



# Residents News Update

Summer 2011



**Engaging our future generation**

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'Logo design' and 'publication title' by NLMHA residents.

# Editors Comment

Please enjoy the summer edition of NLMHA newsletter. With the support of all our tenants and our 'Tenants scrutiny panel' we now have published our 'Local Offers' standards. Many thanks for everyone's support through this process. In this edition we have articles on how we are engaging our youth to improve our communities and other events throughout our area of operation. Also we have tips on how to plan ahead with rent payment, NLMHA mission statement, future changes to housing benefits, procedures on how to end your tenancy and much more. To help work with us in making improvements to the services we provide please contact our Tenant Participation Officer.

## FAULTY BEKO FRIDGES

The London Fire Brigade say a recent fire in London was caused by a Beko appliance. The company are contacting customers to fix the problem for free.



If you own a model manufactured between January 2000 and October 2006 please check the trading standards website to see if your appliance is one of the ones affected.

If you have any concerns please contact Beko on their free phone number on 0800 009 4837 or visit [www.beko.co.uk](http://www.beko.co.uk)

## LOCAL POLICING

Safer Neighbourhoods teams are dedicated to your community and are additional to other policing teams and units in London, they provide:

- A team of officers dedicated to every London neighbourhood
- A more accessible, more visible, more accountable police service

Local communities can get a real say in deciding the priorities for the area in which they live, allowing police to provide long-term solutions to local problems while maintaining a focus on reducing priority crime such as burglary; vehicle crime, anti-social behaviour, tackling gangs, reducing weapon enabled crimes and preventing extremism.

If you have concerns about day-to-day crime and disorder issues, or if you would like to get involved, please contact your local team whose details can be found at:

[www.met.police.uk/saferneighbourhoods/involved.htm](http://www.met.police.uk/saferneighbourhoods/involved.htm)

*Safer Neighbourhoods teams are not there to provide a 24-hour response, this is the role of response team officers who you should contact on 101 or in an emergency you should dial 999.*



## Bulk Items

Bulk items need to be disposed of in a proper way. Illegal dumping is in breach of your tenancy and we will take legal action to repossess your property. Dumping your personal belongings in communal areas falls under Anti Social Behaviour and also putting life at risk because of fire hazard.



# Our Mission statement

NLMHA will work with all strategic partners and our diverse communities to improve the quality of life for all our residents through providing excellent housing services and decent homes in decent neighbourhoods.

## Our Vision

Our vision is to provide quality affordable homes and services, strengthen our communities and improve the lives of local people.

## Our Values

- Take our customers into the heart of all we do.
- We do what we say – deliver our commitments.
- We believe and practice in being fair & ethical.
- Raise standards and provide equality of opportunity
- We listen to what our tenants and stakeholders want.
- Think consistently of ways to improve and add value.
- We go the extra mile to ensure excellent service delivery.
- Ensure we invest in the potential of our Board and Staff.

## Strengths

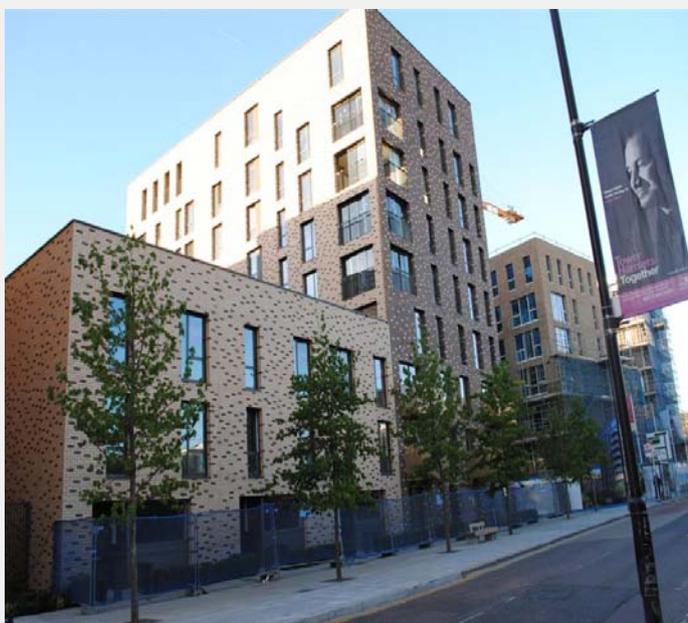
NLMHA benefits from its community base and good local contacts in most of the area in which the Association operates. Faced with pressures identified below, we can draw on:

- Excellent links with partner local authorities, who value the contribution that NLMHA makes in their area
- Excellent working relationship with TSA, in terms of regulation as NLMHA established itself as one of the top performing RP in North and East London.



## New Development– St Andrews in Tower Hamlets

NLMHA have worked with Circle Anglia in securing 39 newly developed properties. These wonderful units are situated in Bromley-by-bow.





## Decent homes need decent spaces

To improve the appearance of our estates, we have been working with tenants in order to make a difference. In Shahjalal house we identified a plot of land, which has now been re vamped into a nice communal area that tenants are now enjoying. To start off this project, we worked with 'Organiclea' to structure and implement this project. To start off this project we had an initial consultation event. This helped build enthusiasm of many tenants. They all got together to discuss how they would like to transform the area in order to meet all the various needs. Residents showed us how they would like to arrange the flower beds, where they would like plants to go and the layout of their new communal area. After getting tenants involvement we liaised with professional gardeners in order to look at feedback received from the consultation event. We then moved forward by arranging a gardening event. On the day most residents got involved. It was an excellent community project as they all worked together in creating a nice communal space for everyone to enjoy. Those who participated received fruits and vegetable plants for them to grow at home. This encouraged healthy eating as they were able to grow their own produce. This whole project helped build community cohesion and social interaction. The community felt a sense of achievement and empowerment of the area they live in. The flower beds are currently being nurtured by tenants and the youth on the estate. This project was a great success with many great outcomes, not only have we renovated this communal space into a nice florescent area but we have also engaged to bring the community together.



# Striving to better our communities

## Holly Street communications day

This was an excellent day where local services come together. The main purpose of the day was to make the community aware of what is available to them with all the exiting services that they can join and benefit from. All the housing association worked together in order to run a consultation about the cleaning on the estate. This event had many positive outcomes, as it gave tenant and residents the opportunity to communicate and their opinions.



## Annual Events in Priory court, Gosse Court and Cazenove Road

Annual Events take place every year in these communities. Many residents from these close knit communities take the initiative to co ordinate these events. It is a great opportunity for everyone to meet. These events gives the community an opportunity to discuss current issues and plans on how to move forward and continuously make improvements. With officers present it allows us all to explore many ideas and support our tenants through them.



## Myddleton Grange Fun Day and AGM

With an established Tenants Association, Women's group and active youth group on the estate, Myddleton grange have many things to celebrate. The residents arranged this amazing day top bring all the different groups together to celebrate their achievements. This day was followed by a very successful AGM for the tenants association. Both events were very informative with a very high turn up. It was very nice to see all the different age groups, different diverse backgrounds with many interests come together and share what they enjoy.



# Engaging our fu

## Myddleton Grange Community presents Oscar film night

Youth from Myddleton Grange have been working on producing a short film for the community. Their performance was based on their experiences of living in Myddleton grange and issues that effect the youth. This helped build relationships with members from different age groups, as well as community cohesion. This project was supported by an organisation called 'The Mouth That Roars'. The youth started this project by writing up the script, selecting roles and responsibilities for individuals, performing the play, and then they recorded the play using many media equipment including cameras and microphones. The group edited there film by making changes, sound effects and adding text to the final product. Once that was complete a Oscar film night was organised, where they presented the final product of a short film. This was a great night with an excellent turn out. Everyone who participated in this were presented an Oscar and certificate. This project educated the youth in media studies, English writing and drama. As well as it being very educational they all enjoyed the process of making the film and working together.



## Youth presentation and Ignite peers

Youth from Gujarat House have been working with 'Ignite Peers' to have many youth activities. This included many trips, football training, writing skills and much more. They also successfully formed a youth committee. Once this was established they had organised a presentation for staff at NLMHA. This was a very useful tool in communicating with us and the community. They expressed their views on how they would like us to support them in improving the area they are living in.



# ture generation

## Afterschool Club with K.E.I.M

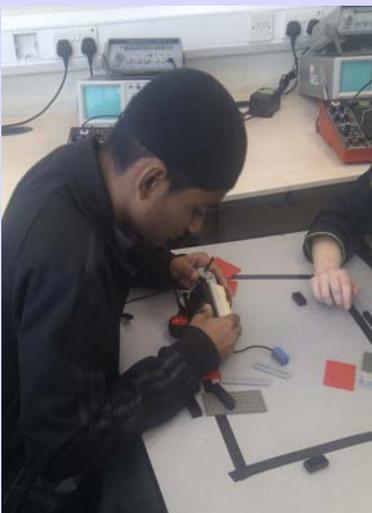
In Hackney we have had weekly afterschool clubs run by an organisation called K.I.E.M. During these clubs education is stimulated using games, challenges and projects. The afterschool club have started doing gardening in the back communal garden. Many plants have been nurtured, and they are now enjoying the nice organic produce. Other activities take place but vary from week to week. This includes cooking, arts and craft, mask making and much more. The programmes are planned week to week in order to stimulate academic knowledge.



## BSIX College- Challenge day

North London Muslim Housing Association selected a set of students to attend the Hackney Science and Technology Challenge day held at Bsix College. The challenge day was intended to develop pupil's social, academic and interaction skills to work as a team and eventually succeed. In order to do so, schools were deliberately mixed to form various teams. A number of physically and mentally stimulating tasks were assigned to the groups and they were graded on ability to plan, work as a team and produce a final satisfactory product. These included the vehicle challenge, a self righting water buoy task, motor challenge and the bridge construction task. At the end of the highly entertaining day, there was an awards ceremony which acknowledged pupils' hard work on the day. Two members from our group had won an award. This finished the day off very nicely.

Thanks to North London Muslim Housing Association this spectacular and beneficial day was made possible. Without their funding of the event we would not have been educated, celebrated and been awarded for our efforts. A massive Jazakallah for the generous contribution made by this blessed institution. We hope that nothing but benefit comes of their investment in us and that our alliance with them only strengthens.  
*Abdullah Saleem and Amin Ahmed*



# Ending your tenancy

**1 Notice:** Make sure you give the required four clear weeks written notice.

**2 Belongings:** Clear all your belongings from the property, garden and sheds. If you have large items of waste you want to get rid off, call the bulk removal number at the back of this newsletter. If you leave any belongings behind we will charge you for removal, storage and disposal of the goods.

**3 Carpets and flooring:** Remove and dispose of all carpets, laminate and wood flooring that you laid in the property. You may be recharged if any floor coverings are left behind.

**4 Repairs:** Finish any repairs that you are responsible for. Any alterations you have not made to the property must be in the same condition, allowing for wear and tear, as they were at the start of the tenancy. You may be charged for replacement of nonstandard fixtures or fittings.

**5 Rent:** you must continue paying your rent, till the end of your tenancy. This includes the 4 weeks notice period.

**6 Benefits:** If you are receiving housing benefit, please notify them about your 'change of circumstances' and inform them of your new address.

**7 Others in the house:** You need to make sure that everyone living with you in the property leaves when you move out. This includes all pets. Lock all windows and doors before you leave.

**8 Cleaning:** Leave your home clean and tidy, with all fixtures and fittings intact.

**9 Keys:** It is your responsibility to return all keys and fobs to the property to our NLMHA office. You will be charged rent at a weekly rate until the keys are returned.

**10 Utilities:** Tell all utility companies (water, electricity, gas) that you are moving out and take meter readings on your last day. Remember to have your mail redirected.



# PLANNING AHEAD

Planning early for holidays or days out will ensure they go smoothly so you can enjoy the time. Needless to say, day to day expenses do not go away so please remember to think about and plan how you are going to cover day to day bills and expenses in addition to the extra expense for your holidays and day trips.



## Some top tips:

### Be Organised & Plan early

- Be realistic about what you can afford and budget accordingly
  - Work out how much you are going to spend and stick to it
- Don't forget the everyday bills

Remember that:

- Rent
  - Utility bills
  - Insurance cover
  - Food bills
  - other existing commitments
- still need to be paid and the consequences may be severe if they are not paid. Budget for these ongoing commitments and make arrangements for payments to be made even whilst you are away or before you go.

*Rent is a priority debt and should always be paid first. If you are going away please remember to pay your rent before you go.*

Remember you can arrange to pay your rent by the following methods:

- Making payments at the bank using a rent book
- By Standing Order

**If you are experiencing any problems with paying Your rent please call Amanda Hunt on 0208 815 4208.**

## Housing Benefit Changes

**The Government is currently looking at changing how welfare benefits are paid to individuals. This review proposes a number of changes which may affect if you are currently receiving any kind of benefit.**

Many more changes are proposed for April 2012 and 2013, however we will bring you more news on how these may affect you when we have more details.

The immediate changes from April 2011 which may affect you are:

- If a member of your family or another person living with you is classed as an adult, you will already have an amount deducted from your housing benefit, based on their income. From April this year, that amount will be increased and you could have more rent to pay your-

- The maximum amount of housing benefit anyone will be paid is changing however this should not affect any of our social renting tenants at this point.

Your local housing benefit department will be able to give you advice so please contact its experts for more information via your local council.

**If you have any further questions please call Amanda Hunt on 0208 815 4208.**



# The apprentice: you're hired!

Would you like to gain a formal qualification while being paid? NLMHA are working with Prentice Solutions Ltd to recruit new members who are interested in apprenticeship opportunities. From Plumbing & Building to Administration & Customer services, there are almost 200 different types of apprenticeships which are suitable for hundreds of job roles. If you are interested in become an apprentice and would like find out more, please call Sajna on 0208 815 4205.



## Training and Employment

Through our TP activities, consultations and events we have continuously encouraged tenants into training and employment. Many have completed these courses and are developing further in their studies and moving into employment. Elizabeth Kirunder, is one of our tenants who is in the process of developing her career.

*'I have completed my level 2 diploma and now studying level 3 in CYPW diploma. My future plan is to do foster caring. By doing these qualifications I am gaining knowledge for the area I wish to work in. I would like to thank NLMHA for guiding and directing me in the right way. I couldn't have done it without your organisation!'*

*Ms Elizabeth Kirunder*

## Maintenance

As a rolling program we are continuously striving to make improvements to our services that we provide. We have implemented a new scheme, called Tracker. This is where all tenants receive a phone call after each repair job has been completed. This is to monitor tenants satisfaction level.

*'This is just to say thank you for your understanding and being so responsive and effective. Contractors have sorted the jobs out effectively and am satisfied with the job they have done this time. Once more again i thank you very much for being quick.'*

*Mr Hakim Tagoulmint.*



We are pleased to announce that your Housing Association was awarded the Investors in People (IIP) **Silver Award** in April 2011.

This is a great success for the Housing Association, and we are proud to say that we are a successful organisation ably led by both its senior leadership team and a very committed and supportive 'Board of Management'. The size of the organisation, with only fourteen employees, the leadership style and the values that govern NLMHA contribute to a culture of openness and trust that puts people first.

# The true cost of Illegal subletting

**Some people may think they can make some extra money by subletting their home. But their wrong, illegal subletting is more trouble than it's worth.**

**Subletting could lead to paying back thousands of pounds in backdated housing benefit as well as being fined and may include jail term for fraud. Not only that the property will also be lost in the process.**

To combat illegal subletting, we regularly check tenancies, ask for identification and inspect properties. Illegal subletting deprives families on the housing list in genuine need of homes. With many residents living in overcrowded homes and needing to move for their health, we need your help to catch the fraudsters who are cashing in at the expense of others.



**If you do suspect that someone in your area is subletting, please call Ikbal Hussain on 0208 815 4206. All the information will be confidential and your identity will remain anonymous.**

## Local offers prize winners

NLMHA has published its Local Offer on 31 March 2011. The Local Offer is a different approach to how housing organisations are accountable to their residents. The Local Offer sets out what residents have identified as their priority through extensive consultation and analyzing complaints. It is a new way of tailoring the services that NLMHA delivers to those that residents want. This Local Offer is an arrangement between residents and NLMHA to do that. The Local Offer will increase the accountability of NLMHA as residents will play an active part in setting, monitoring and scrutinising service standards.

Those who participated were entered into a raffle draw. Five lucky winners received £50 vouchers. A big thank you to everyone for supporting us through this intense consultation process.



## Your Contacts at NLMHA

### Maintenance

**Sadique Ali: 020 8815 4219 / Ibrahim Khan: 020 8815 4212**

### Rents

**Amanda Hunt: 020 8815 4208**

**Ikbal Hussain: 020 8815 4206**

Tenants Participation / Estate Issues / Antisocial Behaviour

**Sajna Begum: 020 8815 4205**

For all other inquiries please call NLMHA Reception on **020 8815 4200**

## Useful Information

### Bulk Removals

Hackney:	020 8356 6688
Newham:	020 8430 2000
Waltham Forest:	0800 232 323
Tower Hamlets:	020 7364 5004
Community Skips:	020 8356 3344



Please use the above services, which are free of charge and do not dump furniture in bin-stores. This creates problems for the bin men who cannot move the bins. Therefore your bin area will not be cleaned.

### Emergency Contact - Out of Office Hours



**nationalGrid** 0800 111 999  
Gas Leaks



**Thames Water** 0848 920 0800  
Water Leak / burst pipes



**RG Francis** 01245 459 800  
Heating / Hot water / Boiler Breakdowns



**NLMHA** 020 8815 4200  
All other out hours repairs

Report your repairs online at [www.nlmha.com](http://www.nlmha.com) or email [maintenance@nlmha.com](mailto:maintenance@nlmha.com)

### Other useful information

<b>National Money / Debt Helpline</b>	0808 800 4000	
<b>Childline</b>	0800 1111	<a href="http://www.childline.org.uk">www.childline.org.uk</a>
<b>Samaritans</b>	0800 776 600	
<b>NHS Direct</b>	0845 4647	
<b>HomeSwapper</b>	<a href="http://www.homeswapper.co.uk">www.homeswapper.co.uk</a>	
<b>Domestic Violence Helpline</b>	0808 2000 247	
24hr free-phone confidential service		



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