

Newlon News



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We would like to wish all our residents a happy and healthy 2025

In this winter edition of the newsletter, you can read the regular update from the Residents' Forum, find information about our new Chief Executive and check out recent policy changes. You can also find out about our approach to accessibility and how we are learning from complaints.

Contacting the Service Centre - callback option

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

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

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

We also recommend that you sign up or continue to use My Newlon, our online self-service portal <https://my.newlon.org.uk/signin>.

Find out more about My Newlon on page 11.



Lloyd Gale-Ward, Chair

Residents' Forum update from the Chair

The November Residents' Forum brought together members and staff both in person and online. Overall, it was a positive, energising and insightful meeting, with a wide range of topics and issues discussed, and I thank attendees for making it so.

Sarah Shaw, Director of Housing, shared Power BI statistics highlighting a spike in complaints during September and October. She outlined a three-part plan to improve case handling, ensure promises are delivered and address root causes. A dedicated Resolution Delivery Team is now focused on resolving repair complaints and will eventually tackle underlying issues.

Surjit Dhande, Group Finance and Resources Director, attending his first ever forum meeting presented updates on income, expenditure and comparisons with other providers. Residents raised questions about the impact of the government budget, monitoring communal energy and Newlon's asset valuation. Concerns about balancing growth, cost efficiency and service delivery were noted and will be discussed at the Board away day.

Matt Phillips, Assistant Director of Housing, introduced a new estates grading system using a simple A-C scale. Residents expressed enthusiasm for publishing inspection results and suggested aligning tools used by resident inspectors with staff systems. Improvements to the inspection process, including better escalation procedures for unresolved issues are in progress.

Hussein Ali, Repairs Manager, provided an update on the repairs procurement process for contracts starting in July 2025. Two contractors will be selected to ensure flexibility and reliability, with app-based tracking introduced to improve transparency. Residents praised recent repair efforts and discussed how communal repairs are handled, particularly when a reporting resident may not wish to be the main point of contact.

Zahour Akhtar, Resident Involvement Officer, presented highlights from the autumn Mystery Shopping report, which showed improved cross-team collaboration and professionalism. Residents expressed frustration with auto-responses, suggesting these should be reframed as receipts with clear timelines for follow-ups and a more personal touch.

Residents provided feedback on financial priorities, repair scrutiny and cost-effectiveness in kitchen replacements. Communal repairs is suggested as a potential key focus for the next scrutiny and a poll will be sent to gather further input.

The next meeting is scheduled for February 5th, 2025.

If you have questions, suggestions or would like to become an involved resident please contact

getinvolved@newlon.org.uk.

Changes to your household - please let us know

If there have been any changes to your household, please let us know as soon as possible. You can tell us by emailing **customerservice@newlon.org.uk** or by phoning our Service Centre on **020 7613 8080**.

We will need you to complete a form which shows who is living in your home and what their relationship is to you. We will require proof of identification for new household members. For children this will be a full birth certificate. If they are over 18 photo identification will also need to be provided initially via email and then we will need to see the original documents in our office. All dependants or a new partner will be treated as additional household members, and all others will be treated as lodgers and a separate application will need to be done for this.

It is also important that you tell us whether any of your household members have vulnerabilities so that we can make any adjustments to our services to meet their needs. We may ask you for supporting evidence around this.





Ruth Davison appointed to succeed Mike Hinch

We are delighted to announce the appointment of Ruth Davison to succeed long-standing Chief Executive Mike Hinch, who is stepping down in April 2025.

Ruth is currently Chief Executive of Islington and Shoreditch Housing Association (ISHA) and previously worked at the National Housing Federation as Director of Policy and External Affairs.

Ruth said:

“Having lived and worked in north London for more than 30 years I have seen first-hand the positive impact Newlon has made to my local community. I am really passionate about being able to continue to build on Newlon’s local focus and commitment to the communities of north and east London.

“It’s been a huge honour to serve my community at ISHA and I look forward to continuing that work on a bigger scale.”

Aman Dalvi, Chair of the Newlon Board said:

“I am really pleased to announce Ruth’s appointment. Her passion, commitment and deep knowledge of the communities Newlon works with is a perfect fit for our culture and ambitions for the future. Ruth brings with her considerable policy and operational experience.

“I would also like to pay testament to Mike Hinch, who has spent more than 30 years at Newlon; 25 years as Chief Executive. During this time Newlon has delivered some of London’s largest regeneration projects and grown from having 1,700 homes and 40 staff to providing nearly 8,500 affordable homes and employing more than 200 people. With our supported housing subsidiary, Outward, the Newlon Group employs more than 600 people. Mike will be missed by our staff and Board alike. We wish him well for the future.”

Learning from complaints

We know that we do not get everything right first time and that we can always do more to improve services to our residents. It’s disappointing to receive complaints but our aim is to learn from them so that the same mistakes do not keep happening. Here are some of the things we have been working on recently.



Information on our systems

We are aware that we may not always have up to date information about our residents and homes and so we are looking at the best way we can improve this and keep this updated. This will help our staff to know quickly what repairs we are responsible for. You may find that our staff ask you some questions about your household when you phone Newlon and this is so that we are able to provide the service that most suits your needs.

Complaint responses

We have reviewed how we manage and respond to complaints. We have revised email templates so that the language is more empathetic and the layout easier to understand. Staff have been briefed to ensure that they know the expectations when managing complaints. They have also been asked to provide a clear breakdown of amounts when paying compensation. We have put extra resources into our Service Resolution Team to ensure that we are able to respond to more complaints on time and resolve them quickly.



Being part of our Residents' Forum

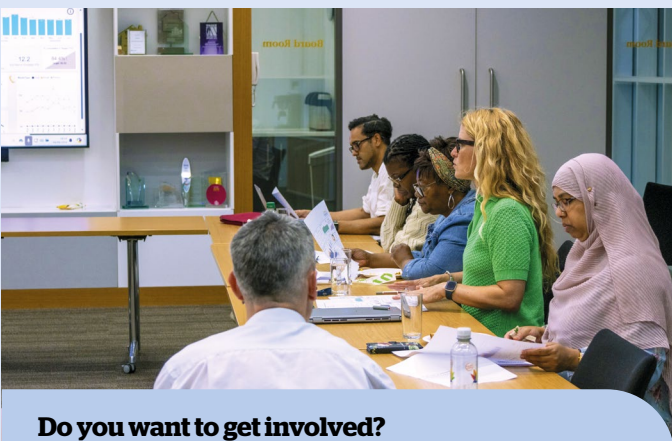


The Residents' Forum is a group of residents who meet quarterly to look at Newlon's work and monitor progress. The Forum receives reports from Newlon regarding our services, standards and policies whilst also undertaking scrutiny activity. It has the opportunity to influence decision making as part of Newlon's governance structure.

The Forum has its own code of conduct, constitution and role description which you can find on the website <https://www.newlon.org.uk/residents/getting-involved/residents-forum/>.

It currently has 17 members (with a maximum of 21). Members range in age from their 20s to their 70s with different faiths and cultural backgrounds. There is LGBTQI+ representation and a balance of genders. The Chair of the Residents' Forum is also a Newlon Board member.

Since April 2024, when the Forum became part of our governance structure, residents who want to be considered for Forum membership have to take part in an interview.



Do you want to get involved?

If you would like to know more about the Residents' Forum or find out how you can join, then please email getinvolved@newlon.org.uk

What do our residents think about being part of the Forum?

"Being a Forum member has given me a great insight about what Newlon do and what their plans are for the future. I now have so much more confidence in them as my landlord. I recommend being part of it."

Peter

"Being a member of the Residents' Forum genuinely feels like having a direct window into the workings of Newlon, including the thinking of senior leadership, as well as giving us an opportunity to voice our views on strategic issues. Perhaps most importantly it also gives us residents reassurance of what improvements are in the pipeline, which are often reacting directly to issues that have been raised in previous meetings."

Ben

"Having a voice as a member of the Residents' Forum, giving a fresh perspective as a resident and getting involved in helping to make changes has given me an interesting insight into how Newlon is run, the challenges it faces and the resulting effect on its residents and staff."

Sonia

"Being part of the Residents' Forum has been incredibly rewarding. It's empowering to know that our voices are not only heard but valued and that we're making a positive difference in our community. By working together we've been able to address concerns and improve the community in meaningful ways, creating a place where everyone feels respected and supported."

Dana

"Being part of the Residents' Forum gives me a sense of passion to listen, to engage with a diverse community, to see the views of others and to put forward my views. We are all working towards achieving a better future as a community of residents."

Ben

"You get to be a real voice to help Newlon navigate challenges."

Alex

"I feel a sense of satisfaction as a Forum member."

Zohura

"I chose to be part of the Residents' Forum to meet with other like-minded residents who share the same value of speaking up for all residents and to ensure that Newlon are meeting targets set and improving services where it can".

Liz

"As a member of the Forum we are able to make a difference. You've got to be in it to make a change."

Blossom

Assistance and support with accessing our services



As your housing provider it is very important that residents are able to access services easily and effectively and that we can take into account people's diverse needs. How we do this can take many different forms. Some of the most common ways we can provide assistance are listed below.

For people with sight loss we can provide documents and information in alternative formats including:

- Braille.
- Large print.
- Audio.
- In most instances we can also provide documents with varying contrast colours if this is helpful.

Easy Read versions - to make information easier to understand we can provide Easy Read documents which include simplified text and often use more pictures to help show what something is about.

Assistance for people with hearing loss or tinnitus:

Relay UK - you can use Relay UK to contact us. This is a service which helps deaf, speech-impaired and hearing people talk to each other over the phone using the relay service. You can find more information at www.relayuk.bt.com. This service is provided 24/7 and can be used to contact us for out of hours emergencies.

Sign language interpreters - in cases where people with hearing loss require more support we can arrange for an approved sign language interpreter to assist. Please note this will always require some notice to arrange. We can also work with your own sign language provider but for any complex or formal issues they would need to be NRCPD registered.

Making reasonable adjustments

As part of our commitments under the Equality Act 2010 we are required to make reasonable adjustments to assist residents with disabilities to access our services. These can range from providing wheelchair access to our offices to installing aids and adaptations in people's homes, such as grab rails to assist with mobility issues or vibrating doorbells for people with hearing loss. You can find more detail on our approach to reasonable adjustments and on our approach to aids and adaptations at www.newlon.org.uk/residents/aids-adaptations/.

Disabilities and diverse needs can often mean that people are more vulnerable and we follow a combined approach to recognising and supporting people with vulnerabilities and making reasonable adjustments where required. In some instances we provide enhanced service standards for vulnerable residents and in all cases we should be taking people's specific needs into account when providing services.

Please let us know if you need additional support

If we do not know that you have a vulnerability or additional needs we will not be able to provide the services you need. Everyone's circumstances are different and can change over time. If your circumstances change or you need additional support please tell us so we can update the information we hold about you. You can let us know about this in a number of ways:

By emailing customerservice@newlon.org.uk

By calling our Service Centre on **020 7613 8080**.

If you need documents in another format you can 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.

If you need urgent support please always call us in the first instance.

Assistance with contacting us

If you need additional support and assistance to help when contacting us we can agree for an advocate to do this on your behalf. For more information you can read the article about advocacy on page 7 of this newsletter.



Exercise Blaze - fire safety

The safety of our residents is of the utmost importance and is always a priority for us.

So that we can provide the best safety advice to our residents if an emergency situation were ever to arise, we regularly take part in simulated emergency scenarios. These give us the opportunity to work alongside other agencies and to test and evaluate the communication, coordination and decision-making processes between all parties involved.

The Building Safety team recently coordinated 'Exercise Blaze'. This was a simulated emergency scenario which brought together representatives from Newlon, Islington council and the emergency services to discuss, respond and manage an escalating fire incident that affected both the Islington recycling centre and the wider community.

It was a worthwhile exercise and one that will help the Building Safety team going forward if ever a situation like this were to arise for real. We also involved some of our residents to gain their insight and thoughts as to how we should handle this simulated emergency situation.



Changes to Right to Buy discount level

As part of the Autumn Budget, the government announced a number of changes to the Right to Buy (RTB) scheme. In London, discounts for purchases through the Right to Buy scheme will return to pre-2012 cash discount levels of £16,000 except the London boroughs of Barking and Dagenham, and Havering, where it is £38,000. These changes came into effect on 21st November 2024 and are intended to ensure that the number of social homes in England does not continue to decline. Any applications received on or after this date are subject to the reduced discount level.



Please note that the RTB is only applicable to a small number of our homes where property was transferred to Newlon by the Local Authority and applies to preserved RTB tenants living in the property at the time of stock transfer. There is no change to the Right to Acquire (RTA) scheme. You can find out more about buying your home www.newlon.org.uk/residents/buying-your-home/.

Call for updated Information - email addresses

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 we will be carrying out 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 or call our Service Centre on **020 7613 8080**.

Important benefit updates for 2025



The government are making changes to benefits. When we hear what the changes are we will add them to the website and write about them in our newsletters.

Pension Credit

The government have scrapped the Winter Fuel Payment for pensioners apart from those on Pension Credit. We have written to many of you who may be eligible for Pension Credit. If you think this could be you, please feel free to contact us and we can help with the application. The worse thing that could happen is that they say no. There are also extra payments available if you are on Personal Independence Payment or Attendance Allowance.

Universal Credit

From February, the Department for Work and Pensions (DWP) will start to send out migration notices for those who are claiming Employment and Support Allowance. If you think you or a member of your family may need help, then please action this as soon as you can. Newlon's Financial Inclusion team are happy to help, but to ensure that there is minimum impact you will need to take action and if you don't, you may find your benefits stop without warning. Although you can still claim, you may lose the protection to ensure that you don't lose funds.

Those receiving Tax Credits

You will no longer be able to claim either Working Tax Credit or Child Tax Credit after April. Please make sure you have put in your claim for Universal credit.

If you receive a migration notice, or a tax credit closure notice, you will need to ensure that you have applied for Universal Credit by the 6th of April 2025. This is a shorter period than you would usually get, so please make sure you apply for Universal Credit in time, so you don't lose any benefits.

Non-dependents deductions

Those claiming Housing Benefit should be aware that they will receive less benefits if they have another adult, over 18, in their home. Usually this is an adult child. Please make sure that you check the letter you get that works out how much you should pay, as you will often be required to pay a top up. Unfortunately, even if the adult is unwilling to pay, you will have your benefits deducted and you will need to pay.

Those on Universal Credit will also face a deduction but it is a flat rate and more generous than those on Housing Benefit and adult children do not affect the claim until they are 21.

Don't forget, if you have any questions about your benefit, the Newlon Financial Inclusion team are always happy to help. Please email financialinclusion@newlon.org.uk or call **020 7033 4605**.

Someone to speak up for you - advocacy



Did you know that if you find it hard to speak up, you can nominate someone to be an advocate for you and they can discuss matters on your behalf?

For example, they can:

- Discuss matters on your behalf.
- Write letters and emails for you.
- Attend meetings with you.

In order for an advocate to discuss matters on your behalf we would need to have a signed permission letter on record. An email giving permission for someone to be an advocate is not sufficient. The reason we ask for signed consent is to provide some protection for our residents and for ourselves.

We may discuss all areas of the resident's files with the nominated advocate but we would not disclose their bank details.

Where the advocate is not acting in the best interests of the resident, the staff member with concerns will discuss this with their manager and the lead safeguarding officer.

If you would like someone to be your advocate and to discuss matters on your behalf please contact us by emailing customerservice@newlon.org.uk or call our Service Centre on **020 7613 8080**.

Spring clean your finances for the future

Did you find Christmas tough? You are not alone. Financially it's one of the most difficult times of the year coming in the middle of winter when your utility costs tend to increase. So what can you do?

Step one: plan your finances

Set out your short, medium and long term goals. Managing your money and watching your finances move towards your goals will help keep you motivated.

An example of a short term goal would be to balance your budget (making sure you have more money coming in than going out), a medium term goal would be to save for an affordable Christmas and a long term goal could be to increase your retirement fund.

Step two: review the payments you are making

Look at all subscriptions and services you are paying for and cancel everything you don't use.

Step three: can you get it cheaper?

Have you considered switching suppliers? The Money Helper www.moneyhelper.org.uk/en has guidance on how to check suppliers such as television streaming services, mobile phone and broadband providers as well as utility suppliers. If you are under contract set a reminder on your calendar to remind you to check it in time.

Step four: work out your income

Look at all the income in your household. If you have adult children living with you, make sure you have a conversation about what they can contribute. Can you increase your income by doing one or more of the following? Earning overtime, increasing your work hours, taking in a lodger (if your landlord agrees), asking family members for a contribution, applying for a grant/discretionary fund or claiming benefits. See Turn2Us www.turn2us.org.uk or Entitled To www.entitledto.co.uk and use their online benefits calculators to help identify if you are entitled to any extra support.

Step five: work out your budget

Look at all of your income and outgoings. Put them on a spreadsheet if you can.

If your outgoings are more than your income, then you should look at what you can change to balance your budget.

If you have unaffordable debt, consider getting help from a free source such as Stepchange www.stepchange.org/how-we-help.aspx, National debtline www.nationaldebtline.org/ or Citizens Advice www.citizensadvice.org.uk/.

If you are just about managing, look at trying to decrease some of your costs and put money away to cover future expenses.

If you have a surplus, look at your saving options and make sure you are earning the highest interest rates to get the most out of your money. Remember to check the details as there can be restrictions with some accounts.

Step six: set up a calendar

Set up a monthly calendar to help you keep on top of your finances. Review your spending on a monthly or weekly basis, depending on when your income comes in.

Add reminders for things like birthdays and contract renewal dates, such as car insurance. This will ensure you have time to look for the best offers available.

Step seven: consider technology that can help you

You can now get apps that help you monitor your spending. You can do a soft search on your credit score to see if you can make changes that will get you better access to low interest loans should you need one.

Step eight: look at ways that can save money in the longer term

Look online for ways to help your household budget. For example, if you batch cook and freeze at the weekend, you can prepare budget friendly healthy meals for the week. This will also save on the cost of take aways and meals out.



Secret history – Alma Estate, Ponders End

Newlon Housing Trust provides around 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.

Alma Estate



Newlon Shared Ownership homes on the new Alma Estate

Built in the 1960s, the original Alma Estate in south east Enfield contained 700 homes along with 12 retail units. Adjacent to Ponders End railway station and made up of lower rise buildings and four tower blocks, it provided affordable housing for the local community.

In 2015 plans were submitted and approved to redevelop the Alma Estate. Work started in 2017 and since then almost all of the original buildings have been demolished. Over 500 modern, energy efficient apartments and several community spaces have now been built in their place. The decade long transformation of the estate is now entering its final phase. Newlon currently has 54 Shared Ownership apartments and 21 affordable rent homes within the renewed Alma Estate. We are also due to have a further 35 homes handed over to us in the near future.

When finished the Alma Estate will provide local people with over 1,000 new homes, a youth centre, a community hall, a gym, a health centre and local shops. It is one of Enfield's largest housing estate renewal schemes and has acted as a catalyst for the wider regeneration of the Ponders End area.



Alma tower blocks built in the 1960s - Nigel Cox

History of Ponders End

One of the first mentions of the word 'ponder' was when a John Ponder was named in a document in 1373; the surname 'Ponder' is believed to mean a "keeper of, or dweller by, a fish-pond or mill-pond". In 1593 Ponders ende meaning the "end or quarter of the parish associated with the Ponder family" was recorded. Ponders End (spelt as we now know it) was first mentioned on the Ordnance Survey map of 1822.

Once part of rural Middlesex, the area gradually became industrialised through the 19th century. With its straight road and waterway network including the River Lee Navigation, it was the perfect place for manufacturing industries to establish themselves and transport their goods with ease. The opening of a railway station in 1840 also contributed to bringing the area to life. By 1906 over 2,000 people were employed in local factories.

Another major industry in the latter years of the 19th century was horticulture. Tomatoes and cucumbers were the principal produce but flowers and fruit were also grown in the many orchards and greenhouses to the north of the locality.

During World War I, a huge ammunitions factory, the Ponders End Shell Works was built in Wharf Road.

The late 20th century saw a change in the area with manufacturing industries giving way to warehousing and residential developments. However, one notable industry, milling, has stood the test of time. Milling has been taking place in Ponders End since it was mentioned in the Domesday Book in 1087. Wright's Flour started its business in Ponders End in 1867 and it is still in operation. It has the oldest working industrial building in the borough with some of it having been constructed in the 18th century.

The recent redevelopment of the area has started to attract newer industries. Two breweries have recently opened facilities on the Ponders End section of the Lee Navigation. Camden Town Brewery opened in 2017 and Beavertown Brewery opened in 2020.

If you are interested in purchasing a Shared Ownership home on the new Alma Estate, please visit <https://www.newlonliving.co.uk/>. Our homes are marketed under the name of Nexus Phase 3.



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 emailing **juliet.vibert@gmx.com**.
- **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.

Policy updates



Succession

Updated around serving notice when succession isn't allowed.



Tenancy audit

Revised policy to reflect the approach we have taken to engage residents with minimal contact.



Empty homes

Amended to reflect expectations around aids and adaptations. Works to be carried out whilst ensuring the property remains suitable for the intended residents who require an adapted home.



Complaints policy

Updated to reflect that we aim to triage complaints. This helps to ensure that complaints which can be resolved promptly are done so and that where there are vulnerabilities these are prioritised to reduce any risk or impact on the resident.



Management no access

Added sections on vulnerability. The Tenancy Sustainment Officer/Complex Case Worker within the Investigations Team will contact the resident to see if they are able to coordinate access.



Reasonable adjustments and supporting vulnerable residents

New policy created by combining the reasonable adjustments and vulnerability policies.

My Newlon video showcase

by Jeannie Lowen, Newlon resident

I was recently invited by Joe Molloson, Head of Communications, to join him and his colleague Wendy Latham to help make a video about using the My Newlon Portal. The purpose of the video is to showcase which functions are available via the Portal to both residents and staff.

I was asked to help as only residents can access the Portal; you need an account linked to a Newlon home address to use it. My Newlon links to Newlon's internal CX rent and the Dynamics software. Therefore, a test account was set up in order to make the video. However, they needed some input from a resident who uses the portal so they could see features and demonstrate how it is used by residents.

We ran through the various options that are available such as how to log a repair, how to check on rent and how to access to the newsletters. Repairs are the most substantial element of the Portal and there are many options regarding repairs in your home and external communal issues. You can also report antisocial behaviour problems via the My Neighbourhood tab. However, not all issues can be reported by going down the My Newlon route. If there is an emergency this has to be phoned in.

There are still certain areas of the Portal that need development and some work is underway on this. Last year I took part in a focus group looking at how the Portal could be further developed. There were some great observations and innovative ideas generated by the group. One vital missing aspect that was noted is the ability to search for common repairs. At present you still need to go through a lot of options to find the exact problem. Being able to search for repairs would be an extremely useful feature. It was also mentioned that there could be the possibility of providing links to simple online repair videos which could be a helpful service. Some repairs are quite standard and therefore it could be handy to have videos available for these.

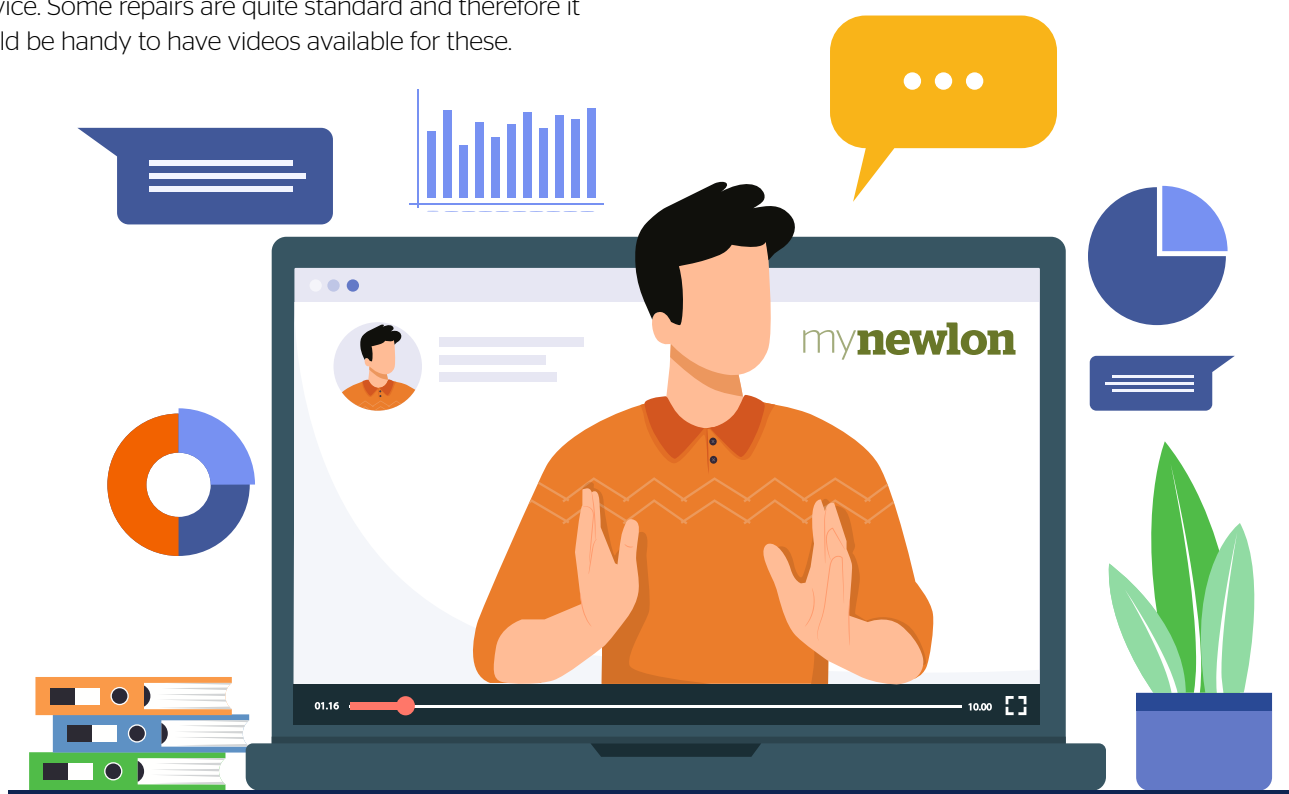
Personally, I would note that it is important not to over develop the portal so that it becomes filled with too many options. There is always the risk of an application losing focus if it gets over complicated. I believe in keeping technology simple and well-ordered.

I am pleased to report that there may be some developments underway to expand the functionality of the platform. I have seen an outline proposal for the integration of the Portal with the Resident Inspectors ability to log the estate inspection reports. This is something I know that Resident Inspectors are keen to see.

As regards to residents using the Portal to report repairs, I can say from my experience it is the most efficient method as the repair goes immediately to the correct contractor and you are given an appointment very quickly.

The video on how to use the My Newlon Portal will at some point be available on the website for residents to view.

If you want use the My Newlon Portal 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.



Tottenham Foodbank

Background

The Tottenham Foodbank opened in November 2019, with Pastor Tonye Philemon as the driving force behind its creation. Originally an independent foodbank, it soon joined forces with the Trussell Trust allowing it greater access to funding and better services for its clients.

Some statistics



In the five years since the foodbank opened, it has received 160,658kg of food and toiletries from various organisations. This is equivalent to 13.3 double decker buses!



The foodbank has fed 20,287 people with working adults (25 - 44 year olds) making up the majority of the client base. The main reason people say that they need to use the foodbank is the rising cost of essentials. Other reasons are debt, benefit related financial issues and ongoing health problems.



Single adult households make up approximately 70% of all households accessing the foodbank, and of that, about a third are single parent families.



Since March 2020, demand for their service has increased by

+300%!

Financial inclusion

Since April 2022, the Tottenham Foodbank has also provided a financial inclusion service and has supported over 750 clients putting well over £400,000 back into their pockets.

Did you know?

The Tottenham Foodbank is based at Tottenham Town Hall, a grade II listed building, owned and restored by Newlon and managed on our behalf by Lee Valley Estates.

Do you need to access a Foodbank?

If you are struggling to find money to buy food to feed yourself or your family, please get in touch with our Financial Inclusion Team. They will be able to provide you with help and support. They will also be able to provide information about Foodbanks in your area and may be able to provide emergency hardship funding for essential items. Please email financialinclusion@newlon.org.uk or call them directly on **020 7033 4605**.



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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