional posts to support dealing with complaints more effectively.

### Result

We have reduced the number of overdue jobs, cancellations and the number of repairs going over target. Collaboration between teams has improved to speed up responses to complaints.

You said

We listened

You said:

We want Newlon staff to listen to our concerns and treat us with respect, showing empathy to the situations we find ourselves in and to communicate honestly but kindly with us.

We have:

Listened to what you have said about how we communicate with residents over the phone, in face to face meetings and in emails and letters.

All our staff have taken part in customer service and empathy training and residents have reported an increase in feeling that Newlon treats them with fairness and respect.



# 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.
- **Women's only exercise classes** - these take place on Mondays and Tuesdays. They require a small contribution. If you would like to take part or need more information please contact Julie Vibert by email **juliet.vibert@gmx.com** or by calling or texting **07930 86014**.
- **Islington Bangladesh Association (women only)** - is offering free exercise and fitness classes on Wednesday mornings. If you would like to take part please contact **asad@ibal.org.uk** or call **020 7713 8971**.
- **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.

## 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 a natural way; by moving, doing and exploring.

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

There are 15 hours of funded childcare places available for children aged nine months, two years and three years.

**Special offer - if you register before September 2024, you will receive 25% off your first invoice.**

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.





# Financial Inclusion in action by Jeannie Lowen, Newlon resident

**With the cost-of-living crisis severely impacting residents, it is helpful to know that Newlon can offer extra support to residents via the Financial Inclusion team.**

The Financial Inclusion team works with residents in any tenure (social rent, Intermediate Rent, Shared Owners and 100% leaseholders) on anything to do with money. They offer advice on how to maximise your income, manage your budget and provide information on what you can do about debt. They will undertake benefit checks and they can support you to appeal adverse benefit decisions. If you are in work they can do "better off calculations" to see what extra help may be available to you.

The Financial Inclusion team administers a hardship fund for essential items however this is restricted mainly to white goods and bedroom furniture. The fund is used to replace broken items for established tenants, as well as supporting those who are moving into their first home.

I have spoken to residents who have received help from the team. They told me how much the support meant to them. Some were in dreadful situations where they needed to restart their lives after losing everything. Others are in financial difficulty and need a little extra help.

One resident explained that, before she was rehoused, she had been in a women's refuge. She had been through a distressing time and had to leave all her belongings from her previous life behind. When she arrived she only had a bag of clothes with her. Therefore, she needed extra support to get established in her new home. The team provided white goods for her kitchen, along with a bed and some vouchers to buy other necessary household items. She stressed how much it meant to her; enabling her to restart her life in a positive environment with good neighbours and a supportive landlord. When she initially came to view the flat she was greeted by a lovely older neighbour who warmly welcomed her and it was at that point that she immediately felt at home.

Another resident told me of the shocking experiences which had led him to become a Newlon resident. He had fallen very seriously ill and was in hospital and near death. At the time he owned a business and had a mortgage on a flat. While he was fighting for his life in intensive care, the bank, expecting him to die, foreclosed on him and seized all of his property. Fortunately, after a long period in hospital, he recovered but he had lost everything. It meant so much to him to be securely rehoused in a Newlon flat, furnished with the basics of a home. This helped him get on the road to recovery after suffering such dire experiences.

Another resident is currently awaiting the delivery of a new cooker after his old one developed a fault and stopped working. He has recently lost his job due to ill health and is in the process of sorting out his benefits.

The team are also able to provide emergency support such as payment for food and prepayment utility top ups. Each situation is judged on a case-by-case basis and any resident can apply for help - not just the lead tenant.

These examples illustrate the support available and how much this means when people find themselves at a low point in their lives.

If you think that our Financial Inclusion team might be able to help you, please email [financialinclusion@newlon.org.uk](mailto:financialinclusion@newlon.org.uk) or phone them on **020 7033 4605**.



# Leaseholder protections and selling your home

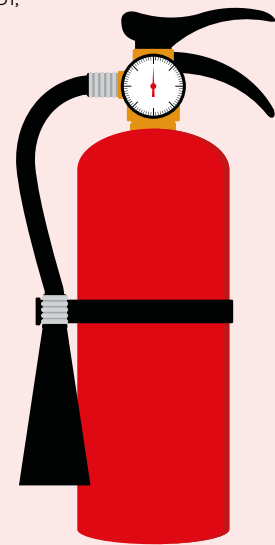
We know that many Shared Owners and leaseholders have found it difficult to sell their homes in recent years due to issues with fire safety inspections and the requirement for remedial works at some schemes.

For some schemes this has been made more complicated by lenders' requests for form EWS1, even in some cases for housing that falls outside the scope of the EWS1 scheme.

Although the housing market remains quite challenging the good news is that since the introduction of the Government's leaseholder protection scheme in the summer of 2022, it has gradually become easier for people to sell their homes.

The leaseholder protection scheme, which is designed to ensure leaseholders do not face any costs for historic building safety works and the landlord certificate process which accompanies it, have both contributed to the improving situation and requests for form EWS1 have become less common as a result. Overall, residents who wish to sell their homes have sales transactions under way at many of our schemes, including those where remedial works are progressing.

If you are thinking of selling, staircasing or extending your lease in the near future, our advice remains to contact our Resident Sales team by emailing [resident.sales@newlon.org.uk](mailto:resident.sales@newlon.org.uk) before committing to any costs. Please also remember to check the information on our website at [www.newlon.org.uk/safety/information-for-leaseholders](http://www.newlon.org.uk/safety/information-for-leaseholders).



## Policy changes



### Antisocial behaviour

We have updated this policy to add clarification around how we manage reports of prostitution/drug misuse in bin stores and communal areas.



### Resident involvement

This policy has been updated to show that the Residents' Forum is now part of Newlon's Governance Structure.



### Rent arrears

We have updated this policy so that it includes information about our approach to vulnerability, as well as bankruptcy and individual voluntary arrangements (IVA).

## Kids' quiz - summer word scramble

Here are some words which are all to do with summer. See if you can unscramble them.

1. HECBA
2. NUSASLSGSE
3. CERCAEMI
4. INCICP
5. MIWSGNIM
6. LESWFOR

Please email your answers to [fiona.morrall@newlon.org.uk](mailto: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 Fiona Morrall, 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 **31st August 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.

# Secret history **Cannon Road, Tottenham**

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.

Cannon Road, which is just off Tottenham High Road, is home to Rivers Apartments, Ambrose Court and Mallory Court. However, it originally looked very different.

## **Brook House Mansion**

Brook House, a substantial mansion with a three acre estate, once stood at 881 Tottenham High Road (on the site of the current Cannon Road). From the 17th century until 1955, it served as a private home and had a succession of wealthy owners. The earliest recorded ones were the Mallorys of Tottenham, with Sir Richard Mallory being the lord mayor of London from 1564-65. The final owners of Brook House were the Klemantaskis family who owned it from 1898 until 1955. They were an Ashkenazi Jewish family of Dutch and Australian nationalities, with possible Polish and Russian ancestry.



**Brook House School**

## **Rubber factory**

In 1955 the site of Brook House was acquired by the Cannon Rubber Factory (known as Cannon Rubber Manufacturers Ltd). Brook House was demolished and a new factory was built in its place.

Cannon Rubber Manufacturers Ltd were known for producing a wide range of products from rubber including hot water bottles, soles of shoes and bottle teats for baby bottles. They even produced rubber seaside buckets for children during the 1950s. During their later years they were known more for producing rubber mats for cars.

In the 2000s, Cannon Rubber Manufacturers Ltd merged with another company and relocated to a new location outside of London. The factory in Tottenham became abandoned, disused and derelict.



**Cannon Road with Rivers Apartments**

## **A plan for Tottenham**

After the London riots of 2011 the local council drew up a plan to transform Tottenham. The regeneration package known as 'A Plan for Tottenham' was an ambitious multi-billion pound, 15-year programme.

One of the flagship developments of the programme was the Brook House (Cannon Road) development. Newlon, in partnership with Tottenham Hotspur Football Club, transformed the derelict site of the former rubber factory into an area with 222 residential homes and a new primary school.

Three apartment blocks were built in Cannon Road; Rivers Apartments, Ambrose Court and Mallory Court. In addition to the apartments, a new 420 pupil school was also built. It was named Brook House Primary School and became the permanent home for the former Hartsbrook School.

An interesting fact is that when Rivers Apartments was built at a height of 22 storeys, it was (at the time) the tallest building in Harringey!

The Cannon Road development was formally opened in 2015 by Ryan Mason, a Spurs and England player at the time. It went on to be shortlisted for several awards and won the prestigious Affordable Housing Development of the Year award in 2016.

# 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.

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 or Teams.

## 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

If you have difficulty reading this newsletter or require an alternative format please email **[newsletters@newlon.org.uk](mailto:newsletters@newlon.org.uk)**.

© Newlon Housing Trust 2024. All rights reserved

## Be environmentally friendly by getting your newsletters digitally

We can send our newsletters digitally to your email address. This is both faster and more environmentally friendly. If you want to receive them digitally rather than in hard copy then please get in touch at **[newsletters@newlon.org.uk](mailto:newsletters@newlon.org.uk)**.

