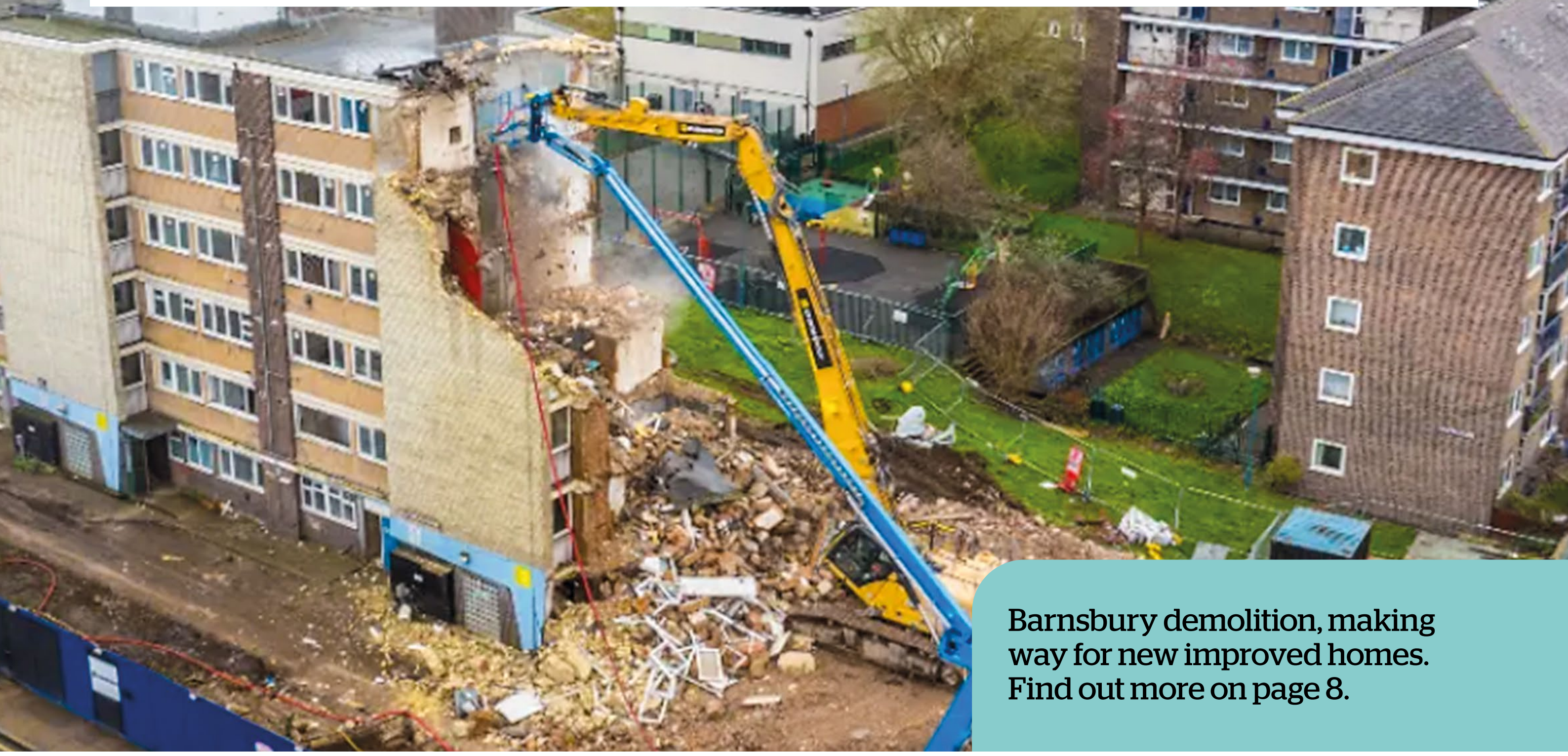
Homeowners' Newsletter Spring 2026

Newlon News



Barnsbury demolition, making way for new improved homes. Find out more on page 8.

What's inside?

Why keeping your details up to date matters

As your housing provider, we're here to support you – and having the right contact information helps us do that effectively. That's why it's important to keep your personal details, like your phone number, email address, date of birth and household information up to date.

Here's why it's important:

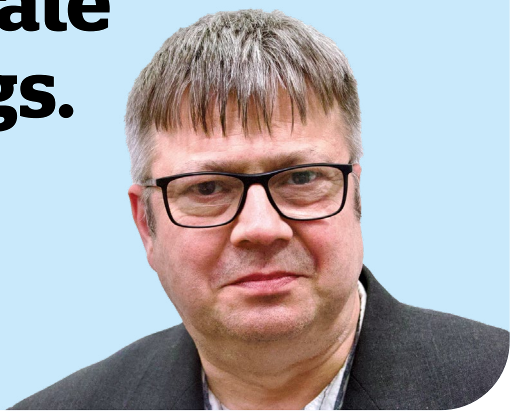
- **Quick contact in emergencies**
  If there's an urgent repair, safety issue or emergency in your building, we need to reach you fast.
- **Access to the right support**
  We offer a range of services to help you. Up to date details mean we can connect you with the right support when you need it.
- **Stay informed**
  From rent updates to maintenance schedules and community news – we want to keep you in the loop.
- **Safety and legal compliance**
  Accurate records help us carry out essential safety checks and meet legal requirements for your home.

You can update your information by emailing our Service Centre **customerservice@newlon.org.uk** or by calling them on **020 7613 8080**. **You can also update your details by logging into your My Newlon portal account**.

newlon
HOUSING TRUST

Residents' Forum update from Jon Cuming-Higgs.

Jon is Chair of the Residents' Forum and a Newlon resident



I was pleased to welcome Residents' Forum members, Newlon staff and guests to our January Forum meeting, including observers from the Regulator of Social Housing. This meeting gave us the opportunity to reflect on how services are performing, to hear directly from residents about their experiences, and to understand the steps Newlon is taking to improve in the areas that matter most to you. As always, it was encouraging to see such strong and engaged participation from Forum members, whose insight continues to shape our decision making and priorities.

A central theme of our discussion was repairs performance. Residents spoke openly about their recent experiences – both positive and negative – and the repairs leadership team provided a detailed update on the actions underway to address delays, backlogs and communication issues with contractors. Although performance has improved in some areas, particularly with Gilmartins, Newlon recognise there is more to do. Newlon has put in place new oversight arrangements and additional staffing to strengthen communication with residents waiting for repairs, and we will return to this topic in greater depth at our May meeting to ensure full accountability and progress.

We also heard about the upcoming procurement of the gas safety and heating contract. Residents contributed valuable views on what is most important to them, from appointment flexibility to better integration of modern systems. Alongside this, we received a comprehensive update on the third year of the Resident Engagement Strategy, which has been rated 5/5 for delivery by the resident oversight group. The examples shared – ranging from improved involvement in procurement to strengthened consultation practices – demonstrated the real impact residents are having on shaping how Newlon works.

The Forum also considered the findings from the recent scrutiny review on communal repairs, which explored how these services affect residents' sense of safety. Newlon has accepted all recommendations and has already committed to improvements, including internal decorations across more than twenty buildings. It was clear from the discussion that residents value transparency on how decisions are made and want clearer, more consistent feedback on the impact of their involvement. This was one of the two key messages we agreed to take to the Board.

As Chair, I would like to thank all Forum members for their constructive challenge, thoughtful contributions, and continued commitment to strengthening our services. Your involvement is not only welcomed – it is essential. If you would like to be involved in any way, you can contact **getinvolved@newlon.org.uk**. After all, these are our homes.

My Newlon online portal

mynewlon

Pressed for time or unable to reach us during the day? Why not get in touch at a time that suits you using the My Newlon portal? It's simple to use, with an easy sign-in process and clear step-by-step guidance. Through the portal, you can:

- Pay your rent.
- View rent statements.
- Check estate inspection schedules (if you live on an estate or in a larger block).
- Report local issues.
- Request repairs.
- Track the progress of repair jobs.
- Access newsletters and annual reports.
- Update your personal details.
- View communal documents relevant to your building (if you live on an estate or in a larger block).

Take control of your housing needs – anytime, anywhere. If you need assistance accessing the My Newlon portal, **https://my.newlon.org.uk/signin** please contact the Service Centre on **020 7613 8080**.

Are you due for a **remortgage?**

Remortgage

Remortgage is the process of replacing your current mortgage with a new mortgage by switching to a new mortgage deal either with your current lender or a different lender.

Taking out a mortgage is a long-term commitment, so it is important that you make sure you are getting the best possible deal on it. We recommend that you shop around to find the best mortgage deals available when you are due for a remortgage and speak to a mortgage broker. A mortgage broker will help you find and secure the right mortgage for your needs, guiding you through the process from start to finish. However, please ensure you weigh all the pros and cons before signing any paperwork.

Advantages

- It will save you money – if you don't consider remortgaging you won't be able to find a cheaper deal and miss out on the opportunity to reduce your repayments and lower your interest rate.
- To borrow more money to buy further shares – depending on your circumstances, lenders can consider giving you further advance to staircase (buy more shares).
- To review the current terms of your mortgage and move to a more flexible deal – If you remortgage your loan properly you can lessen the length of your mortgage altogether and lower your payment.

Before you apply for a remortgage, we recommend that you start the process early to avoid accidentally falling into your lender's expensive Standard Variable Rate. You should also compare all the options you find and choose the one that meets your particular needs at an affordable repayment rate.

If you are a Shared Owner with less than 100% equity, it is important that we are aware of and agree to any changes in your mortgage terms. For further information, please contact our Resident Sales Team on **0207 613 7480** or email **Resident.Sales@newlon.org.uk**.

Renters Rights Act

If you are a leaseholder and you sublet your home, the Renters Rights Act 2025 (RRA) will apply to you.

The first phase of the Act came into effect on 1st May 2026.

This means there will be important changes to how private rented homes are managed:

What is changing?

- All new and existing private rented tenancies will become assured tenancies.
- Section 21 "no fault" evictions will be removed. This means landlords will no longer be able to evict tenants without giving a legal reason.
- Landlords must follow new rules for rent increases under the revised Section 13 process.
- Rental bidding will be banned, and there will be limits on how much rent can be requested in advance.
- It will be illegal to refuse to rent to someone because they receive benefits or have children.
- Landlords must not unreasonably refuse a request to keep a pet.

What this means for you

If you currently sublet your home, or plan to sublet in the future, it is important that you understand how these changes affect you. When you want your sub tenant to leave, you will need to rely on specific legal grounds and be able to prove them.

Previously, Section 21 allowed landlords to go to court without giving a reason. As this is no longer available, ending a tenancy may take longer and be more complex.

Important note about permission to sublet

Where we have granted permission to sublet on an exceptional basis, this permission will not be extended if the reason is that you are unable to evict your sub tenant under the new rules.

If you are a Shared Owner who has been given permission to sublet your home, please familiarise yourself with this guidance provided by the Government **www.gov.uk/guidance/the-renters-rights-act-and-shared-ownership-guidance-for-shared-owners-who-are-renting-out-their-home**

Items in communal areas – focus on parcels

An updated building safety approach to parcels and packages in communal areas

Following advice from the London Fire Brigade and our independent Fire Risk Assessors, parcels must not be left in the communal areas of your building.

Parcels and packaging left in communal spaces create both a fire risk and a trip hazard, and may obstruct vital escape routes in the event of an emergency.

The London Fire Brigade advises:

"On average, around 600 to 700 fires occur each year in the communal areas of flats and shared living dwellings in London. As many communal areas are used for escape purposes in case of fire, these should be free from combustible materials and obstructions."

To meet safety requirements and fulfil our responsibilities as your landlord, all residents must ensure that parcels are not left in communal areas under any circumstances.

Removal of parcels – TORT Process

From April 2026, we will begin introducing a process under the Torts (Interference with Goods) Act for the removal and disposal of parcels left in communal areas.

Residents will be contacted scheme by scheme to confirm when this process will begin in their building.

- Any parcel found in a communal area will be labelled with a TORT notice, giving 7 days for removal.
- If the parcel is not removed within this period, it will be removed and disposed of.
- No further reminders will be issued.
- Once removed, items cannot be retrieved.
- Newlon accepts no liability for any disposed items.

How you can help

Please support us by taking the following steps:

- Inform delivery companies that parcels must not be left in communal areas. Your purchase contract is with the retailer, not Newlon, and it is their responsibility to use delivery services that meet customer requirements.
- Remove communal areas from any "safe place" instructions saved with couriers or delivery apps.
- Leaseholders with tenants must ensure their tenants are fully informed of this policy and the consequences of non-compliance.

Please note that concierge hubs are unable to assist with parcel management. Do not raise parcel-related concerns with concierge staff.

Frequently asked questions

What if I am not home to receive a delivery?

If you are unavailable, please arrange an alternative option such as a parcel locker, collection point, or delivery to a trusted neighbour.

Are medical or medication deliveries exempt?

No. For safety and compliance reasons, **no items of any kind**, including medical deliveries, may be left in communal areas. Residents requiring regular or urgent medical deliveries must arrange delivery directly to their home, a neighbour, pharmacy, locker or collection point.

Will delivery companies be reminded?

Yes. We will display clear signage and communicate with major delivery firms. However, residents must also update their own delivery instructions to ensure compliance.

What if a delivery driver ignores the signs and leaves my parcel anyway?

The parcel will still be subject to removal and disposal after the TORT notice period. Any claims for compensation or replacement must be made directly with the retailer or courier.

Can parcels be left outside my front door?

No. Areas outside front doors are considered communal spaces. All parcels must be taken inside your home.

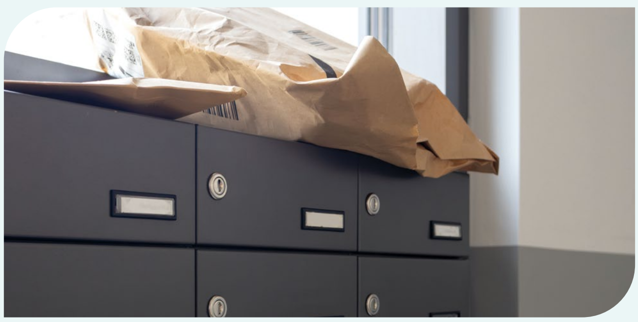
Will I be notified before my parcel is disposed of?

The TORT notice attached to the parcel is the formal notice. Once the notice period expires, the item may be removed without further contact.

Can I apply for an exemption?

Unfortunately, exemptions cannot be granted. Fire safety regulations require communal areas to remain completely clear at all times.

If you have any questions, please contact the Neighbourhoods Team at **parcels@newlon.org.uk**.



Improvements to communal areas

Safe, secure and well maintained communal areas are essential to feeling comfortable in your home. Over the past six months, we've worked with resident scrutineers to review how communal repairs are managed, identify what's working well, and highlight where improvements are needed.

This work supports our commitment to the Tenant Satisfaction Measures (TSMs) and helps ensure we deliver a reliable service residents can trust.

What we did

A small group of resident scrutineers carried out a light touch review of communal repairs, meeting regularly and reviewing six months of information, including:

- Repair records.
- Resident satisfaction feedback.
- Safety inspections (fire, gas, water and electrical).
- Anti-social behaviour (ASB) reports.

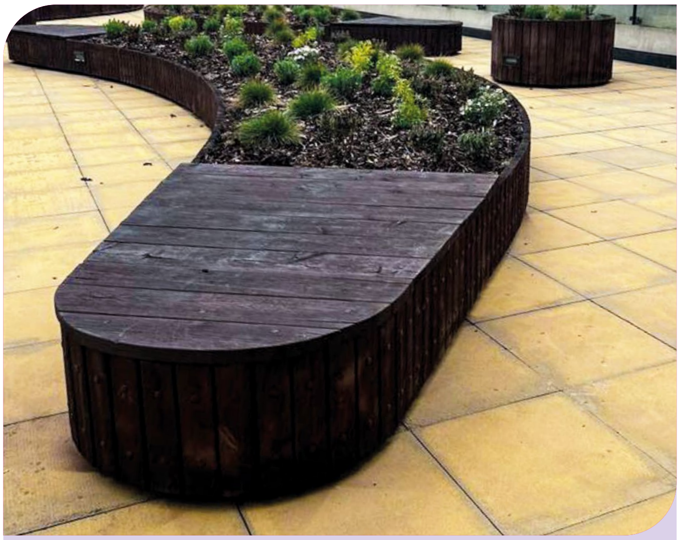
The focus was on how communal repairs affect residents' sense of safety and where changes would make the most difference.

What residents told us

Residents said that how well communal areas are maintained has a direct impact on how safe they feel. The most common concerns were:

- Insecure or damaged communal doors.
- Lifts breaking down too frequently.
- Damage to walls and doors, often linked to misuse or vandalism.
- Leaks causing repeated damage to communal areas.
- Poor communal repairs contributing to ASB.

This feedback has directly shaped our improvement plans.



New planters in communal areas

You said

We listened

What we're changing

Improving lift reliability

We have identified the lifts with the highest repair needs, reviewed replacement parts and started planning lift replacement works. Resident vulnerability has been considered to ensure additional support during works. We expect lift works to begin later this year, prioritising the most affected blocks.

Making communal doors safer

In buildings over 11 metres, communal fire doors continue to be inspected regularly, with closer monitoring of repeat issues at block level. For buildings under 11 metres, we are introducing monthly monitoring of repair data. Blocks with repeated door issues will receive targeted inspections and follow up action, helping us address the root cause.

Improving communal areas

To address neglected spaces, including those affected by leaks:

- Surveys and cyclical works are planned for 42 blocks and street properties over the next six months.
- Surveyors will check nearby communal areas after leak repairs.
- Internal painting has been completed in 22 block lobbies, with more planned for the coming months.

These works aim to create cleaner, safer and more welcoming communal spaces.

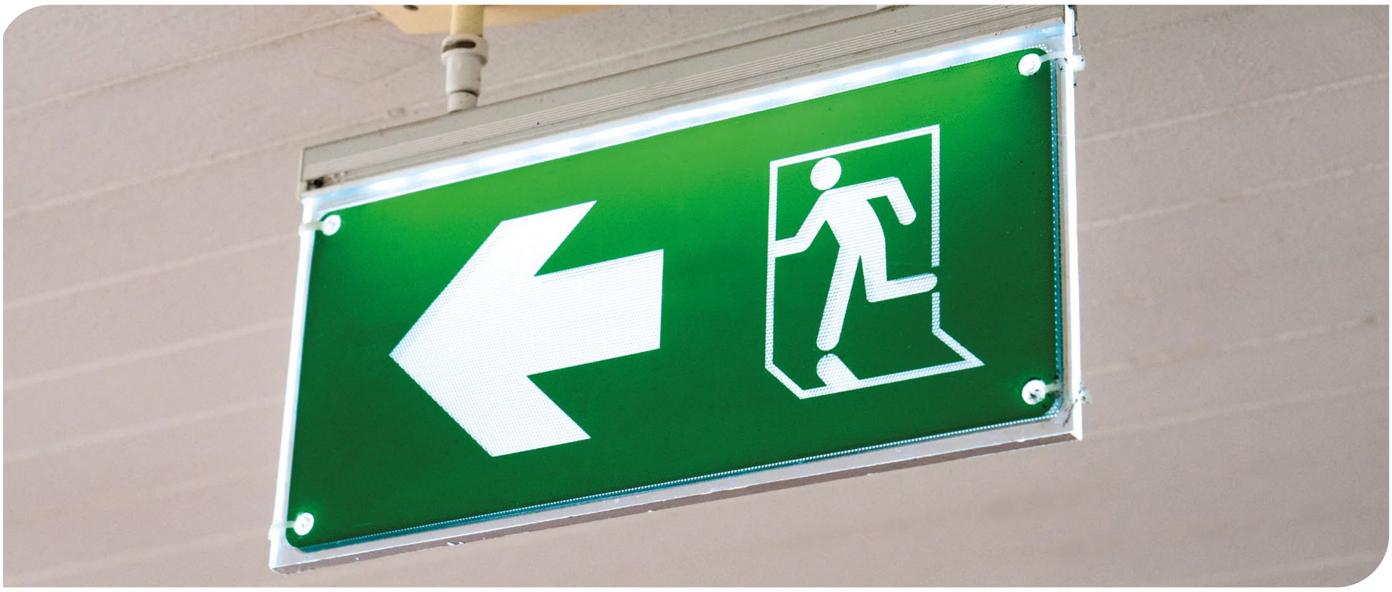
Tackling anti-social behaviour

Regular ASB hotspot meetings bring teams together to focus on problem buildings. Practical actions such as improved locks, door replacements, CCTV and more secure storage have already been introduced, helping reduce unauthorised access and ASB.

Other improvements and next steps

We're trialling a new digital system to improve transparency around communal repairs and using resident focus groups to inform our Asset Management Strategy.

Over the next six months we'll deliver planned lift works, complete agreed communal improvements and continue using resident feedback to shape long term improvements. We'll keep residents updated on progress and what's changed as a result of your feedback.



Understanding advocacy and RPEEPs: supporting residents with additional needs by Jeannie Lowen, Newlon resident

I recently became aware of the issue of advocacy when a neighbour asked for my help. He has been very unwell and a family member had been taking care of him while he recuperated post-surgery. As he was doing a lot better his carer had returned home. However, when his boiler broke down my neighbour had to request my help to call Newlon repairs on his behalf. This was because he is presently unable to speak while he is recovering from his operation.

This proved a little difficult at first because I did not have official permission to speak for him. Fortunately, we were able to arrange the repair on this occasion because I was calling from his phone and he was able to write replies to all the various security questions.

The process of arranging the repair highlighted the need for an advocate and how the process works. In order for someone to be an advocate Newlon needs to have a signed permission letter on record from the resident. This is to provide some extra protection for both the resident and for Newlon. You may think an email request would be sufficient however, in this case an email request is inadequate. Once this is on record Newlon are able to discuss any relevant concerns with the nominated advocate. This could include a wide range of issues relating to the resident's file, although sensitive information such as bank details would never be disclosed. Safeguarding is also in place to ensure that the advocate is acting in the best interests of the resident.

Another situation where additional support may be needed is during emergencies, such as a fire. New regulations now apply to certain high-rise and higher-risk residential buildings. Residents in these types of buildings who have mobility, sensory, or cognitive impairments should have a **Residential Personal Emergency Evacuation Plan (RPEEP).** A RPEEP is an individual plan designed to provide the necessary assistance during an emergency evacuation. Having access to this information allows the emergency services to provide the right support quickly and effectively. This plan provides support for those with a permanent disability, but it can also be essential for someone with a temporary condition, such as recovering from surgery or injury.

Therefore, it is important to ensure that Newlon holds accurate up to date records on any potential vulnerabilities. Subsequently, in the case of an emergency the appropriate information would be available for the emergency services. Equally important is keeping contact information such as phone numbers and email addresses up to date. This enables Newlon to communicate effectively and respond quickly when needed.

One suggestion I have based on my involvement with trying to help my neighbour; is that it might be helpful if there was a standard letter that Newlon could send to the resident in need of an advocate. They could then easily provide the required signature and nominate their advocate. Someone unwell may struggle to arrange this and if a letter with a prepaid envelope was available it could ease setting up an advocacy.

This experience with the emergency repair for my neighbour highlighted how important it is for the resident to keep Newlon informed about any additional support one may need. If you would like someone to be your advocate or the find out more about RPEEPs do contact Newlon on **020 7613 8080** or email **customerservice@newlon.org.uk**.

Inspection outcome

Aman Dalvi OBE, Chair of the Newlon Board

At the end of January the Regulator of Social Housing (RSH) carried out a detailed inspection of Newlon's performance.

The RSH looks at how well we provide services to residents, as well as our governance and viability standards.

The regulator published the outcome of our performance on the 29th April and we can share that their findings were: C2, G1, V2. The C stands for consumer, which reflects our performance in providing services to residents.

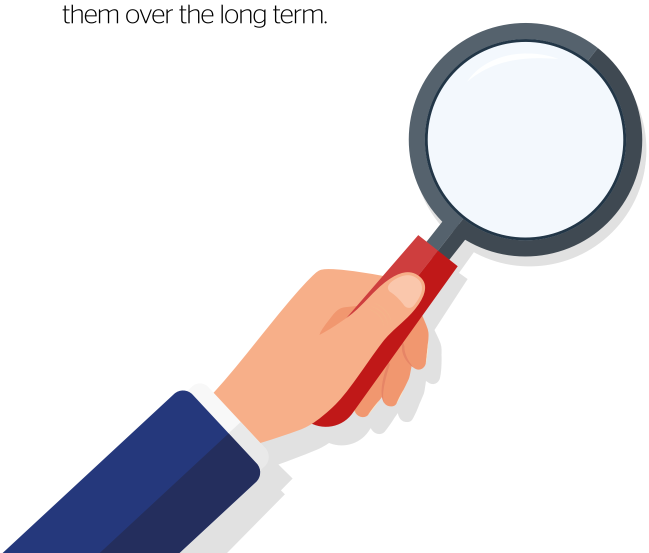
For all three of the scorings a 1 is the top grading and 4 is the worst.

If an organisation scores a 3 or a 4 grading in any area they will need to agree a detailed improvement plan with the Regulator.

Overall this reflects that we are performing well across these areas, with some scope for improvement.

Governance and viability

Our governance and viability results were unchanged from our previous regular checks. This means that we have continued to maintain the highest level of governance. The V2 viability rating reflects that Newlon has borrowed significant amounts of money to develop new affordable housing, is spending millions of pounds to remediate cladding issues and the investment required to regenerate the Barnsbury Estate. It also takes into account that we have clear oversight of these risks and steps in place to manage them over the long term.



Services to residents

This is the first time we have been awarded a C grading as the Government introduced this standard as part of new regulatory approach in April 2024.

A C2 means that our performance is fully compliant with the Regulator's expectations with some areas where we need to improve.

The areas where we need to improve mainly reflect the issues with the reliability of our repairs service. The service is improving quickly and we have a robust plan in place to continue this improvement, which the regulator was able to see clear evidence of.

In response to the regulator's findings our Chair, Aman Dalvi OBE, said:

"Good governance is at the very heart of navigating challenges and risks and I am pleased that during our inspection, the RSH saw strong evidence of this. It's also pleasing that the strength of our resident engagement is recognised in this judgement, as well as the numerous ways residents can influence change. However, we know, and our residents certainly know, that our repairs service isn't and hasn't been good enough. It's improving quickly, with good work by our teams in partnership with residents and backed by strong Board oversight in the past year.

Newlon has long been ambitious for the communities it exists to serve. We have been big developers in North and East London and now have a sizeable remediation programme due to the previous failures of developers and are also undertaking a major regeneration project at our Barnsbury Estate near Kings Cross. We are confident of delivering both well.

I'd like to thank the RSH for the way they engaged with Newlon during the inspection. It was a thorough and fair process.

You can find the full regulatory judgement at **www.gov.uk/government/collections/regulatory-judgements-a-to-z-list-of-landlords**.

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** or by emailing **barnsbury@newlon.org.uk**. 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 Estate regeneration project

The New Barnsbury regeneration is one of Newlon's most recent significant housing projects. It will deliver 1,116 new homes, including 291 replacement and 135 additional social rent properties, alongside a larger community centre, improved green spaces and new commercial units on Caledonian Road. The plans aim to tackle overcrowding and create a greener, more inclusive neighbourhood for residents. We are also upgrading some existing homes making them more energy efficient.

We are pleased to share that another key milestone has been reached: Blackmore House has now been demolished and early construction works have already begun on the new Barnsbury homes.

Residents' Networking Day

The Residents' Networking Day took place on 25th February.

16 residents attended, representing residents associations and groups from Millstream Tower, Folgate Street, Queensland Road, Hammond Court, Cannon Road, Gaskin House, Babik Court and Ashburton Triangle, and resident inspectors from De Havilland Court, Folgate Street, Cannon Road, Hale Village, Clissold Estate and Ashburton Triangle. Six attendees were also Forum members; there is quite a cross over with residents being involved in more than one role. It was a very positive evening.

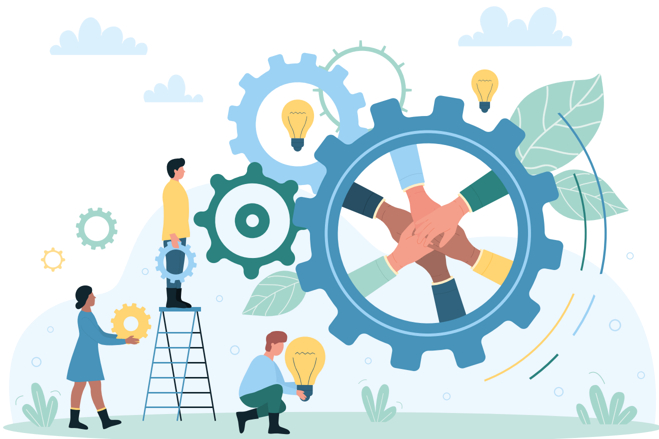
Matt Morrall, Investigations Manager, gave an update on how our residents' feedback is shaping and improving our approach to supporting communities with ASB reports. He explained how the ASB Hotspot Meetings which are held fortnightly have directly contributed to service improvements and enhance security across estates. He gave an update on successful environmental and security improvements over the last six months and discussed work in progress to improve our communities by listening to residents. Matt introduced some case studies where successful legal action had been taken against residents whose behaviour caused serious concerns, including threats towards their neighbours.

Rachel Rainbow from the Neighbourhoods team gave a presentation explaining the Neighbourhoods patches pilot, where a Neighbourhood Officer has been allocated as the point of contact for the chosen RA or group for broader queries about the built environment or neighbourhood concerns. Each of these patches has a tracker to address ongoing statewide issues where multiple teams are involved. Rachel discussed what improvements have been made so far and what the ongoing challenges are.

Angelene Clarke from Special Projects discussed how communication was the key to resident engagement when it comes to the impact of remediation on the residents. She went through her teams current communication strategies and mitigation measures and showed what they have done to improve communication, asking those present recommendations for how they could improve.

Each team dedicated half their allotted time for Q&A and discussion which meant that residents had plenty of time to air their views and concerns and get their queries answered.

Emma Preston-Dunlop from the Resident Involvement team then led residents in a workshop to discuss their priorities, splitting into three groups initially. The three groups then convened and chose five overall priorities for Newlon to take away from the event and action. These will be followed up with those in attendance, keeping them informed of progress and closing the feedback loop.



Listening to residents: recent focus groups

You said
We listened

Following requests from residents and feedback showing some lower levels of satisfaction, we have recently held a number of **focus groups**. Focus groups give residents and Newlon staff the opportunity to come together to explore issues and agree on actions for the future. They are an important way of strengthening connections and making sure residents' voices shape our services.

The recent focus groups included:

- **Tower Hamlets – financial inclusion**
  We noticed lower take up of our financial inclusion service in Tower Hamlets, particularly among Bengali residents. Residents told us more about the barriers they face, and as a result we held a community **Mela in Tower Hamlets** to raise awareness and improve engagement.
- **Asset management strategy**
  We held a focus group with residents to help shape our developing Asset Management Strategy, ensuring it reflects residents' priorities and experiences.
- **Hackney street properties**
  Residents living in street properties in Hackney told us they were less satisfied, particularly when comparing the condition of their homes with privately owned properties nearby. Their feedback is now being fed directly into our asset management planning.
- **Vulnerability**
  We are meeting with residents who have expressed lower satisfaction and may be experiencing vulnerability, to better understand their circumstances and identify how we can improve support.

Access to financial support

If money worries or unexpected changes are making life difficult, Newlon's Financial Inclusion team is here to support you.

The service is available to all Newlon residents, including those in social or intermediate rent, Shared Ownership, and 100% leasehold homes. You don't need to be the lead tenant to ask for help.

Support is tailored to your individual circumstances. If you're unsure whether we can help, please get in touch – you don't have to manage things on your own.

Welfare benefits advice

If you're unsure whether you're receiving the right benefits, or need help making a claim, support is available to:

- Check benefit entitlement.
- Make new claims.
- Understand benefit decisions.
- Get help to challenge decisions where appropriate.

There is also support for people with long term health conditions, disabilities, or caring responsibilities. You can talk through your options before deciding whether to apply.

Money worries and debt

If debt or money worries are affecting you or your family, confidential support is available to:

- Talk through your situation.
- Explore available options.
- Make the most of the money you have.
- Access free, specialist debt advice if needed.

The aim is to address problems early and prevent them becoming more serious.

Hardship and crisis support

Short term crisis support may be available if you can't afford essentials such as food, utilities, hygiene products or medication. This support is limited, subject to funding, and available up to three times a year. The team can also help explore longer term solutions.

Support may also be available to help with essential household items, with a focus on avoiding further debt.

Foodbank and further support

If you're facing longer term difficulties, help can be provided to access foodbanks while underlying issues are addressed. If your needs fall outside what Newlon can offer directly, referrals to other organisations can be made.

How to get in touch

- Email: **financialinclusion@newlon.org.uk**
- Phone: **020 7613 8080**

Customer Services will pass your details to the Financial Inclusion team, who will usually call back within two working days.

Hate crime

At Newlon, everyone deserves to feel safe, respected and valued.

What is a hate crime?

A hate crime is a criminal act driven by prejudice or hostility. This can relate to race, religion, disability, sexual orientation, gender identity, or other personal characteristics.

Hate crimes include verbal abuse, threats, physical attacks, harassment, property damage and online abuse. They harm not only individuals, but whole communities.

What we'll do

If you experience or witness a hate crime, we're here to support you. We will:

- Treat reports seriously, confidentially and as high risk.
- Aim to contact you within one working day.
- Investigate thoroughly and assess your safety.
- Offer support, advice and referrals.
- Work with other agencies where needed.
- Take action against perpetrators when there is evidence.
- Agree an action plan with you and keep you updated.
- Always prioritise your safety.

How to report

If behaviour is ongoing, keep a record of what happened, when and where.

To report hate crime or anti-social behaviour:

- Email: **asb@newlon.org.uk**
- Call: **020 7613 8080**

Why reporting matters

Hate crimes are treated seriously because of the harm they cause. Reporting helps us support victims, take action, prevent future incidents, and build safer, more inclusive communities.

Other ways to report

- Police (emergency): **999**
- Police (non-emergency): **101**
- Crimestoppers (anonymous): **0800 555 111**

Support services

- Samaritans: **116 123**
- Victim Support: **victimsupport.org.uk**
- Stop Hate UK: **stophateuk.org**
- Galop (LGBTQ+): **galop.org.uk**
- Tell MAMA: **tellmamauk.org**
- Community Security Trust: **cst.org.uk**

Launching our Neighbourhood Strategy 2025-2028

We have recently launched our Neighbourhood Strategy 2025–2028. It sets out how we will work alongside residents, local authorities and community partners to create neighbourhoods where people feel safe, supported and proud to live.

It reflects the changing challenges facing our communities, including pressure on public services, rising living costs and concerns around safety, and explains how we will respond together.

The strategy outlines our priorities for maintaining clean and safe shared spaces, tackling anti social behaviour, supporting vulnerable residents and valuing the diversity of our communities. It also highlights our commitment to strong partnership working, meaningful resident engagement and transparent handling of complaints and feedback. Over the next three years, we will measure our progress, listen to residents' experiences and continuously improve our services to ensure our neighbourhoods remain fair, welcoming and sustainable.

You can find the Neighbourhood Strategy on our website **www.newlon.org.uk/neighbourhood-strategy/**.

Contents insurance – protect what matters to you

Your home is more than just bricks and mortar — it's the belongings inside that make it yours. From furniture and clothes to TVs, phones and laptops, replacing everything after a fire, flood or burglary can be stressful and expensive.

Many people are surprised to learn that **Newlon's insurance only covers the building**, not the contents of your home. This means your belongings are not protected unless you have contents insurance in place.

What is contents insurance?

Contents insurance helps cover the cost of repairing or replacing your personal items if they are **damaged, destroyed or stolen**. This can include:

- Furniture and carpets.
- TVs, laptops, tablets and phones.
- Clothes, shoes and personal belongings.
- Kitchen items and everyday essentials.

Depending on the policy, you may also be covered for fire, smoke or water damage, theft, vandalism, and optional accidental damage. Some policies can also help with temporary accommodation if your home becomes uninhabitable.

Is it good value?

Contents insurance is often more affordable than people expect:

- Cover of up to £50,000 can cost as little as **£40–£50** a year.
- The average policy costs around **£138 a year**, depending on cover choices.

For just a few pounds a month, it can provide peace of mind and significant financial protection.

How to find the right cover

Comparison websites such as **GoCompare**, **MoneySuperMarket**, and **Compare the Market** can help you find a policy that suits your needs.

You may also want to contact **My Home Contents Insurance**, designed for social housing residents by calling **0345 450 7288** or by visiting **www.thistlemyhome.co.uk**.

If money is tight

While it may be tempting to go without insurance, doing so means taking on all the risk yourself. Even basic cover can make a huge difference during an already difficult time.

Protecting your belongings means protecting yourself – and contents insurance offers reassurance when you need it most.

Key Safes: What they're for – and why we sometimes need to check

Key safes are small, coded boxes fixed to some homes to store keys securely. When used correctly, they help residents live safely and independently.

They are commonly used by people who receive care or support at home, have mobility difficulties, may not be able to answer the door reliably, or need emergency services to access their home quickly. Key safes are recognised as good practice and are safer than leaving keys hidden outside.

Many Newlon residents legitimately rely on key safes for their health and wellbeing. If you have a key safe for care or support reasons, please register it with Newlon by contacting the Service Centre. This keeps our records accurate and helps avoid unnecessary checks. All information is treated confidentially.

However, some key safes are being misused, most often to support unauthorised short term letting through platforms such as Airbnb. Short term subletting is not allowed in any Newlon property and is a serious breach of tenancy that could result in losing your home. It also reduces long term housing supply and can cause safety and nuisance issues.

While most key safes are used appropriately, Newlon may need to check their purpose if concerns are raised. Any checks will be carried out sensitively and fairly.

If you're concerned about a key safe at a neighbouring property, please contact Newlon's Service Centre. Information is kept confidential and helps ensure homes are used safely and as intended.

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**.

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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