

Mike Hinch steps down after 25 years as Chief Executive of Newlon. Find out more on page 3.

# Newlon News

Homeowners' Newsletter

Spring 2025

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In this spring edition of the newsletter you can read the regular update from the Residents' Forum and a personal farewell from our outgoing Chief Executive, Mike Hinch. You can also find out about recent policy changes and our new repairs contractors.

## My Newlon portal - even better now! [mynewlon](#)

If you are registered with the My Newlon portal you can now access communal documents specific to the building you live in, as well as a range of other features including reporting repairs and checking rent statements.

We are often contacted by residents requesting documents relating to communal services where they live. We are now providing access to a range of documents on the portal so you can view them at a time convenient to you and download this information if needed for future reference.

### Examples of the type of documents you will have access to include:

- Cleaning and grounds maintenance specifications.
- Contractor schedules of attendance.
- Timetables for completion of periodic tasks such as window cleaning.

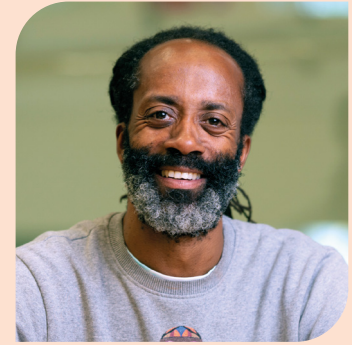
If you are a Shared Owner or leaseholder living in a development where there is a managing agent, you will soon be able to access documents including the current building insurance policy, managing agent budgets and accounts on the portal.

If you would like to view this information, please log into the My Newlon Portal and access the 'My local Area' section of the portal where these documents are stored.

# Residents' Forum

## update from the Chair

The latest Residents' Forum took place in the Boardroom at Newlon House, bringing together residents and staff in person and online.



**Lloyd Gale-Ward, Chair**

Sarah Shaw, Director of Housing, provided an update on Key Performance Indicators (KPIs) and Tenant Satisfaction Measures (TSMs), highlighting modest improvements despite sector-wide challenges. Complaints remain high, particularly around heating and hot water, however the addition of extra staff have helped to improve response times. Efforts are also being made to enhance My Newlon, the online portal, allowing easier self-service particularly for leaseholders. The upcoming transition to a new repairs contract in July was discussed, with assurances that a detailed mobilisation plan will help minimise disruption to residents.

Angelene Clarke, Head of Special Projects, and Charlie Giddens, Assistant Director Major Projects, reported on fire safety and cladding remediation, with four buildings completed and five more due by year-end. Residents raised concerns about working with previous contractors, use of government funding and temporary accommodation for those impacted. While moving residents is difficult, Newlon conducts impact assessments and meets regularly with resident action groups with a view to minimise negative experiences for those who are affected by remediation works.

Emma Preston-Dunlop, Resident Involvement Manager, presented the Repairs Satisfaction Scrutiny Report, identifying areas for improvement and long-term fixes rather than short-term solutions. Recommendations will be reviewed in six months. Residents suggested clearer follow-ups and timeframes for addressing issues, this will lead to greater accountability. The next scrutiny will focus on security.

Annette Morrison, Head of Service Improvement, shared insights into complaints handling, noting an increase in cases but a higher resolution rate. Most complaints relate to repairs, and improvements include an updated Reasonable Adjustments Policy and better tracking of service quality. Changes to the Housing Ombudsman process mean complaints now have only two internal stages before external escalation. Residents raised concerns about whether the complaints team has enough authority, and it was acknowledged that cultural and operational changes are improving accountability and interdepartmental working.

The Forum also reviewed progress on the Resident Engagement Strategy, with increased participation in scrutiny, recruitment and consultations. More Mystery Shoppers are being recruited and additional training is planned. Representation of leaseholders and Shared Owners remains a focus. Emma's great effort in this area was commended.

Board member Alison Muir reaffirmed the Board's commitment to improving service delivery and ensuring resources are allocated effectively. Residents recognised financial pressures but emphasised the Forum's role in driving positive changes.

To get involved as a resident, please contact **[getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk)**.

## Call for updated information

We want to make sure that all residents are able to access the services we provide. The easiest way to do this is to make sure that we have your up to date email address. It will mean that you get important information sent to you such as online newsletters and rent statements. You may also receive updates on issues affecting your block if they are applicable to you.

We are aware that we don't have all of our residents' email addresses and so we are continuing with an exercise to try and capture more of these. If you don't think we have your up to date email address, please let us know by emailing **[customerservice@newlon.org.uk](mailto:customerservice@newlon.org.uk)** or call our Service Centre on **020 7613 8080**.

# Farewell from Mike



**Mike Hinch, outgoing  
Chief Executive of Newlon**

I wanted to take this opportunity to say farewell as after 32 years at Newlon and 25 as Chief Executive I am stepping down on the 21st April.

A lot has changed during this time. Newlon has grown from providing 1,700 homes and having 40 staff when I started to providing 8,500 homes and employing over 200 staff today. With our specialist supported housing partner, Outward, the Newlon Group employs more than 600 people, providing a wide range of affordable homes as well as care and support services for the most vulnerable members of our community.

I know that we do not always get everything right, but we work hard to provide great services. With the demand for housing greater than ever I am proud that we are continuing to grow and provide new affordable homes for people, many of whom were in critical housing need before becoming Newlon residents.

Since the introduction of our Trust Newlon initiative three years ago residents' satisfaction has steadily improved and I am confident that through working together we will be able to continue this improvement.



**Ruth Davison, new  
Chief Executive of Newlon**

I would also like to take this opportunity to introduce you to Newlon's next Chief Executive. After an extensive recruitment process I am pleased to let you know that our Board have appointed Ruth Davison as my successor.

Ruth is currently Chief Executive at Islington and Shoreditch Housing Association and has extensive experience of working in the areas where Newlon provides housing.

She is a very passionate advocate of community-based housing and I believe that she is the best person to take Newlon forward, to continue to provide the new affordable homes which are so badly needed in North and East London and to make sure that residents needs are at the heart of our thinking and decision making.

She is currently working her notice period and will start at Newlon in June. During the short period after I have left and before Ruth starts, Surjit Dhande, our Finance and Resources Director, will cover the Chief Executive role on an interim basis.

I would like to end with a huge thank you to the many residents that I have met personally and worked with over the years and to wish all of you the best of luck in the future.

## Policy updates



### **Complaints procedure**

Updated to reflect the latest guidance around staff complaints and claims of discrimination and how complaints about staff and operatives should be managed.



### **Good neighbourhood management**

Added community concern as a type of low level ASB case and consortium information. Also clarification about the role of concierge, particularly around CCTV and reference to green roofs.

# Debt support available

If you have debt there are various organisations available to help but how do you know which is the right one and does it matter?

Debt can make you feel vulnerable and alone. People often feel too embarrassed to tell friends or family and end up ignoring the issue. This may seem like a reasonable response if you can't afford to make a payment but often the issue will just spiral out of control and the debt may become worse.

## So what should you do?

You should open letters, make a list of your debt and work out your income and expenditure over a month. Your bank statement can provide detailed information. If you need guidance check out the government approved Money Helper website.

If you feel too worried about opening letters, get some support. This can be from a friend or family member or you could seek help from a service such as National Debtline, a charity who won't charge you to use them.

If you are going to use a debt firm, find one that is free. Phone Step Change on **0800 138 1111**, National Debtline on **0808 808 4000** or Citizens Advice on **0800 144 8848** for reliable advice. If you google them be careful which site you use, as some companies will charge you for their service and have a name that is similar to lure you in.



## Next steps

Look to see if you can increase your income. Are there adults or older children in your household who can contribute? Have you claimed all the benefits you are entitled to? Can you work extra hours?

Your next step is to work out what debts are a priority. These are the things that if you don't pay you will lose an essential service or item. They include your rent/mortgage, gas, electricity and council tax. You should work out with your priority debtors how much you need to pay to clear any arrears.

Anything you have left over after this can be given to your other creditors to pay them off. If you stick to the agreements, then you should be able to move forward to clear your debts over time.

## More going out than coming in?

Sometimes people are unable to manage even basic payments. If the money coming in is less than the money going out, you will need to get extra support and speak to a debt service.

You could apply to get two months of no contact from creditors while you work things out.

If you have debt of less than £50,000, you can apply for a Debt Relief Order (DRO). Your debt will be put on hold for a year and if your financial situation hasn't improved, most of it will be written off. You cannot apply for a DRO if you have assets worth more than £2,000 or a car valued over £4,000.

You could apply to the court to be declared bankrupt. You will need to pay £680 and any assets will be discussed. You will be discharged after a year but there is no upper limit on the amount of debt.

If you have assets, you can apply for an Individual Voluntary Arrangement (IVA) where you pay off your debt over five years but you will need to pay a setup fee as well as an ongoing handling fee. If you believe that you are in an IVA that's unsuitable speak to someone as a matter of urgency.

If you would like more information on anything mentioned above or if you are experiencing hardship please call or email Newlon's Financial Inclusion team and we will provide you with information or point you in the right direction to get the help you need.

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

Phone: **020 7033 4605**



# Residents' Associations and Groups



Having a Residents' Association (RA) or a more informal Residents' Group (RG) in your neighbourhood is a way of bringing together people who share common concerns and who work together to resolve them. Having a collective voice means you can tackle your concerns more effectively by communicating and engaging with Newlon and other organisations in the community.

An RG has the same purpose as an RA but offers more flexibility; Newlon's Resident Involvement team can help with setting up either. Often we send a survey to residents to help find out which is more appropriate for where you live. We can support you with the initial paperwork and decision making. As long as there are enough people willing to volunteer a bit of their time as well as energy, patience and communication skills to get things off the ground and keep it ticking over, an RG or RA is a really great way to work on things together in your neighbourhood. If you live in a mixed tenure area you need to make sure that all residents are included.

It is easy to fall back on a WhatsApp group and stop holding meetings, but that is not including everyone in your building or neighbourhood, and you must attempt to hear the opinions of everyone. You can only do this by inviting everyone and we can help you do this.

## What's the difference?

Newlon don't treat RGs or RAs any differently in terms of how we engage. It's a bit quicker to set up an RG, and this can become an RA at a later date. It takes more people – around six is recommended – to get an RG off the ground and you can be more or less involved, whereas you can start an RA with only three elected committee members, but that will mean more work for individuals.

Residents' Groups	Residents' Associations
Will have a Code of Conduct and Terms of Reference.	Will have a Code of Conduct and a formal Constitution.
Will be a group of residents with a flexible, unelected structure. Roles can be shared and are less formal. This can be set up fairly quickly with basic Terms of Reference. This can mean that it takes longer to reach decisions or get things organised, or it can mean that more people feel like getting involved because the structure is flat; it can go both ways.	Will have a formal structure made up of a committee who will be democratically voted in at the first public meeting/AGM. This can take a bit of time to set up as the draft Constitution has to be circulated 21 days in advance of the meeting. The minimum roles are Chair, Secretary and Treasurer.
Will define who they are, what they do and what they want to achieve and should be representative of the different tenancy types.	Will have a committee who is proportionally representative of the different tenancy types, whenever possible.
Will have forms of communication such as a group email address, WhatsApp group, Facebook page.	Will have forms of communication such as a group email address, WhatsApp group, Facebook page.
They will meet regularly (online or in person) and communicate with residents on ideas, concerns and events via established communication channels. These meetings will have an agenda and be advertised in advance.	They will meet regularly (online or in person) and communicate with residents on ideas, concerns and events via established communication channels. These meetings will have an agenda and be advertised in advance. They will hold an AGM every 12-15 months which has minutes available to circulate.
It is hard to get a bank account.	Able to receive funding from Newlon if they have a bank account.

## Want to know if there is already an RA or RG in your neighbourhood?

Interested in starting an RG or RA where you live? Get in touch via [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk)



## New repairs contractors announcement

We have recently been going through an extensive tendering process to appoint a new main responsive and day to day repairs and maintenance contractor. We are pleased to let you know that in a significant change to the way we have worked in the past, we have appointed two successful bidders - Gilmartins and MNM Property Services. They will succeed Wates when their contract runs out in July.

The two new contractors will be covering distinct geographic areas. We will provide more details on the specific areas each contractor will cover in due course.

We are confident that we will be able to provide a more effective repairs service by using two contractors instead of one. Both new contractors will provide a range of enhancements to our current approach such as being able to track operatives on the way to appointments.

Our residents have been closely involved at all stages of the procurement process and it's been a great opportunity for the new contractors to adopt Newlon's updated service standards.

## Keeping your communal areas clutter free

### **What does the term 'communal area' cover?**

A communal area is an area that is not part of an individual's private property, but can be used by everyone in the building. This could include communal hallways, shared garden spaces, communal balconies and car park areas. Please be aware that the communal area also includes any space outside of your property even if you are the only person living on a particular floor or corridor.

### **Why do we need to remove items within the communal areas of your building (also known as the TORT process)?**

Legislation around Fire Safety requires landlords to carry out Fire Risk Assessments and part of this assessment focuses on escape routes and therefore includes communal areas, which have to be kept clear as they are a means of escape in the event of a fire. This means that all items that are found in the communal areas, without exception, will need to be removed either by residents or will be removed by Newlon. This is in line with your tenancy/lease agreement.

### **How does the TORT process work?**

Any personal items located within the communal areas will be issued with a yellow sticker detailing a timeframe for the items to be cleared from the area. If the items remain after this time, then arrangements will be made to clear these objects without further contact with the resident and placed in storage. A TORT notice will be left where the items have been removed.

### **What happens if my personal items are removed?**

You will need to contact our Service Centre with the TORT reference details provided on the TORT notice, where a payment of £50 will need to be made before the details relating to the collection of your items will be provided. Any items not collected after 30 days of removal will be disposed of and residents will be unable to claim their items back.

### **Why is there a fee for retrieval of my items which have been removed?**

The charge of £50 is an admin fee to cover the cost of removing, transporting and storing these items.

### **Are there any exceptions?**

Any items deemed to be an immediate danger/hazard such as flammable items including batteries/petrol canisters will be removed from the property at the point of inspection.

**Please help to keep all the residents safe in your building by removing your items from the communal areas and keeping them clutter free.**



# The Residents' Associations, Residents' Groups and Resident Inspectors networking event

attended by Jeannie Lowen, involved Newlon resident

I attended the recent networking event which brought together representatives from Newlon's Residents' Associations, Residents' Groups, Resident Estate Inspectors and staff. This is the second year the event has taken place and the Resident Involvement team has certainly built on the experience of the initial event. It provided the opportunity for a real two-way conversation between staff and residents.

Annette Morrison, Head of Service Improvement, presented data highlighting Tenant Satisfaction Measures and setting out Newlon's priorities. This data emphasised not only where objectives had been met but also the areas which need to improve. An interactive poll was included where we were able to provide live feedback. This demonstrated how technology can be used to provide an enriched level of engagement and feedback from residents. Interactive data gathering can help to collect valuable information which helps to discover residents' issues.

Alan Tonkin spoke on behalf of the Ashburton Triangle Residents' Association (ATRA). He shared updates about their activities and his experience as a Resident Inspector. The ATRA is one of Newlon's larger Residents' Associations and we were given a thorough in-depth overview of the issues facing residents and the support that the Residents' Association provides.

Angelene Clarke, Head of Special Projects, offered a roundup on the progress of various remediation projects. She described how the removal of cladding can sometimes reveal other underlying issues which then require further redesign and planning. Residents were able to discuss some of their concerns and the impact on their communities.

Matthew Morrall, Income and Investigations Manager, led a conversation about how Newlon can better tackle anti-social behaviour collaboratively. The issues in trying to resolve anti-social problems can be complex. A number of recent activities were discussed such as homeless people accessing communal areas which naturally makes residents feel vulnerable and insecure. Then there are the hard to deal with situations caused by some residents which can be much more difficult to resolve.

The event also facilitated a space for Resident Inspectors to discuss their experiences as a group with members of the Neighbourhoods team. A key concern of Resident Inspectors is the need for the inspection reports to be integrated with

the Portal along with clearer information on repairs such as searchable case numbers. I would have liked a representative from the Estate Inspectors contractor to attend.

With regards to Service Charges, a resident stated that they felt the present repair contract is not delivering and there was a desire for more transparency with the repair system. They would like to ensure we are getting competitive value for money. John William, Head of Service Charges, mentioned it can be problematic as it's not always possible to know final costs beforehand. Hopefully these concerns will be addressed by the new repairs contract which will be issued in July to two new contractors. Once the new repairs contractors are embedded, we should see improvements and innovation in this vital area.

The event as a whole and the content from all the teams present was well thought out. I expect the discussions between residents and staff will make a positive contribution to future developments.



# Assistance and support with accessing our services

In the winter edition of the newsletter we included an article on assistance and support with accessing our services. You can also find this information on our website at [www.newlon.org.uk/accessing-our-services/](http://www.newlon.org.uk/accessing-our-services/).

## This information provides advice and what to do if you:

- Need documents and information in an alternative format.
- Need assistance due to hearing loss or tinnitus.
- Need us to make reasonable adjustments when providing services or information.
- Would like an advocate to provide additional assistance when contacting or dealing with us.

## Please let us know if you need additional support

If we do not know that you or a household member have a vulnerability or additional needs we may not be able to provide the appropriate service. Everyone's circumstances are different and can change over time. If your circumstances change or you need additional support and have not told us about this you can let us know about this in a number of ways:

- By emailing [customerservice@newlon.org.uk](mailto:customerservice@newlon.org.uk).
- By calling our Service Centre on **020 7613 8080**.
- By letting any staff member know so we can update the information we hold about you.
- If you need documents in another format you can also call us on **020 7613 8091**.
- If you need support with accessing services, reasonable adjustments or aids and adaptations please call our Service Centre or email [customerservice@newlon.org.uk](mailto:customerservice@newlon.org.uk).
- If you need urgent support please always call us in the first instance.



## Support when making a complaint

If you need to make a complaint about our services the Housing Ombudsman's code sets out some requirements to make sure you are easily able to do so. These include:

'Making sure residents can complain through different channels and anticipating the needs and reasonable adjustments of residents who may need to access the complaints process.'

You can complain to Newlon via a number of channels including by email, by phone, by live chat on our website, in writing or in person to any member of staff. You can find more information about this at [www.newlon.org.uk/residents/making-a-complaint](http://www.newlon.org.uk/residents/making-a-complaint).

You can also ask for an advocate, friend or family member to support you with making a complaint. We have provided training to all staff so that they are aware of the complaints process and how to pass details of a complaint to the appropriate person at Newlon.

If you have additional support needs or require reasonable adjustments when making a complaint, we will always aim to anticipate these and take your needs into account. If we are not aware that you or a member of your household have a vulnerability or additional need we may not be able to do this, so please let us know if your personal or household circumstances change.

We publish our complaints policy on our website at [www.newlon.org.uk/residents/making-a-complaint](http://www.newlon.org.uk/residents/making-a-complaint). We can provide this policy in alternative formats on request.

We also provide information on how to access the Ombudsman Service on our website, through these quarterly newsletters and in our annual report to residents, issued in the autumn of each year.

## Learning from complaints

We are committed to making sure we learn from the complaints we receive so that we can improve services.

We hold a monthly learning from complaints meeting with representation from across Newlon to review the complaints we have received to understand common

themes and issues, record the learnings from where things have gone wrong and create the actions needed to resolve these issues.

You can find more information about this on the learning from complaints page on our website [www.newlon.org.uk/learning-from-complaints](http://www.newlon.org.uk/learning-from-complaints).

You said

We listened





# 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 or 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**.
- **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.

## Barnsbury Community Centre for hire

Our community centre located on the Barnsbury Estate in Islington is available to hire for very reasonable rates. It is a modern light-filled community resource comprising of a large hall, a seminar room, toilets and baby changing facilities, a kitchen, a reception area, as well as a large communal garden. It is available for private hire for £40 an hour. Discounts are available for residents, weekday hires and bulk bookings. For more information or to make a booking please call **0207 833 2525** or email **HallBookings@newlon.org.uk**.



# Homeowners – information on our website



Did you know that many of your queries and questions can be answered by accessing the information specifically for homeowners on the Newlon website?

If you are a homeowner this section [www.newlon.org.uk/residents/home-owners/](http://www.newlon.org.uk/residents/home-owners/) provides links to a range of useful information, including your responsibilities, how to sell your home, rules about subletting and more. You will find the links below on the homeowners section of the Newlon website.

<b>Defects</b>	<a href="http://www.newlon.org.uk/defects/">www.newlon.org.uk/defects/</a>	A guide to the defects rectification period
<b>Do it online</b>	<a href="http://www.newlon.org.uk/residents/do-it-online/">www.newlon.org.uk/residents/do-it-online/</a>	A list of the services you can do online, 24/7
<b>Frequently asked questions</b>	<a href="http://www.newlon.org.uk/knowledge-base/information-for-homeowners/">www.newlon.org.uk/knowledge-base/information-for-homeowners/</a>	A handy section covering the most common queries for our homeowners
<b>Homeowners' responsibilities</b>	<a href="http://www.newlon.org.uk/residents/home-owners/homeowners-responsibilities/">www.newlon.org.uk/residents/home-owners/homeowners-responsibilities/</a>	Learn about what you are responsible for as a homeowner
<b>Insurance for homeowners</b>	<a href="http://www.newlon.org.uk/residents/home-owners/insurance/">www.newlon.org.uk/residents/home-owners/insurance/</a>	Advice about buildings and contents insurance
<b>Lease extensions</b>	<a href="http://www.newlon.org.uk/residents/home-owners/lease-extension-advice/">www.newlon.org.uk/residents/home-owners/lease-extension-advice/</a>	Find out how to extend your lease
<b>Making home improvements</b>	<a href="http://www.newlon.org.uk/residents/home-owners/making-home-improvements/">www.newlon.org.uk/residents/home-owners/making-home-improvements/</a>	What to do before making any alterations to your home
<b>Our charges</b>	<a href="http://www.newlon.org.uk/residents/home-owners/our-charges/">www.newlon.org.uk/residents/home-owners/our-charges/</a>	An outline of the what you will need to pay for services such as remortgaging
<b>Safety</b>	<a href="http://www.newlon.org.uk/safety/">www.newlon.org.uk/safety/</a>	Our approach to fire and building safety and how we keep residents safe in their homes
<b>Selling your home</b>	<a href="http://www.newlon.org.uk/residents/home-owners/selling-your-home/">www.newlon.org.uk/residents/home-owners/selling-your-home/</a>	A guide to selling a Shared Ownership property
<b>Service charges</b>	<a href="http://www.newlon.org.uk/residents/service-charges/">www.newlon.org.uk/residents/service-charges/</a>	The costs you may need to pay for estate services, such as communal cleaning
<b>Staircasing</b>	<a href="http://www.newlon.org.uk/residents/home-owners/staircasing/">www.newlon.org.uk/residents/home-owners/staircasing/</a>	How to buy more shares in a Shared Ownership home
<b>Subletting and lodgers</b>	<a href="http://www.newlon.org.uk/residents/home-owners/subletting/">www.newlon.org.uk/residents/home-owners/subletting/</a>	Rules for subletting your property or getting a lodger

## Newlon Living blog



Owning a Newlon home means that you are living in some of London's most interesting neighbourhoods. With an abundance of markets, eateries, retailers, outside natural spaces, cultural activities, nightlife and fitness options, it's difficult to know where to start when you want to explore what's on your doorstep or even a little further afield.

Why not visit the blog posts on the Newlon Living website [www.newlonliving.co.uk/new-events/](http://www.newlonliving.co.uk/new-events/) to help you decide the places and activities you want to try.

There you'll find helpful guides for a variety of things such as:

- What's on in London this spring?
- Top interior design trends for 2025
- Budget - friendly places to eat out in Enfield
- Sports communities in Tottenham
- The green guide to Oakwood: parks and outdoor spaces

The blog posts are updated regularly and focus on a range of subjects close to where you live. It's the perfect way to keep up to date with news, travel and lifestyle choices in your area.



## Dangerous chemical cocktails

When using cleaning products it's easy to forget that by combining some products, you can accidentally create a dangerous chemical reaction which could put the health of people near to it at risk.

Since 2023, the London Fire Brigade (LFB) has responded to over 150 incidents involving cleaning chemicals that have triggered a dangerous reaction. Chemical incidents require the Brigade to deploy specially trained and equipped officers to identify and deal with these dangerous combinations.

A chemical incident will trigger a larger response from the LFB, this is due to the need to send specialist hazardous material crews to the scene, alongside responding firefighters. These specialist crews are trained to identify the chemicals and the risk they pose.

The Fire Brigade's Group Commander Matt Hayward, is warning Londoners to always read the labels and instructions on your cleaning products. He said: "Always follow the instructions on the container to ensure you are using your cleaning products safely. People often think that cleaning products will be twice as effective when mixed, but it can be a recipe for disaster."

"If you do accidentally mix chemicals and start to feel unwell, make sure you leave your property immediately and stay out whilst you call 999 for assistance. We have crews that are trained and equipped to deal with these incidents, so we are ready to help if required."

## Newlon - understanding our financial position

By Surjit Dhande, Group Finance and Resources Director

The financial operating environment in the social housing sector continues to be challenging, fuelled by high cost inflation, as well as high interest costs, and more recently changes to employers' National Insurance rates and thresholds. Newlon continues to carefully balance providing excellent service to residents and investing in existing properties while continuing to invest in new housing stock.

One of our biggest areas of focus has been to increase resources for repairs and maintenance spend and investments in existing stock.

The repairs and maintenance spend has grown from £6 million in 2020 to £17 million in 2025. Similarly, investment in existing stock has increased from £7 million in 2020 to £12 million in 2025, a 71% increase. In addition, we have spent £46 million to date on fire safety remedial works. We will continue to invest to similar levels so that residents' homes are safe, secure and maintained to a decent standard.

Against this background Newlon continues to demonstrate financial resilience and maintain viable budgets and business plans.

# Financial Inclusion drop-in for all Newlon residents

The Financial Inclusion team host a monthly drop-in session at the Barnsbury Community Centre. This drop-in is open to all Newlon residents of any tenure (social rent, Intermediate Rent, Shared Ownership and leaseholders). It takes place on the first Thursday of the month, between 10am and 3pm.



If you are a resident who needs financial help, you can either drop in to speak to a member of the team or arrange an appointment.

Our team is discrete and we aim to make residents feel at ease. We can offer support and help to individuals, couples and households struggling to pay for food, fuel and other essential items such as furniture and equipment. We also provide guidance for problem debt and help with benefit claims. Our overall aim is always to limit the ongoing impact that poverty can have on our residents.

If you need support urgently, please call us on **020 7033 4605** or email the Financial Inclusion team **[financialinclusion@newlon.org.uk](mailto:financialinclusion@newlon.org.uk)**.

We will call you within two days and then help can be provided immediately over the phone.

## 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)**

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