

Resident Newsletter

2026



Dolphin Living

“This has been the smoothest rental experience I’ve had. Everything is managed and sorted in a timely fashion.”

Dolphin Living resident



WELCOME

TO OUR 2026 NEWSLETTER

Dolphin Living is delighted to welcome you to our annual resident newsletter.

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Our Commitment to Residents



Olivia Harris, CEO, Dolphin Living

Dear Resident,

Thank you for being part of the Dolphin Living community.

We are proud to have achieved high levels of resident satisfaction and are extremely grateful for the feedback and suggestions you share with us. Your views help shape our services and ensure we continue to improve the experience of living in a Dolphin home while remaining committed to keeping rents affordable.

The Renters' Rights Act is now in force. As a responsible landlord, we do not expect it to significantly change the way we already operate, but we remain committed to supporting residents to sustain their tenancies and enjoy safe, secure homes. To help us meet our legal obligations and provide the best possible service, there are a few important things we ask of residents, which are outlined on page 13.

Our charitable purpose is to help London's workers live close to their place of work in homes they can afford. Residents are at the heart of everything we do, and we are continuing to invest in services and initiatives that support this aim. Recent developments include the launch of our new resident-focused website, updates to our resident engagement strategy to make it easier for you to meet with us and share your experiences, and improvements to our complaints process. While we always

strive to provide an excellent service, we recognise that things do not always go to plan. When they don't, your feedback helps us learn and improve.

We also continue to support residents facing financial pressures through guidance and practical assistance. Improving our repairs service remains a key priority, and we are pleased that resident satisfaction with repairs has now reached 84%, although we know there is still more to do.

Sustainability is another important area of focus. We are exploring ways to improve the energy efficiency of our homes, helping to reduce energy costs and create more comfortable living environments. We would love to hear your ideas on making our homes more environmentally sustainable and any tips you have for reducing energy consumption.

Finally, thank you for choosing Dolphin Living. Your contribution to London's communities and workforce is invaluable, and we are proud to support you with affordable, high-quality housing. We hope your Dolphin Living home provides a secure foundation from which you can thrive.

Warm regards,

Olivia Harris

A handwritten signature of Olivia Harris in white ink, written in a cursive style.

Our Vision for the Future



Jason Green, Chair, Dolphin Living

I am pleased to introduce myself as Chair of Dolphin Living, having taken on the role just over a year ago after previously serving on the Board. It has been a real privilege to see first-hand the breadth of our portfolio and the positive impact our homes have on residents across London.

By way of background, I have spent over 30 years working in financial markets and real estate, and I am currently Managing Partner of Liverpool Street Capital Advisors. Throughout my career, I've been involved in advising on residential and commercial property, which I hope brings valuable perspective to Dolphin's work.

What has stood out most to me over the past year is the strength of our mission and the importance of delivering good-quality, affordable homes for working Londoners. I am particularly proud of the continued focus on improving the resident experience, while also carefully managing costs in a challenging economic environment.

Looking ahead, I am excited about the future of Dolphin Living. We have ambitious plans for growth, including two important development schemes that will deliver more much-needed homes in the years ahead.

I look forward to working with our teams to build on the strong foundations already in place and to ensure we continue to provide homes and services that make a real difference to our residents.

Jason Green

Jason Green

Welcome to the team

We are pleased to share some updates and introduce new colleagues who will be supporting residents across Dolphin Living and Touchstone.

First, we are delighted to welcome Ivana de Carvalho to Dolphin Living as our new Resident Engagement Manager. In this role, Ivana will lead resident engagement across the portfolio, manage all stage 1 complaints, and provide front-line support to residents. She brings strong experience from the build-to-rent sector, where she has managed large residential schemes, and is looking forward to meeting residents over the coming months.

We are also pleased to introduce Nicholas Williams to Dolphin Living as our Voids and Repairs Coordinator. With experience in housing associations across voids and contract teams, Nicholas brings a well-rounded understanding of repairs and property turnaround, and will oversee voids and day-to-day reactive repairs.

At Touchstone, we are pleased to welcome Rex as our new Damp and Mould Specialist. Rex will focus on addressing damp and mould issues, supporting property checks, and working closely with Dolphin colleagues and contractors during inspections and visits. This role will strengthen our approach to maintaining safe, well-managed homes and ensure that issues are identified and addressed as quickly as possible.

Finally, we are delighted to introduce Agata Lemos, who joins Touchstone as Portfolio Management Associate, supporting Dolphin Living's portfolio. Agata brings over 15 years of experience in the property sector, with a strong background in residential asset and portfolio management across the Build-to-Rent and Private Rented sectors. Throughout her career, she has worked across a wide range of residential communities and developments, helping to ensure homes are well managed, maintained to a high standard, and continue to meet the needs of residents



Commitment to Improvement



Jacqueline England,

Customer Services Director, Dolphin Living

Dear residents,

Firstly, as always, thank you for the feedback you have shared with us over the past year. Whether through the customer survey, engagement meetings, one-to-one home visits, or informal conversations when we have been in your building, your comments are greatly appreciated and help us continually improve the service we provide.

I am delighted that Dolphin Living and our managing agents, Touchstone, have again achieved high Net Promoter Scores this year. It is particularly encouraging to see strong satisfaction with areas such as home maintenance, our repairs service, and the extent to which residents feel listened to and treated with respect. This reflects the hard work of our teams and their continued commitment to improving services for residents.

However, there have been times over the past year when we have not got things right and should have done better. In some cases, we did not communicate clearly enough, provide timely updates, share information in advance, or set out our position clearly. At times, during complex operational matters, we lost sight of the residents' perspective.

We have a fantastic team at Dolphin, and I know we can and will do better. I am confident that, moving forward, the resident experience will remain firmly at the heart of everything we do.

I am very proud of the new website we launched this year. It makes it easier for applicants to find available homes, check their eligibility and get quick answers to their questions. I am especially pleased with the new Resident Advice pages, which give current residents easy access to information on tenancy and rent, health and safety, complaints and policies. If you have not already done so, I would encourage you to take a look – and, as always, please share any feedback with us.

I look forward to meeting more of you this year and continuing to improve the resident experience we provide. Meeting residents in their homes is one of the most rewarding parts of my role, so please do get in touch if you would like to catch up. Your feedback is invaluable.

Jacqueline England

CUSTOMER SATISFACTION SURVEY

Your feedback, our focus

Improving our services through listening to resident feedback will always be a key priority for us. Our annual customer satisfaction survey plays an important role in helping us understand what matters most to you and where we can further enhance the resident experience.

Thank you to everyone who completed our annual Customer Satisfaction survey 2025/26. We're pleased to share the results, highlights and lessons learnt over the past year.

As part of our survey, we measure resident satisfaction using a tool called the Net Promoter Score (NPS). This is a recognised metric that helps us assess how likely residents are to recommend our services to others – a valuable indicator of both satisfaction and trust.

The NPS questions:

- *How likely are you to recommend Touchstone to a friend or colleague?*
- *How likely are you to recommend Dolphin Living to a friend or colleague?*

NPS scores for 25/2026:

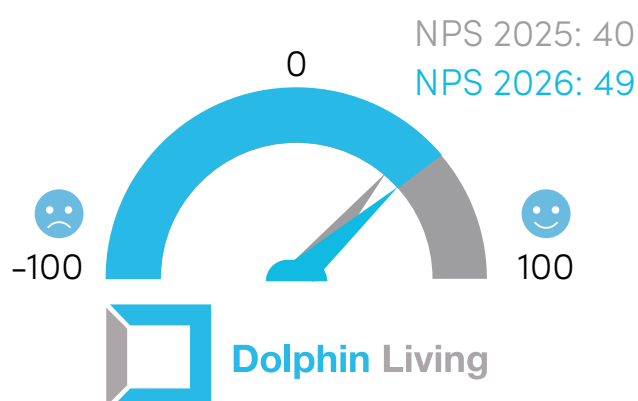
Dolphin Living NPS: 49

Touchstone NPS: 31

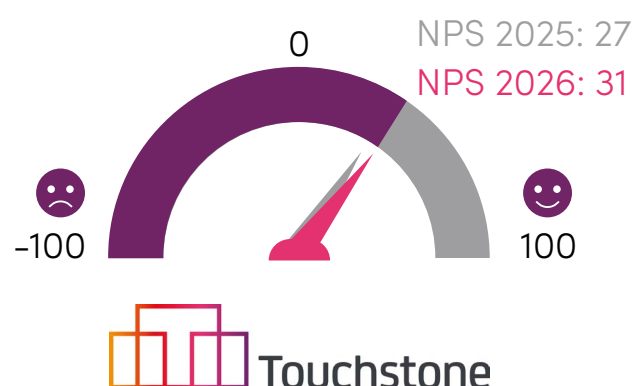
- A score above 0 is considered positive
- A score above 20 is strong
- A score above 50 is excellent

The NPS for Dolphin Living has increased further this year to 49, nearing an excellent score and reflecting a strong level of resident satisfaction. Touchstone has also continued its positive progress, rising from 27 to 31, demonstrating ongoing improvements in service delivery.

Dolphin NPS:



Touchstone NPS:



Satisfaction results:

Survey questions	Satisfaction score
How satisfied or dissatisfied are you with the level of communication from Touchstone?	84%
To what extent do you agree with the following statement, "Dolphin Living treat me fairly and with respect"?	92%
How satisfied or dissatisfied are you with the overall repairs service from Dolphin Living over the last 12 months?	84%
How satisfied or dissatisfied are you with the length of time taken to complete the repair?"	79%
How satisfied or dissatisfied are you with how well your home is maintained?	87%
How satisfied or dissatisfied are you with the security of your building?	69%
How satisfied or dissatisfied are you that your views are listened to and acted upon where necessary?	81%
How satisfied or dissatisfied were you with how the complaint was handled?	62%
Do you know who to contact if you're worried about rent arrears or financial difficulties?	74%

It's great to see that residents feel we treat them fairly and with respect. This is especially important to us, and we're proud to see it as our strongest result this year.

We are also pleased to see improvements in several key areas such as complaints, repairs and cleanliness.

Satisfaction with complaint handling increased from 40% to 62%, following the appointment of our dedicated Resident Liaison and Regulation Manager, Jacqueline Ferguson. Overall repairs satisfaction increased from 76% to 83%, reflecting the changes we have made following a comprehensive review of our repairs service. For example, we've reduced the number of contractor visits needed to fix repairs, as well as residents benefiting from stronger support and increased communication provided by our Touchstone colleagues.

We also introduced a new question this year to better understand whether residents know where to turn if they are worried about rent arrears or experiencing financial difficulties. Encouragingly, 74% of residents said they do. We will continue to raise awareness of the support available, including guidance on our [Tenancy and Rent page](#).

Continuing to improve

While these results are encouraging, they also highlight where we need to continue building on the progress already made.

Although satisfaction with complaint handling has improved significantly to 62%, we recognise there is still more to do to deliver a consistently positive experience for all residents. Dolphin has now brought the complaints process fully in-house, giving us greater oversight. This will help reduce the need for escalations and ensure that lessons learned are effectively reviewed and acted upon, as well as providing deeper insight into resident feedback.

We remain committed to listening to residents and using your feedback to drive continuous improvement, ensuring our services evolve to better meet your needs both now and in the future.

We want you to know that we are committed to learning and continuously improving our services.

Last year, we introduced a dedicated monthly 'lessons learned' meeting, bringing together Dolphin and Touchstone colleagues to reflect on where we may have fallen short and identify opportunities to improve. These sessions are designed to promote shared learning, strengthen accountability, and ensure that meaningful actions are taken whenever our service standards are not met.

We use insights from complaints to support these discussions. This helps us understand where things have gone wrong, identify any patterns, and take action to prevent issues from happening again.



You said, we did

We love receiving your feedback and we try our best to make improvements where we can. This section highlights some of the key things you told us and the actions we have taken in response.



You told us that security is important to you and there are opportunities to strengthen measures in some areas.

Funding has been allocated in the 2026/27 budget to support a range of works, including a CCTV audit (currently underway) and upgrades to communal entrances and doors.

We have also worked closely with the Metropolitan Police's 'Designing Out Crime' team, visiting our properties with them and implementing their recommendations. These include measures such as removing signage highlighting amenities to non-residents, installing additional locks, and reviewing intercom systems.



You told us that standards are not always consistent, and that some areas need more attention.

Our Asset Management team has been reviewing all service contracts and specifications across the portfolio, using resident feedback to better target where improvements are needed most. This includes strengthening performance monitoring, setting clearer expectations, and taking action where standards fall short.

For example, we have changed contractors where performance has declined and made adjustments to services such as window cleaning and gardening to ensure they better meet residents' expectations.

Understanding the Renters' Rights Act

In May 2026, new laws under the Renters' Rights Act 2025 came into effect across England. This Act is designed to give renters greater security and clearer protections.

As part of these changes, residents who are affected have recently received a formal letter from Dolphin Living and a government information sheet explaining how the new law applies to their tenancy. Importantly, receiving this notice does not mean any legal action is being taken against residents.

Day to day living arrangements will remain the same. Your rent, tenancy obligations and services are not changing because of this notice.

However, there are some important changes to be aware of:

- **End of 'no fault' evictions:**

If possession of a property is ever required, landlords must now rely on specific legal grounds set out in the Act and follow the correct notice periods and court processes.

- **Periodic tenancies:**

Existing fixed-term assured shorthold tenancies have automatically converted into period assured tenancies. This means your tenancy continues unless you choose to leave or a legal ground for possession applies.

Intermediate Rent (IMR)

Residents with IMR tenancies should note that while tenancies are now periodic assured tenancies, the scheme's eligibility requirements still apply. Eligibility reviews will continue to take place every three years to ensure residents still qualify for the scheme.

Need more information?

Residents can read the official government guidance [here](#).

Please note that the Renters' Rights Act applies only to residents whose tenancy is governed by the Act. Those residents have recently received a formal letter confirming this. Your landlord is stated on your tenancy agreement or on the Section 48 notice you received. If you are unsure who your landlord is, please contact your Property Manager.

Access to your home

While you're living in your home you have a few important responsibilities that help everything run smoothly and keep you safe. By you meeting these responsibilities we are able to make sure key checks and processes can take place and fulfil our legal obligations in managing and maintaining your home.

These allow us to meet our legal obligations and make sure key checks and processes can take place.

- **Allowing access for inspections and safety checks**, including annual inspections, is essential for us to keep you safe in your home.
- **Cooperating with tenancy audits** helps us ensure that the people living in our homes are those named on the tenancy agreement and that properties are being used appropriately, including preventing unauthorised subletting.
- **Allowing access for viewings** during your notice period helps us prepare your home for new residents and reduce delays between tenancies. This supports us in helping more people access homes through our scheme. We will always aim to give appropriate notice and arrange these at a convenient time where possible.

These requirements form part of your tenancy agreement. We will always try to work with you to arrange access at a suitable time, and we appreciate your cooperation. If access is repeatedly refused, it may mean we need to take legal action in line with your tenancy agreement.

If you have any questions or need to rearrange access, please contact your Property Manager.

“Dolphin Living offers a fantastic living experience with great service, affordable options, and a strong commitment to the community. I would highly recommend it to friends and colleagues looking for quality and reliability.”



Information and support: Everything in one place

We recently launched a brand-new Dolphin Living website to make it quicker and easier for you to find the information and support you need.

The [website](#) was developed with Yalla Cooperative, a values-driven digital organisation that works with charities and social impact organisations to create innovative, user-friendly online services. Their collaborative, people-focused approach has helped us design a website that is clear, accessible and built around residents' needs.

One of the biggest improvements is the new resident advice section, which brings everything together in one place. Here, you can access clear, practical guidance on your tenancy and rent, including advice on affordability and what to do if you're worried about your finances. You can also find information on how to raise a complaint, as well as helpful support on looking after your home, including sustainability topics such as damp and mould.

All of the content has been designed to be straightforward, easy to navigate and focused on what matters most to residents, so you can quickly find the answers and support you need.

Our new website is part of our ongoing commitment to improving communication and making sure you can easily access the information and support available to you, whenever you need it.

Policies and Guidance at your fingertips

All our key policies are now available in the resident section of the website, where you can view and download them at your convenience.

These policies set out what you can expect from us and how we deliver our services, covering areas such as:

- Complaints – how to raise concerns and how we will respond
- Compensation – when compensation may be considered and how it is assessed (recently updated May 2026)
- Financial hardship – support available if you are experiencing financial difficulties
- Safeguarding – how we protect residents and respond to concerns
- Repairs – how to report repairs and our response times

We are committed to being transparent and making it easy for residents to understand the policies that guide how we manage and deliver our services.

We encourage all residents to familiarise themselves with these policies, so you understand the level of service we are committed to providing and how to raise concerns.

We would also love residents to share their thoughts on the detail in the policies so we can continue to make improvements. If you'd like to comment or suggest any changes, please email info@dolphinliving.com and our team will be happy to hear from you.

Explore all policies in the resident section here: [Policies & Guides](#).

[Our homes](#)[Resident advice](#)[Partner with us](#)[Who we are](#)[Get in touch](#)

Everything you need, all in one place

Find guidance, support, and resources for your home



“What I enjoy most about living in a Dolphin Living property is the overall standard of care and management. The property is well maintained, concerns are listened to, and there is a clear effort to resolve issues promptly, creating a comfortable and reassuring place to live.”

RESIDENT ENGAGEMENT

Your voice matters

Connecting with residents and understanding your experience is a key priority for us at Dolphin Living. Over the past year, we have continued to develop new ways to engage with residents across our portfolio and make involvement more accessible for everyone.

This year, we introduced more online resident meetings, helping residents join sessions more easily around daily commitments. We have also started using resident polls to help shape meeting times and dates, allowing us to be more accommodating to residents' schedules and preferences.

While we value the flexibility of virtual engagement, we also recognise the importance of face to face conversations. We remain committed to offering at least one in person engagement opportunity each year across our portfolio, giving residents the chance to meeting the Dolphin team directly.

As always, if you would like to meet with us individually at any point, please do not hesitate to get in touch. Resident engagement meetings are not the only opportunity to speak with us, we are always happy to arrange private conversations if there is something important you want to discuss.

We are pleased to welcome Ivana Vasconcelos de Carvalho to the Customer Service team as our new Resident Engagement Manager. Ivana will be leading resident engagement sessions alongside Safiya Egeh and supporting residents across the portfolio. Ivana looks forward to meeting residents over the coming months and working closely with you to continue improving the resident experience.

Email: Ivanadecarvalho@dolphinliving.com





Customer immersion visits with the Board

Earlier this year, members of the Board and Executive Team visited residents in their homes to better understand their day-to-day experiences and hear directly what matters most.

These conversations highlighted the importance of affordability and the impact that housing costs can have on residents' day-to-day lives. Board members also reflected on the need for clear communication, feeling safe and secure at home, and having confidence that any issues raised will be dealt with quickly and effectively. Hearing these experiences first-hand is helping to shape priorities and inform decision making across Dolphin Living.

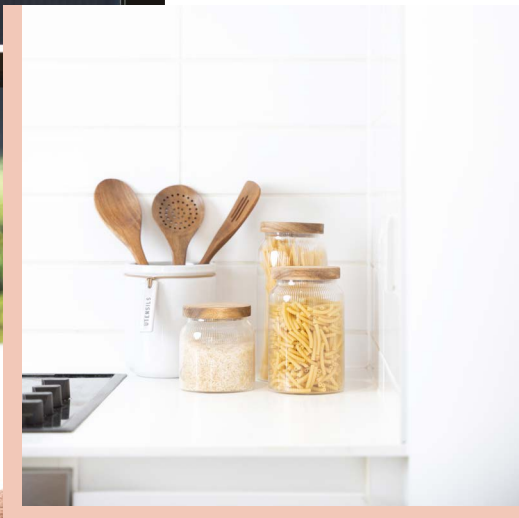
Thank you to everyone who took part. We really appreciate your time and openness, and we plan to continue these visits in the future.

If you have any suggestions on how we can encourage more residents to get involved or improve engagement, please email Ivanadecarvalho@dolphinliving.com.



“It was overall a very positive conversation and a good reminder of our purpose”

Jo Moran, Board member,
Chair of the Operations Committee



Making a complaint

We celebrate the positive impact we make every day and are always looking for ways to do even better. We know we don't always get it right, but we are committed to learning and continuously developing our services.

If you are dissatisfied with any part of our service, you can make a complaint knowing it will be taken seriously. Your feedback helps us improve. You're also welcome to have someone support you throughout the process.

Stage 1 – INITIAL COMPLAINT

Handled by Ivana de Carvalho

Your complaint will be acknowledged and logged by Dolphin Living. Most complaints are resolved within 10 working days. If more time is needed, we may extend this by up to 10 additional working days.

To make a complaint, please contact:

Email: Ivanadecarvalho@dolphinliving.com

Phone: [0207 113 3336](tel:02071133336)

Stage 2 – REVIEW

Handled by Jacqueline Ferguson and Directors

If you are not satisfied with the Stage 1 outcome, you can request a review. Your complaint will be reviewed by Jacqueline Ferguson (Resident Liaison and Regulation Manager) alongside two Dolphin Living Directors. Jacqui will contact you to discuss your concerns and your desired outcome.

She will aim to respond within 20 working days. If needed, this can be extended by up to 10 additional working days.

To request a Stage 2 review please contact:

Email: info@dolphinliving.org

Please note: complaints must relate to something that has happened within the last 12 months.

“I’d highly recommend Dolphin Living to friends or colleagues. They’ve been reliable, approachable, and attentive as a landlord, which has made a real difference to my overall experience as a tenant.”



Supporting you to stay in your home

We know that the rising cost of living continues to put pressure on many households, and we understand that this can make managing monthly expenses more challenging. We want to support you to stay in your home and feel secure in your tenancy.

Whilst being mindful of the costs of managing and maintaining homes we aim to keep our homes as affordable as possible and consider affordability in detail as part of our annual review of rents. We continue to look at ways we can support residents during this time.

If you're worried about your rent, feeling under financial pressure, or think you may fall behind, please don't wait to speak to us. Reaching out early means we can work together to find the best way forward and help prevent the situation from becoming more difficult.

We offer a range of support tailored to your individual circumstances:

- Personalised arrears management

If you are behind on your rent or concerned you may fall into arrears, we can work with you to create a realistic, manageable plan. This may include support with accessing Universal Credit or other benefits, as well as agreeing a repayment plan that takes your situation into account.

- Affordability assessments

We can review your income and outgoings with you to better understand your situation. Depending on the outcome, you may be eligible for Temporary Personalised Rent (TPR), a short-term adjustment designed to give you breathing space during a difficult period.

There are also external organisations that can offer additional support and independent advice:

- The [Turn2us Benefits Calculator](#) can help you check if you're receiving all the financial support you're entitled to
- [StepChange](#) and [Citizens Advice Westminster](#) provide free, confidential advice on managing debt, budgeting, and financial wellbeing

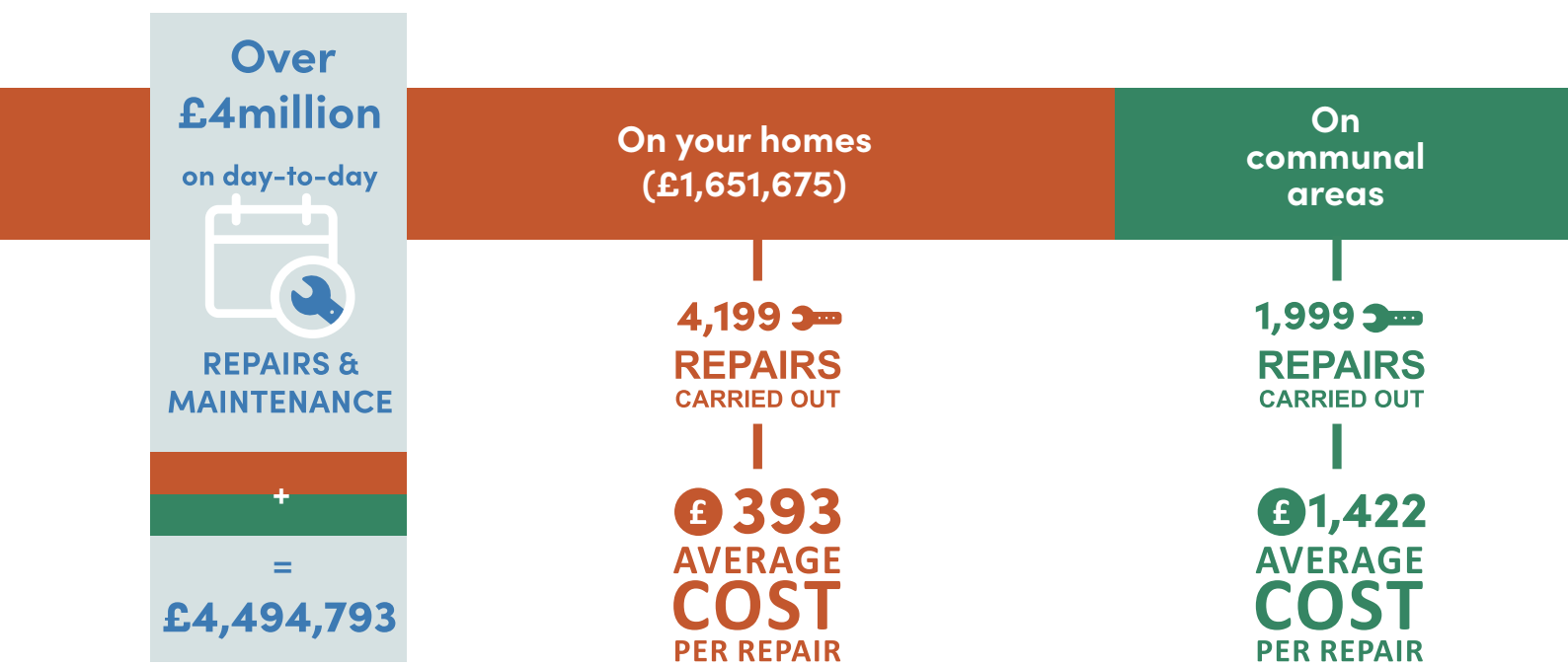
If you're struggling, even if you're unsure what help you need, please get in touch with our Resident Engagement Coordinator at safiyaeghe@dolphinliving.com. We're here to listen, support you without judgement, and help you find a solution that works for you.



Repairs round-up

Over the past year, we have continued to invest in maintaining our homes, carrying out repairs and improvement works across the Dolphin Living portfolio.

This year we’ve spent almost £4.5m on repairs and maintenance, that’s an average of over £5,000 on each home.



Please remember that all repairs must be reported to Touchstone rather than directly to contractors. This ensures that works are properly logged, monitored, and completed to the expected standard.

“Touchstone provides outstanding service and consistently delivers excellent results. I would absolutely recommend it to friends and colleagues without hesitation.”

Understanding repairs and replacement costs

We want to help residents better understand the typical costs involved if items in your home are damaged or need replacing.

Below are costs based on our latest contractor pricing for 2026-27:

*DISCLAIMER: This guide is not a schedule of charges.
The amounts shown are examples only and do not represent fixed fees.*

Item / Service	Estimated Cost
Replacement light bulb	£14.87
Additional sparkle clean	£279.33
Professional cleaning of property	£372.00
Repair of holes in walls (depending on severity)	£208.00
Replacement hob	£356.67
Replacement freezer drawer	£54.00
Replacement electrical socket	£81.00
Replacement shower head and hose	£70.00
Removal of personal belongings left behind	£85.00
Replacement extractor filters and bulbs	£67.33

Why we're sharing this

Our aim is to help you understand the true cost of repairs and replacements, so you can make informed decisions about your home. By sharing this information, we hope to help you avoid unexpected charges at the end of your tenancy and support you in returning your home in good condition for future residents.

We want your property to feel like your home, and you're free to enjoy and personalise your space. However, making changes such as drilling holes or removing fittings can sometimes lead to avoidable damage and additional costs.

A quick reminder:

- Charges may apply at the end of your tenancy for any damage beyond normal wear and tear
- Costs are reviewed annually and may increase in line with inflation
- If you're considering making changes to your home and are unsure what's allowed, please contact your Property Manager first. You can find their details on the [Property Manager contact information page](#). We're here to help you avoid unnecessary costs and make the most of your home.

Please note: If you have any outstanding rent or charges at the end of your tenancy, these may be deducted from your deposit.

Hot Weather Advice

The UK is experiencing hotter summers more often, making it increasingly important to keep your home cool and comfortable during periods of warm weather.

Simple ways to stay cool at home:

- Keep curtains or blinds closed in rooms that receive direct sunlight
- Open windows in the early morning or evening when temperatures are lower
- Fill a hot water bottle with cold water and keep it in the fridge for a refreshing way to cool down
- Use a fan if you have one, and place a bowl of ice or cold water in front of it for extra cooling
- Switch off lights and electrical appliances when not in use, as they can generate heat
- Stay hydrated by drinking plenty of water throughout the day

Damp and Mould

Keeping homes safe and well maintained remains a top priority. Damp and mould can occur in any home, but early reporting is essential so we can deal with it quickly and effectively.

Under new legislation, including Awaab's Law, landlords are required to investigate and resolve serious damp and mould issues within a set timeframe to help ensure homes remain safe.

Common signs of damp and mould include:

- Musty or damp smells
- Black, green or dark patches on walls, ceilings or around windows
- Peeling wallpaper or bubbling paint
- Excess condensation on windows or cold surfaces

If you notice any signs of damp and mould, please report it immediately to your [property manager](#) so we can investigate and take action as quickly as possible.

For more information including signs to look out for and how to reduce the risk, please visit our [sustainability page](#) on our website.

For further guidance on your rights and what to expect, you can read the government guidance here:

[Awaab's Law: Guidance for tenants in social housing - GOV.UK](#)

[Understanding and addressing the health risks of damp and mould in the home - GOV.UK](#)

Sustainable, safe and secure homes



Sustainability remains a key priority for Dolphin Living as we continue to improve the energy efficiency of our homes and reduce our environmental impact across new and existing properties.

A key measure of energy efficiency in buildings is the rating given in an Energy Performance Certificate (EPC) which uses a scale of A (most efficient) to G (least efficient).

We aim for all of our new homes to achieve a minimum EPC rating of B, meaning they are highly energy efficient, well insulated, and help reduce energy bills.

Across our developments, we include features such as secure cycle storage, recycling facilities, and limited parking provision to encourage low carbon lifestyles.

For more information, including practical tips on sustainable living, please visit our resident sustainability page.

Dolphin's Gold SHIFT

SHIFT (Sustainable Homes Index For Tomorrow) is a national sustainability standard for housing providers, helping organisations measure and benchmark their performance on the journey towards Net Zero.

There are four levels of accreditation: Bronze, Silver, Gold and Platinum.

We are very pleased to share that this year Dolphin Living achieved Gold accreditation. This accreditation recognises the continued sustainability improvements across our homes, operations and ongoing commitment to sustainability.

Health and Safety

Health and safety procedures are fundamental to how we manage and maintain our homes. We carry out regular inspections, compliance checks, ongoing monitoring across our portfolio to ensure we meet all required standards and keep residents safe.

You can find out more about how we manage health and safety on our [website](#).

Important safety guidelines for your home

To help keep you and your neighbours safe, please follow these important guidelines when using communal areas and balconies:

- Communal areas and hallways must be kept clear at all times. Personal items, including furniture, shoes, bikes, and storage items, should not be left in these spaces, as they can block escape routes in an emergency and increase fire risk.
- Doormats are not permitted outside your front door (internal communal areas) as these are a fire safety hazard.
- Balconies should not be used for storage. Only appropriate outdoor furniture is allowed, as stored items can become fire hazards, or fall and pose a risk to others.
- No personal furniture or items should be placed on communal terraces, unless explicitly permitted.
- BBQs are not allowed on balconies or roof terraces due to the significant risk of fire.
- Netting or coverings (e.g. for pets or children) must not be installed without prior approval, as some materials may not meet fire safety standards.
- Children must not be left unattended in communal areas, balconies, or roof terraces, to reduce the risk of accidents or injury.

If you are unsure about what is permitted, please contact your Property Manager before making any changes. We're here to help you keep your home safe.

Capital works

Over the past year, Dolphin has continued to invest in our homes, delivering a range of improvements across the portfolio.

At Havelock house, this included significant works such as roof replacements to ensure long-term durability, as well as landscaping and garden improvement works.

HAVELOCK HOUSE EXTERNAL IMPROVEMENT WORKS

*Left: Completed block 11-18 Havelock House
Right: New roof at block 11-18 Havelock House*



Alongside this, we have completed upgrades to kitchens and bathrooms in some of our older homes, carried out refurbishments works to bring empty properties back into use, and progressed wider estate improvements including new paths and parking areas at Mount Close and Grove Court.

MOUNT CLOSE ESTATE FOOTPATHS PROJECT



GROVE COURT FRONT CAR PARK EXTENSION





“This is the most straightforward and positive rental experience I’ve had. I love living here and feel very at home, unlike previous rentals where the property really feels you’re “borrowing” it and aren’t able to fully settle.”

Making home ownership more achievable

The Home Ownership Accelerator Scheme is a joint initiative between Dolphin Living and Westminster City Council, designed to help working Londoners take their first step onto the property ladder.

You can rent a home in Westminster at around 35% below market rent for up to three years, while saving towards a deposit. At the end of the scheme, you may also be eligible for a grant to support your home purchase in London.

Basic eligibility includes:

- Savings of at least £22,500 towards a deposit
- Household income under £90,000
- Living or working in Westminster
- Not currently owning a home (in the UK or abroad)
- Able to afford rent and living costs without Universal Credit (UC)

Existing Dolphin Living residents can apply but would need to move into a home within the scheme.

You can find out more about the scheme and eligibility criteria here on our [website](#). We encourage you to explore the scheme and see if it could be a great opportunity to support your journey towards home ownership.



Accelerator Scheme

*Your path from
renting to owning*



The Accelerator Scheme by Dolphin Living and Westminster City Council helps Westminster households fast-track into home ownership:



**Rent
35% below
market rate
for 3 years**



**Save towards
your deposit**



**Receive a grant
to help buy your
own home in
London (on the
open market)**

**To be eligible for the Accelerator scheme,
your household must have:**

- ✓ Income under £90,000
- ✓ £22,500+ saved
- ✓ Live or work in Westminster
- ✓ No current home ownership



**SCAN HERE
FOR MORE
INFORMATION**

For more information, go to: www.dolphinliving.com/home-ownership-accelerator

Please share with friends, family and colleagues who may be interested.

New Era estate: looking ahead

We're now looking ahead to the next stage of the project. Construction is due to begin in summer 2026, with completion expected in 2029.

The redevelopment will deliver 99 London Living Rent homes (a form of intermediate rent) and 109 homes for market sale, helping to provide high-quality housing in the area.

First allocations of the London Living Rent homes will be offered to the original residents who will move from Kingsland Road back to the New Era Estate.

Dolphin Living acquired the New Era Estate in December 2014, and we are pleased to be working in partnership with The Hill Group, the London Borough of Hackney, and the Greater London Authority (GLA) to bring this vision to life. We're excited about the future of this development and look forward to sharing further updates as work progresses.



Domestic abuse



Your safety and wellbeing are extremely important. If you are experiencing domestic abuse, you are not alone and support is available. Abuse can take many forms, including emotional, physical, financial, or controlling behaviour.

If you feel able to, you can speak to your Property Manager in confidence. We can help you access specialist support and talk through options to help keep you safe.

You may also find it helpful to contact one of the organisations below, which offer free and confidential advice:

- National Domestic Abuse Helpline (Refuge): **0808 2000 247** (24 hours)
- Women's Aid: www.womensaid.org.uk
- Men's Advice Line: **0808 801 0327**
- Galop (for LGBTQ+ support): www.galop.org.uk

If you are in immediate danger, please call 999.

Out of hours

If you need to contact us outside of office hours, including evenings, weekends, public holidays, or when the office is closed, please use the emergency contact number.

This service is here to support you in urgent situations where there may be a risk to your safety, your home, or the building.

Examples of emergencies include:

- A serious water leak or burst pipe that cannot be contained
- Loss of power, heating, or hot water, particularly during colder periods
- Fire, gas leaks, or suspected carbon monoxide issues
- Major structural or safety concerns, such as a collapsed ceiling or insecure entrance
- Blocked drains or toilets where there is no alternative facility

If your situation feels urgent or you are unsure whether it is an emergency, please don't hesitate to call. The team will be able to assess the issue and advise on the next steps.

For non-urgent repairs or general enquiries, you can contact your property managers during normal working hours.

In a life-threatening emergency, always call 999 immediately.

CONTACT YOUR PROPERTY MANAGER

Find the right contact for your home

Touchstone manages Dolphin Living's properties on our behalf. They're your first point of contact for everyday queries about your home, from reporting a repair to questions about rent payments.

Visit our website to select your building and access contact details:

FIND YOUR PROPERTY MANAGER



“Touchstone responds to all queries very quickly and handle all issues with same level of attentiveness. Regular emails are polite and warm. All staff are amazing and I truly appreciated the care they have for residents.”

Dolphin Living resident



If you have any queries please
contact us at LT@touchstoneresi.co.uk
or call 01225 838 490

www.touchstoneresi.co.uk

www.dolphinliving.com



Dolphin Living

