

T E N A N T S'



N E W S L E T T E R

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New Properties
in Brougham
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and more...

TENANTS' FUNDAY

We have arranged a 'Tenants' Funday' on Saturday, 10th July 2004, at North Millfields Park, E5, from 11.00am to 3.00pm.

Last year the tenants' funday was a huge success and fun filled with lots of activities for children. It was attended by our tenants, local residents, and other influential dignitaries.

Action to develop representative police force

The government is currently conducting a consultation programme called "Policing-Building Safer Communities Together". The aim of the initiative, sponsored by Neighbourhood Watch and the Police, is to build a modern, truly representative police service that is more responsive and accountable to local



communities.

The government is keen that local groups have an interest in community safety and are able to have their say so it has published a short questionnaire.

This can be accessed via www.policereform.gov.uk /consult or you can obtain a hard copy by phoning 0870 241 4680.

If you want to take part in this process don't delay as the consultation period is nearly at an end.

Condensation

Our tenants often complain about condensation since they believe it is damp. NLMHA is working on a new leaflet aimed at helping you to reduce condensation.

It will provide advice on:

How to produce less moisture

Ventilation
Insulation, heating, and draught-proofing

This leaflet will show how to deal with condensation and mould.

What a Fun We Had!

Scenes from activity events for children.



FITF are working with children in our estate based properties. Recently FITF have arranged a Boat trip for children.

Reports on Tenants' Participation

North London Muslim Housing Association is committed to work closely with its tenants. We want to create formal tenants association in all estate-based properties. So far we have created five tenants groups in our different estates to achieve these goal. We are working in partnership with Faith in the Future (FITF) on



three estates. Colthurst Crescent, Hana Mews and Gujarat House. FITF are delivering community estate based work. We aim to develop and empower communities through provision of educational, social, and recreational and employment related activities that help the tenants living within estates and neighbourhoods to improve quality of life and get involved in issues affecting them.

These housing plus activities are playing a role in the developing 'capacity of communities', in regeneration and to bridge the gap between different faith communities.

Colthurst Crescent - Residents Meeting

Faith in the Future (FITF) has been working on the estate for the last three years. Services that are presently provided to the residents are:

- Supplementary classes on Mondays
- IT classes available to young people on Wednesdays.
- Saturday morning youth club.

Housing Group, CPM and tenant's rep from Agudas Housing Association.

Resident's get together (RGT) was a big success and a few issues were raised and discussed by all parties involved.



Future Plan

We have recently recruited Miss Omaira Zaidi as 'Community development and tenant involvement officer'. Miss Zaidi will work closely with housing officers to provide 'housing plus' activities for our tenants.

We want to establish six formal tenants association by December 2004 in our estate based properties. We will also explore possibilities to work with tenants from street based properties.

FITF arranged two 'residents get together' on 12th & 19th May 2004. The first meeting was with the residents only.

FITF explained that the main objective of FITF is to liaise between residents and housing associations in order to promote community involvement and cohesion. It is also the objective of the regeneration programme to enable residents to participate in the decision-making process regarding issues affecting their estate. Residents expressed their views and issues were discussed.

The second meeting was attended by residents of Colthurst Crescent, FITF staff and officers from North London Muslim Housing Association, Southern

Tenant's Representative

NLMHA believes that involving residents and tenants in how their homes and estates are managed and maintained is vital to delivering a better housing service and improving of life for local communities.

We are pleased to announce that our tenant Mrs Nagma Darr recently joined the Board of Management as a Tenants Representative. Any housing related queries can be addressed in writing to Mrs Darr at NLMHA, 62 Cazenove Road, Stoke Newington, London N16 6BJ.



Scheme Opening

Report from the opening of new properties at Brougham Road



The official Scheme Opening of North London Muslim Housing Association's properties at Brougham Road, Hackney, E8 took place on 20th May 2004 at the Regent Community

Hall, Brougham Road. The chief guest of Honour was Councillor Geoff Taylor, Speaker for Hackney.

Brougham Road is a development of one 4-bedroom house, one 3-bedroom house with lift (Wheelchair Adapted Unit), and four 1-bedroom flats. Properties have been let to tenants nominated by our partner London Borough of Hackney.

The programme commenced with a welcome and introduction by Ashraf Hakim, Chairman of North London Muslim Housing Association. Mr Hakim explained how the association emerged in response to the needs of the Muslims for social housing, and has developed into a

significant provider of housing to meet the needs of the Muslim community in a relatively short time. Among the attendees were the Borough Commander Simon Pountain, local Councillors, officers from other RSL's and members from the local community.

Other speakers included Salim Patel, Vice Chair of North London Muslim Housing Association and Chairman of Faith in the Future.



Report Launch

Understanding the Housing Needs and Aspirations of the Muslim Communities

The aim of this project was to provide a greater understanding of the housing needs and aspirations of the Muslim communities, using the Royal Borough of Kensington and Chelsea as a case study. It attempts to highlight the housing needs of the Muslim communities and provide guidance to RSLs and local authorities.

Existing housing needs research has been based on ethnicity and race and neglected religion as a basis for housing needs assessment. The Jewish and Sikh communities have redress under this Act as they are recognised as ethnic groups also but the Muslim community is not.

The Muslim presence in the UK is quite a large and visible community of two million strong. Almost half of the Muslim population can fall comfortably within the existing ethnic categorisation of South Asians' i.e. Pakistani, Bangladeshi or Indian. However, it must be noted that the Muslim community as a whole is a very diverse one representing almost

every race, colour, language and class. It is a community united by many shared values, beliefs, practices, aspirations and therefore needs.

This project made a case study of the Muslim community of Kensington and Chelsea. The ethnic composition of the Muslim community of the Royal Borough is quite unique in that the proportion of South Asian Muslims is far less than elsewhere - and herein lays the challenge. The project could have chosen to study Muslim communities in Bradford or Manchester or in Tower Hamlets in London where there are sizeable numbers of South Asian Muslims, which form homogenous ethnic communities. However, it is the very diverse ethnic backgrounds of Muslims in the Royal Borough, which presented the opportunity to test the case for common needs and aspirations based on faith that cut through geographic and ethnic boundaries.

An important finding of this research is the lack of awareness on part of the service providers about the faith-based needs. Consequently these needs have not been assessed and incorporated within the policy framework. Since the community is seen from ethnic and colour perspective, it gets divided into many small groups, not sufficiently numerous to



acknowledge in terms of common faith based needs. Ethnicity and colour have never been the primary defining factor for Muslims themselves. There are for example many 'white' families who practise Islamic faith and therefore have needs similar to the Asian Muslims.

In relation to the question of short supply of suitable accommodation report encourages housing service providers to further explore inter-regional mobility initiatives and enable people to move to new areas by actively supporting the community to develop essential faith provisions.

In order to develop a better understanding of the needs of the Muslim communities housing providers should seek guidance from the experts in faith issues during the development of their strategies and services.

The research was commissioned by North London Muslim Housing Association to Murad Associates. It was funded jointly by the Housing Corporation's IGP Grant, Royal Borough of Kensington and Chelsea and Notting Hill Housing Trust.



Copy of the report is available from the NLMHA

HOUSEHOLD TIPS

Stopcocks - make sure you know where they are. Being able to turn the water off quickly should you have a burst pipe will help prevent damage to your possessions and reduce the cost of putting right any damage caused to your home.

Smoke detectors - save lives but need to be maintained. If the detector starts to 'bleep' it means the battery needs changing. Do this immediately to ensure the protection provided to you and your family by the detector isn't jeopardised. The detector will also benefit from being dusted once a year.

Blocked sinks / drains - often occur because fat or cooking oil has been put down the kitchen sink or the gully. Please find another way of disposing of these. If we have to clear a blockage caused by fat or oil, the costs incurred will be charged to you.

Lofts - they're often used as additional storage space. Damage to ceilings can occur in the loft if it is not boarded out. If you want to use your loft for storage, you need to seek written consent from us before you start work.

Keys - always leave a spare key with a relative or friend to avoid the need to incur the costs of a lock change. The

Association does not hold spare keys and if we have to change a lock on your behalf the costs will be recharged to you.

Heating - if you are going away from home during the winter-months leave the heating system on a low setting, or set the timer for the heating to come on twice a day for a few hours to avoid coming back to a wet home caused by a burst pipe. Ask a relative or friend to keep an eye on your home while you are away.

Emergency contact numbers should be provided to the Association so contact can be made with you or your nominated key holder should an emergency arise. We normally ask for this information when you move into your home, but if your contact details change please let us know.

Mould - normally caused by condensation and not damp. This occurs because there is insufficient ventilation in the home. Any mould should be washed off as soon as it appears to prevent it spreading or damaging your decorations. Wet clothes should not be dried on radiators and doors to kitchens and bathrooms should be closed when they are in use. Windows should be opened in these areas immediately after use.

Stick to Rules in Communal Areas

We are keen to ensure that all our estates are safe and secure, and to help with this we undertake regular inspections.

We would like to advise all tenants of the following:

Please do not keep personal items (including furniture, no matter how small) in communal areas

You should not place any mats or carpets on stairs, stairwell, or corridors. This could represent a trip hazard for which the owner of the mat could be held liable

All fire exits must be kept clear and unobstructed at all times

You should not drop any furniture or personal items in the communal areas

This advice is given in the interest of everyone's safety and well-being and your cooperation is greatly appreciated.

noticeboard



Dumping Rubbish

It has been brought to the Associations attention that some people are continuing to dump rubbish in communal areas.

Can all tenants please ensure that household rubbish is disposed of properly in black bin bags and any cardboard boxes are taken apart, minimising the size and then put them into black bags.

Please make proper use of your bins and help keep your area clean and tidy. Remember, that rubbish not only gives the area you live in a bad appearance; it also attracts infestation of mice, insects etc and is very unhygienic.

Note: It is a breach of your tenancy agreement to dump unwanted items of rubbish. If this continues the Association will have no choice but to increase the service charges and this will not be eligible for housing benefit.

Bulk Removals

Please note the following numbers for these services:

Hackney:	0208 356 6688
Newham:	0208 552 0922
Waltham Forest:	0800 232 323
Community Skips:	0208 356 3344

Please use the above service's, which are free of charge and do not dump furniture in bin-stores, as this creates problems for the bin men who cannot then move the bins and for the caretaker who cannot clean the bin-stores.

Racial Harassment

Harassment is violence, which may be verbal or physical. It includes attacks on the property as well as people. Some of the more common forms of harassment include discrimination on the basis of race colour, ethnic origin, religion, sexual orientation, gender or disability. NLMHA will not tolerate any form of harassment on any individual or group.

Out Of Hour's Emergency Contact

TRANSCO (Gas Leak):	0800 111 999
FIREFLY: Heating/Hot water/Boiler Breakdown	0845 712 5823
EAST THAMES HOUSING: All other Emergency Repairs	0800 158 111

IF YOU HAVE ANY DIFFICULTIES UNDERSTANDING THIS DOCUMENT PLEASE CONTACT NLMHA AND WE WILL MAKE ARRANGEMENTS TO HAVE IT TRANSLATED.

IMPORTANT

Could all tenants please ensure when making payments to the association, whether it is by standing order, rent book or cheques paid into the bank, that **your tenants reference number, name and address are printed on the back of the cheque and/or giro slip.** This will ensure that your rent payments are credited to the appropriate rent account.



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