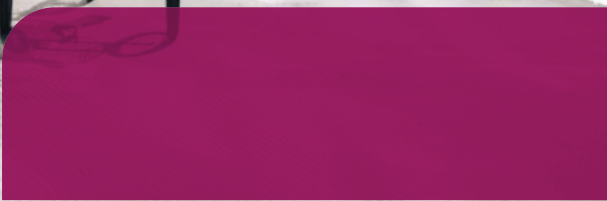


# Newlon News



**What's inside?**

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## Annual report

Along with this edition of the residents' newsletter, you will find the Residents' Annual Review - Newlon's annual report to residents. It contains information about how we performed in the last year and the progress we are making through our Trust Newlon initiative. It also shows how we are performing against the Tenant Satisfaction Measures (TSMs) and provides more information about some of the challenges we have faced, the changes we have made and how our results compare with other housing associations in your area.

## Christmas closures - advance notice

Our offices, including the Barnsbury Estate Office, will be closed for the Christmas and New Year break. Wednesday 24th December will be our last working day and we will reopen on Thursday 2nd January.

During this time our contractors will provide emergency repairs only. Emergencies include total electricity loss and major leaks. In these instances our contractors will 'make safe' and may be able to make a full repair provided extensive works are not needed. If additional works need to be approved we cannot do this until we reopen.

If you have an emergency repair during this period please phone **020 7613 8080**, where a recorded message will direct you to the contractor providing cover. Please note that we will not be able to reply to any text messages or emails over the closure period.





# Residents' Forum update from the Chair

September's Residents' Forum welcomed members and staff both in-person and online.

## Lloyd Gale-Ward, Chair

The meeting began with warm introductions and apologies for those unable to attend. The minutes from the previous meeting were agreed without amendments.

### Governance and strategy update

Sarah Shaw, Housing Services Director, presented an overview of the latest Tenant Satisfaction Measures (TSMs). These dynamic quarterly updates allow residents to track Newlon's performance in areas that matter most to them. The Forum discussed the need for clearer labelling on some graphs and removing unnecessary punctuation from the summary sheets. It was agreed that a Key Performance Indicator (KPI) would be added to the summary sheet to monitor progress effectively. This will help residents keep track of key data points and ensure transparency in reporting.

### Service updates: Financial Inclusion and Tenancy Sustainment

Baljinder Rai introduced the Income team, highlighting their proactive approach to managing rent arrears across all tenures. The team works closely with residents facing financial difficulties, offering tailored support and setting up manageable repayment plans to stabilise rent accounts and reduce the risk of further arrears. The introduction of the RentSense software has enhanced their ability to monitor arrears and provide targeted assistance. Baljinder reiterated Newlon's commitment to preventing evictions due to financial hardship and detailed the controls in place to support this pledge.

Kellie Dorrington, Head of Financial Inclusion, introduced new team members Mercy and Josh, who will support residents in achieving financial stability. The team provides a wide range of support services, including benefits advice, debt management, and access to food bank vouchers. Kellie encouraged members to spread the word about the Financial Inclusion team and the Hardship Fund, which offers assistance with essential items such as white goods and furniture. She also invited suggestions for community projects that Newlon could support, with funding available through partnerships with contractors and matched contributions from Newlon.



### Learning from Complaints scrutiny report

Emma Preston-Dunlop presented the Learning from Complaints scrutiny report, highlighting five key areas of focus. The report compared Newlon's performance to local and national benchmarks and provided a detailed action plan for implementing the recommendations made by the scrutineers. Newlon agreed with the majority of the recommendations and committed to improving response times and reducing the number of escalated complaints. Members appreciated the transparent approach and the emphasis on learning from past mistakes to enhance service delivery.

### Residents' Forum handbook for prospective members

Emma introduced the draft Residents' Forum handbook, designed to provide prospective members with a comprehensive understanding of the Forum's role and responsibilities. The handbook includes a skills matrix and outlines the process for becoming a member. Members suggested additional content, such as interviews with current members and pathways to becoming a Board member. There was also a discussion about how to encourage active participation and the need to balance presentation time with opportunities for questions and feedback.

If you have any questions about resident involvement or would like to suggest a project for Newlon to support, please email [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk).

For financial advice or support, please contact the Financial Inclusion team by emailing [financialinclusion@newlon.org.uk](mailto:financialinclusion@newlon.org.uk) or call **020 7613 8080**. The teams are here to help us all.

### Welcome Zahour

We extend a warm welcome to Zahour Akhtar, who has recently started working for us as our new Resident Involvement Officer. Zahour will be able answer your enquiries about how you can become an involved resident and any other issues to do with resident involvement. If you see him about, be sure to say hello.



# Newlon's resident scrutineers: Learning from complaints

You said

We listened

Scrutiny of Newlon by our residents is a 'must have' under current legislation, and a vital part of making sure that we keep our processes transparent and user friendly. We have resident scrutineers, and they recently undertook a scrutiny exercise of the processes we have in place regarding 'learning from complaints'.

Four scrutineers met over a series of four meetings held over a six month period. They began by reviewing the scope and purpose of the exercise and how it will be impactful, looking at the root causes of complaints and what Newlon were planning on doing next and what is yet to be done, so that they got the broader picture.

## The scrutineers decided to focus on five areas:

- Compare Newlon to the local and national sector.
- Scrutinise a particular maladministration case, looking into the recommendations, and whether Newlon are vigorous enough in pursuing better outcomes for residents and learning from past errors when it comes to complaints.
- Track maladministration cases.

- Compare Mystery Shopping reports for evidence of learning regarding professionalism, empathy and teamwork.
- Ask for evidence of or planning towards improved documentation around learning from complaints and evidencing that change has occurred as a direct result.

The scrutineers created a report which contained a list of recommendations for each scrutinised area. Newlon responded with either agree, partially agree or disagree, and an action plan was created with each recommendation given ownership with a timeline.

Newlon agreed with almost all of the scrutineer's recommendations and see this report as a really important reflection of residents' views. It has been widely circulated to senior staff and presented at both the Residents' Services Committee and the Residents' Forum.

The scrutineers were very pleased that their suggestions were taken so seriously, and regarded their comments as fine tuning an approach to complaints that they saw as generally good overall. To maintain their confidence in our processes Newlon will need to follow through with their suggestions.

## Pedal Power - making a positive contribution to our neighbourhoods

We are committed to making a positive contribution to the neighbourhoods of our residents and we do so in variety of ways.

One example of this is Pedal Power (pictured on the front cover). It's a unique scheme which provides the opportunity for people of all ages with physical or mental health needs to enjoy cycling on the podium of the Emirates Stadium. Organised by a mother of one of our Outward residents, it's a very popular activity for all those involved.

Some of the Newlon residents who enjoy themselves cycling at Pedal Power also benefit from other local community facilities that Newlon provides in partnership with Arsenal in the Community. This includes taking part in football sessions for adults and young people with learning needs in Arsenal's Community Hub, which is based in the lower storeys of one of our Queensland Road buildings.



# Newlon's Hardship Fund



The Newlon Hardship Fund aims to support residents who are facing extreme financial difficulties. The fund is used to help supply residents in need with 'white goods' such as domestic electrical appliances and other essential items of furniture as well as providing short term help with groceries and utilities. Sometimes, where there is a severe need, we can provide additional help.

You may wonder where we get the money for our Hardship Fund from? Well mainly it's donations from our partners, like Mulalley. Building contractors Mulalley are a building firm who have undertaken a variety of work for Newlon and made a generous £5,000 donation to the Hardship Fund this year.

But they are not alone and many of our partners help to support our Hardship Fund. This year we have had donations from Wates, Mobysoft, John O'Connor, Delta Security and Smarter Services amongst others. We've also had help from the BBC as a thank you for using our estates as locations for filming.

Newlon also matches donations to the Hardship Fund and contributes to it in this way.

We are also grateful for the contract managers who work with these partners. Our Newlon contract managers talk to the organisations and highlight the need and ask for their contribution, not all of them say yes, but those who do really make a difference.

These donations are how we can help residents in times of need. Often these are part of their contract with us, but they all make sure that we can help support our residents in hardship.

Most of the organisations we work with have funds set aside for their social value work and many have a social value team. The aim is to have an additional positive impact on the communities in areas that they are working. Sometimes they will take actions like planting flowers or painting a community centre, and sometimes they help individuals, like hiring local apprentices and helping some of our young people into good quality work.

Amongst other things, in the last year the fund bought a resident a wheelchair, paid the train fare for a resident to see their dying mother, supplied food when benefits haven't been paid on time and has helped with electricity costs.

If you are concerned about a neighbour or other Newlon residents then please don't hesitate to give them the contact details for the Financial Inclusion team. They can email our team at [financialinclusion@newlon.org.uk](mailto:financialinclusion@newlon.org.uk) or they can phone us directly on **020 7033 4605**.

## Policy updates



### Antisocial behaviour

We have updated this policy to take into account better record keeping of decision making around managing antisocial behaviour.



### Dealing with aggressive and unacceptable behaviour

This policy has been updated to strengthen our approach around documenting information.



### Noise

We have updated this policy to clarify rules around construction noise.



### Domestic violence

This policy has been reviewed and we have added clarity around definitions, checking details and safeguarding referrals



### Complaints policy and procedure

We have updated this policy to reflect our change in approach to managing complaints involving schemes run by Managing Agents.

# Tackling tenancy fraud - November is Key Amnesty month



## What is Tenancy Fraud?

Tenancy fraud is when a resident provides false information to gain a property, sublets the property to someone else, or does not use the property as their only or main home.

Examples of Tenancy Fraud include, but are not limited to:

- **Unlawful subletting** - letting out all or part of the property without Newlon's consent.
- **Obtaining housing by deception** - providing false or inaccurate information to receive a property.
- **Wrongly claimed succession** - taking over a tenancy by succession when they're not legally entitled to do so.
- **Key selling** - receiving payment to pass the keys of the property onto someone else.
- **Abandonment** - leaving the property and residing elsewhere with no intention to return and have not issued Newlon a proper Notice to Quit or agreed written surrender of the property.

## Why does Tenancy Fraud matter?

There are currently estimated to be 100,000 social homes nationwide which could be occupied by someone who doesn't have the right to do so. At a time when more families are struggling financially, we want to do everything we can to ensure our homes are occupied by residents who need them.

## November is Key Amnesty month

This November, we are running a Key Amnesty to tackle Tenancy Fraud. Our Key Amnesty allows anyone committing Tenancy Fraud to hand their keys back and to have no further action taken against them.

## How will the Key Amnesty work?

If you are a resident who is committing Tenancy Fraud and you want to hand your keys back to us with no repercussions, please do the following:

1. Email [asb@newlon.org.uk](mailto:asb@newlon.org.uk) or call **020 7613 8080** and ask for the Investigations team.
2. Come to our Tottenham Hale office and hand over the keys to your property.
3. Sign a Notice to Quit (NTQ) form to end your tenancy. The NTQ form can also be emailed to you to return.

## Successful Tenancy Fraud cases

We take all allegations of Tenancy Fraud seriously. Through our investigations we have had the keys to 20 homes returned to us in the last year. Of these 20:

- Two sets of keys were returned to us by going through court proceedings with the costs awarded to us. This means that when a resident is ordered to give their keys back, they are liable to pay the costs of the court proceedings and we pursue this cost in all available ways.
- One home had been illegally sublet for many years. We took the resident to court and obtained possession as well as an unlawful profit order. An unlawful profit order is when a resident can be asked to pay back the 'unlawful profit' they have made whilst illegally subletting their property.

## What can happen if we find out that a resident is committing Tenancy Fraud?

If we find out that a resident is committing Tenancy Fraud they could lose their home and they could be fined up to £50,000 or imprisoned for up to two years.

**If you think that a Newlon property is being sublet or if you believe that you are living in or renting a Newlon home from someone other than Newlon, please get in touch.**

You can email [asb@newlon.org.uk](mailto:asb@newlon.org.uk) or call **020 7613 8080** and ask to speak to the Investigations team. You will be given advice and support and the information you provide will be treated in the strictest of confidence.





# Get your home ready for winter

## – tips for preventing damp and mould

As we are heading into the colder months, there are a few things we can all do to help keep our homes healthy and to reduce the risk of damp and mould.

### Open your windows

Keep your home well ventilated. Mould likes damp and warm places, so open your windows regularly, ideally for 10-15 minutes every day. This will allow dry air from outside to enter your home which will mix with the wet air to balance the overall moisture in your property. Regular dusting and vacuuming can also help prevent mould.

### Keep your bathroom dry

A common cause of mould is condensation or moisture on surfaces in your home. To reduce this, wipe condensation or water droplets from walls, tiles, shower screens and windows. It's a good idea to store any toiletries you don't use often in a cupboard as having too many bottles around the sink and bath can make it harder to wipe down wet areas following use.

### Stop moisture spreading

To stop moisture from spreading when you are cooking or bathing, keep the doors to the bathroom and kitchen closed. When cooking, make sure you put lids on your pans to stop moisture escaping. Also make use of any extractor fans in your home.

### Prevent rooms from getting too cold

Very cold rooms can provide ideal conditions for mould to grow. This is more likely to occur if the temperature in a room falls below 14°C.

### Try not to dry clothes on radiators

Drying clothes on radiators increases moisture in the home. A good alternative is to dry them outside or to hang them on a clothes airer and place them in a well-ventilated room with any doors to the rest of your home closed. If you are using a tumble dryer, please ensure that it is properly ventilated to the outside of the house.

### Avoid placing furniture close to walls

Mould can grow in enclosed spaces where air cannot circulate, so avoid placing large items of furniture or storing lots of items against walls.

### Use inexpensive moisture traps/absorbers

Disposable moisture traps/absorbers help to stop potential damage from damp and mould by soaking up excess moisture from the air. You can purchase them inexpensively from high street hardware shops and from many online retailers.

### Use your extractor fans

Extractor fans are cheap to run, they will cost you no more than £6 a year even with extensive daily use, but they offer a wealth of benefits such as better ventilation, moisture and condensation control and higher air quality.

## How to report damp and mould in your home

If you spot signs of damp or mould in your home please report it to us immediately, even if the problem only seems to be small.

To report damp or mould you can:

- Call our Service Centre on **020 7613 8080**.
- Email **repairs@newlon.org.uk**.
- Use the My Newlon portal **<https://my.newlon.org.uk/signin>**

### What if a problem keeps occurring or gets worse?

If you have reported an issue with damp and mould to us on more than one occasion and we have not resolved the problem you can contact our damp and mould taskforce by emailing **[dmtf@newlon.org.uk](mailto:dmtf@newlon.org.uk)**. The role of this team is to respond to and resolve any complex damp and mould related repairs issues.

# My experience of the Tpas National Conference July 2024

By Renea Henry-Kemp, Newlon resident

As someone deeply invested in social housing, attending the Tpas National Tenant Conference reignited my motivation and drive to help make our sector a better place to live. The conference was more than just a talk flooded with professionals but rather a gathering for individuals who want to reframe how tenants are treated and protected. It was more than just a profound moment to witness reformative action since the devastation of Grenfell and the introduction of Awaab's Law. It was change.

From the moment I arrived, the atmosphere was one of warmth and inclusivity. The intention of the conference was to mark the milestone of a new government and appreciate the change to the Regulation of Social Housing. I had the opportunity to brush shoulders with people who represented the breadth of the social housing sector. Everyone was under one roof to converse, connect and tap into compelling discussions to amplify the voices of residents who demand positive change. One of the main topics that spilled throughout the event was the industry experts' perspectives on the new regulatory framework. After much discussion it quickly became clear that it was not just about putting your Tenant Satisfaction Scores on a pedestal for standing ovations but about listening to lived experiences and discovering insights which could help to improve best practises whilst removing bad habits.

The workshop choices spanned from maximising tenants' involvement to building safety to social media engagement. I was spoilt for choice. Every workshop had splendid facilitators that spoke with clarity and conviction, addressing the challenges of social housing in a way that was clear and specific. Whether tackling policy changes, innovative funding models or resident engagement strategies, each presentation offered valuable insights that could be applied to real-world scenarios.

One of the standout workshops for me was discussing social media and digital engagement to transform online presence and connectivity. The discussion featured feedback from a range of perspectives across the industry and delved into options that could connect residents to instant communication and support.

The conversation was both technical and visionary, offering practical steps alongside a compelling argument for why social media will soon need to become a sustainable tool. It was insightful to hear ideas about how we can support residents into the new digital era and make this platform a fundamental ally.

Beyond the formal roundtable sessions, there were networking opportunities that were equally inspiring. During coffee breaks I had the chance to meet some wonderful people who were either challenging current initiatives created by local government or leading the most innovative solutions to tackle the housing crisis.

Perhaps the most inspiring aspect of the conference was the shared sense of mission. Every workshop, conversation and key speaker reinforced the idea that this issue is bigger than the market, but change is on the way. The role of scrutiny, accountability and landlord responsibility in the housing sector is the marker for producing safer homes and the conference made it clear that they are not insurmountable.

On that note, I left the conference with a renewed sense of purpose, feeling empowered by the knowledge exchange and witnessing so many compassionate and dedicated organisations working together with a common goal. Attending the Tpas Conference was an incredibly empowering and uplifting experience. I am more inspired than ever to embrace new ways of thinking and to channel my intellectual properties into areas where real change happens. With a shift in political powers who are putting resident safety at the forefront of new polices, I can only hope everyone has access to safe, affordable and comfortable homes in the future.





# 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.

## Barnsbury garden regeneration

During July, a joint project between Wates, Newlon and the Islington Bangladesh Community helped to re-design and refresh the garden at the Barnsbury Community Centre.

A big thank you goes to our contractors, Wates, who donated much of the equipment and resources and another thank you must go to Mint Green cleaning contractors who cleared away all of our rubbish for free.

After several days of hard work, the result was lots of newly built raised beds for residents to grow flowers, plants or vegetables in. These beds will add to the environment by bringing a range of colour and a variety of plants to the garden.





# Resident Inspectors –by Jeannie Lowen, Newlon resident

## An Estate tour with a Resident Inspector

I met up with Benjamin Roe, a Newlon tenant who is the Resident Inspector for the Fenton Street Estate in Whitechapel, to talk about his role.

I joined him for the August inspection on the walk around his buildings. He does a monthly inspection of the two buildings on his estate. The inspection comprises of all floors, corridors, lift, bin rooms and an external check. The monthly estate inspection generally takes an hour to complete. Benjamin has a checklist for each floor and he documents the information and sends his report to his Estate Inspector and the Newlon Estate Team.

Benjamin has been a Resident Inspector for about 10 years and I found him to be very thorough and detailed in his observations. On our tour he noted issues such as communal lights in need of a battery replacement, damage to fire exit signs and possible signs of damp. He also flagged up various issues with fire doors along with items left in the communal area which could pose a fire hazard.

Benjamin stressed that safety is the overriding concern. His position is informed by having experienced a major fire in his building. Some time ago a baby buggy was left in the corridor on his floor and in the early hours it was set alight in a possible arson attack. The ensuing fire was catastrophic; he could see flames coming under his front door. The hallway ceiling came down and apartment doors were distorted by the heat. Firemen with hoses had to gain access through his third floor window and his flat was soaked. Fortunately, nobody was hurt.

Many of us live in small apartments with little storage space and it's easy to be irritated by the regulations. But they are there for a good reason. You may only see the sense of them if you have experienced a situation where something has gone badly wrong. Bikes, buggies and decorative items such as plants are often left in communal hallways or walkways. Unfortunately, they pose a real hazard in the event of a major fire. They can be a source of a fire accelerant or a dangerous obstruction when toxic smoke obliterates vision and breathing.

Mark McLaughlin is the inspector for both Benjamin's and my estate. Along with reporting on issues with communal repairs and cleaning he also carries out the monthly fire alarm checks. Mark is great at explaining things and keeps me updated on changes in legislation. In the past he has invited me to join him on visits to other sites to see the similarities and differences.

Newlon's Estate Inspectors are trained to recognise what constitutes a breach of health and safety. The Resident Inspectors support the work of Newlon's Inspectors and serve in a voluntary role by assisting with safeguarding their neighbourhoods. They complement each other as the Resident Inspectors are on site to spot issues as they arise and note problems out of hours, such as night lights not working. The role of a Resident Inspector helps to amplify the concerns of residents and is an important element of communication within Newlon.

## Kids' quiz – autumn word scramble

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

1. MPIKNUP
2. SELAVE
3. VASERTH
4. RIQSUREL
5. NOCSAR
6. FOREINB

Please email your answers to [fiona.morrall@newlon.org.uk](mailto:fiona.morrall@newlon.org.uk), with the words Kids' Quiz in the title, along with your name, age and full address.

Or post them to Fiona Morrall, Newlon Kids' Quiz, Newlon House, 4 Daneland Walk, Hale Village, N17 9FE.

You can only enter the quiz if you are aged 11 or under.

Answers must be received by **30th November 2024**.

All correct entries will go into a draw, and one lucky winner will get a £20 voucher which can be used at a range of high street stores.





# Christmas is coming

It's never too early to start planning for Christmas and with shops already displaying Christmas items, now is the perfect time to start preparing for one of the most expensive times of the year.

## Our tips for Christmas

- Talk openly to friends and family about wanting to reduce Christmas costs and avoid debt.
- Start saving, putting a little money aside will give you more to spend and the earlier you start, the less you will need to put aside. For example £10 a week from January will net you £500, while saving the same amount now will get you around £100.
- Set your budget and stick to it. Really prioritise what's important.
- Resist expensive trends, for example Christmas Eve boxes and Christmas pyjama photo shoots.

## Gifts

- Do a Secret Santa for the adults and agree an affordable budget.
- Take people off your Christmas list, you really don't need to buy for everyone.
- Agree a £1 or £2 budget to buy a gift and get creative. This is great for young children buying for family.
- Cheap gifts can include; regifted items, free babysitting, dog walking or homemade items such as decorated biscuits or a photo in a frame.
- Write letters to Santa and Christmas lists early and share them with anyone buying for your family. That way people are more likely to get what they wish for.
- Add practical items that your family needs to lists.

## Wrapping, cards and decorations

- Use copies of free newspapers to wrap gifts, you can even use them to create bows and decorations.
- Make your own decorations and utilise what you have at home. You can find inspiration all over the internet.
- Help the environment and send e-cards to friends and family, saving money on cards and postage. If you have a tech savvy teen in the house, they can help with this.
- If you still need to buy cards, get a cheap bulk box. Definitely don't fall into the trap of spending loads on fancy cards, the message is what's important, they are put up and taken down within days.
- Alternatively send a message out on social media wishing everyone a Merry Christmas and explain that you're not sending cards this year. Remember that you'll be saving the environment, as well as your time and money.

## Food

- Food bills increase at this time of year so plan your food shopping to include Christmas and only buy what you need.
- Make use of leftovers.
- If family are coming over ask them to contribute by bringing a dish.
- Think about alternative food options. For example, do you really need a box of biscuits, that have a few of your favourites? It would be better to buy a pack or two of your family's favourites - you will get more for your money and you can put them on a plate for guests.

## Things to do

- Look for free days out advertised locally, including choirs at local churches or amateur pantomimes.
- Go for an evening walk enjoying the Christmas lights in your local neighbourhood.
- Local events such as Christmas fayres usually have a Santa's Grotto so you can visit Father Christmas for a reasonable price.
- Make a new tradition, for example you could create a montage of photos from the year to share with everyone or have a movie night with popcorn. Why not try decorating the tree with Christmas music or a film on? Or do a bad outfit photo shoot or recreate a photo from years gone by.
- Take the kids for a walk in the park and collect twigs and pinecones and create decorations.
- Book in Zoom calls and perhaps set up a family quiz or karaoke.



# Secret history – Dominion apartments, Walthamstow, E17

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.

The Dominion apartments are a collection of one, two and three bedroom Shared Ownership homes built on the site of a former cinema in Buxton Road, just off the High Street in the centre Of Walthamstow. All 48 Shared Ownership flats have their own private outside space, either a garden, balcony or terrace. They are a fairly recent Newlon development having only been completed in October 2022.

## The history of the Dominion apartments' cinematic past

The first cinema to be built on the site that the Dominion Apartments occupy was the Prince's Pavilion. It opened in 1909 to east Londoners enthralled by the wonders of early film. Its entrance was down a passage off the High Street and was built next to a timber yard. It was rebuilt in 1912 to seat 1,000 and re-opened on 12th September with a film called 'The Mysteries of Paris'. The Prince's Pavilion cinema closed for the final time on 24th May 1930 and was demolished.

On the same site a new Art Deco style cinema was built. It was designed by Frank Ernest Bromige, famous for the architectural splendour of other Art Deco cinemas in London and was named as 'The Dominion'.

The new cinema was carefully designed so that the seats were made into a stadium type plan with a raised section at the rear which didn't overhang the rear stalls area. It was also equipped with a Wurlitzer organ, which was opened by famous organist Rex O'Grady.

The Dominion cinema fully opened to the public on 22nd December 1930 with a showing of Douglas Fairbanks Jr. in 'Little Accident' and Lupe Velez in 'The Storm'.



Dominion apartments



Dominion cinema

It went on to host a mix of films and live variety acts known as cine-variety.

In the post war years, under the ownership of Associated British Cinemas (ABC), The Dominion became an important hub for the community, offering cheap entertainment and a much-needed distraction from rationing. The Dominion closed as a cinema on 4th March 1961 screening Claude Dauphin in 'The Full Treatment' and Peter Reynolds in 'The Breaking Point'.

In the years that followed, The Dominion entertained The Stow's locals with everything from bouts of wrestling during its heyday in the 1970s to Bingo in the 1980s. But, like many old Art Deco cinemas, the venue faded. It closed its doors for the final time in August 1996. Plans were going ahead to convert it into a nightclub, but these fell through. The building stood empty and deserted for over 20 years before being demolished.

The 'new' Dominion apartments which stand proudly in the place of the 'old' Dominion cinema opened in October 2022. They now form a stylish addition to this historic corner of east London.

# How to make a **complaint**

We aim to provide all our residents with a quality service and to get things right the first time. Therefore if something has gone wrong for you, please tell us about it so that we can put it right as simply and as quickly as possible.

If you are unhappy with the services we provide, you can make a complaint in the following ways:

- Email us at **[serviceresolution@newlon.org.uk](mailto:serviceresolution@newlon.org.uk)**.
- Fill in our online complaints form at **[www.newlon.org.uk/residents/making-complaint/complaint](http://www.newlon.org.uk/residents/making-complaint/complaint)**.
- Call our Service Centre on **020 7613 8080** and tell them that you wish to make a complaint.
- Visit us in person at Newlon House or any of our other offices. If you wish to visit Newlon House please make an appointment by calling our Service Centre on **020 7613 8080** or e-mail **[serviceresolution@newlon.org.uk](mailto:serviceresolution@newlon.org.uk)**.

If you have a complaint about the behaviour of neighbours rather than our services then this is treated as antisocial behaviour (ASB). As a result you will need to report it to the ASB team. You can find details about how to do this on our antisocial behaviour page **[www.newlon.org.uk/residents/anti-social-behaviour](http://www.newlon.org.uk/residents/anti-social-behaviour)**.

## Housing Ombudsman

The Housing Ombudsman Service (**[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**) can offer support to residents making a complaint but they will only consider complaints that have been through Newlon's stage 1 and stage 2 complaints process.

We have completed a self-assessment form which demonstrates our compliance with the Housing Ombudsman's complaint handling code.

## Related documents

You can find our Complaints leaflet, Complaints Policy, Complaints Procedure and self-assessment with the Housing Ombudsman's complaint handling code by visiting the complaints page on our website **[www.newlon.org.uk/residents/making-a-complaint](http://www.newlon.org.uk/residents/making-a-complaint)**.



## Visiting our Head Office

Newlon has a hybrid working approach which means that the majority of staff members are spending part of the week working from home and part of the time in the office. Please only visit the Head Office if you have an appointment. It means that the member of staff you need to see will be in the office on that day rather than working from home.

If you are due to attend an in-person event at our office, please reschedule if you develop any cold, flu or COVID symptoms. We can arrange to carry out appointments through video conferencing such as Zoom or Teams.

## Write for your newsletter

Do you have an idea for an article for this newsletter? We welcome articles from residents of all ages. If we publish it we will send you £20 in vouchers of your choice! Send your article idea to **[newsletters@newlon.org.uk](mailto:newsletters@newlon.org.uk)**.

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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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