



Tenants' Newsletter

www.nlmha.com

SPRING/SUMMER 06

Shahjalal House, Another Success Story



As a way of celebrating the improvements on the estate together with the residents working with each other and NLMHA we decided that another Family Fun Day would not only provide another opportunity for the residents to work together but also give them something to look forward to organize and achieve.

Some of the improvements included replacing the previous communal doors with new secured doors to prevent outsiders from entering the building and abusing the staircase with graffiti and litter. This new door entry system together with the residents working together to ensure their communal doors are kept closed has also enabled the graffiti to stay off the walls as well as enabled the Jet wash that was arranged by NLMHA to have a longer lasting impact on the estate by giving it a cleaner fresher look.

To ensure this year's party was going to be even better, a meeting was arranged before the party to enable all the residents including the children to discuss what they liked and disliked about last year's party. The children present at the meeting all described their experience from last year's event and made suggestions as to how they wanted to help, what type of activities they wanted as well as what food their parents would bring on the day.

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Colthurst Crescent

Outreach work was carried out in Colthurst Crescent to promote a Children's Talent show that was proposed. The event was to encourage NLMHA residents living on the estate to come together to perform their hidden talents in front of an audience consisting of their family, friends and neighbours complimented by a light refreshment.

Many attempts were made to get the youths involved and to help encourage the youngsters to feel confident 2 workshops were arranged and organised at the Village Hall with Mr Okorie Chuwu from South East London who has been performing in school and local plays in London.

There was a huge difference between the children at the start and towards the end of the workshop, not only did their performance become better but the children became very confident within themselves and performed in front of their parents just before leaving.

If you are interested in taking part in a Talent Show please contact Shahina on 0208 815 4205.



Make A Good Difference for Tomorrow by Recycling Today

FITF together with the Hackney Recycling Team have been working together with some of our NLMHA residents across Hackney to raise awareness of the potential of recycling by educating them about the simple reasons as to why Recycling is necessary and since 27 February 2006 become compulsory for many residents in Hackney.



Why Recycle?

- Recycling saves natural resources like minerals, trees and water.
- Reduces the pollution that has been linked to climate change.
- Cost of disposing of house hold waste is getting more expensive as the UK runs out of space to bury rubbish.

Best Things About Recycling?

It's quick and easy.

And you'll soon see that your rubbish takes up less space as you recycle more, and you'll be doing something good for your community.

It's about making a simple choice between putting items in your bin or recycling them. For more information contact Shahina on 0208 815 4205.

Pay your rent

Are you having difficulty paying your rent?

Are you getting into rent arrears?

Are your HB claim not processed and you don't know which way to turn?

Don't bury your head in the sand, help is at hand.

If you are having difficulty paying your rent or arrears then the Housing Management staff at NLMHA would like to hear from you as soon as possible. If you wait until the debt is considerable before contacting us, our ability to help you then is limited. Please come and talk to your Housing Officer. You will receive a sympathetic and understanding approach. We will contact Housing Benefit department on your behalf. We would rather work out a repayment plan for few weeks so that your HB claim can be processed, than start legal proceedings against you which may mean you lose your home.

At NLMHA we await your call.

Please do not ignore rent arrears they don't just disappear!

Peter Dixon's Visit to NLMHA

Chairman of the Housing corporation came to visit the NLMHA on the 13th March 2006.



The New Chairman of the Housing Corporation Mr Peter Dixon was invited to NLMHA and meet us to find out more about the running of our organisation. This was then followed by visits to the Masjid-E- Quba (Mosque), North London Muslim Community Centre and FITF office to get a better understanding of our good community partnership of working together.

Residents Annual Report Analysis

In 2005 NLMHA produced a residents' annual report, which incorporates extracts from NLMHA's main annual report, and circulated it to all 505 of the associations' properties. A short questionnaire was also designed to systematically identify tenants' opinions of the resident's annual report for 2005.

Few tenants returned their completed questionnaires, from a possible 505 properties in which they were sent to. The following results were identified through the questionnaire:

Tenants confirmed the design of the annual report was very good. Tenants also confirmed that they thought the report was interesting, and the report was clear and understandable.

We will be grateful if you return the questionnaires in the future, the findings will be analysed and we will try to incorporate your views into future resident's reports.

Are you insured?

By law, North London Muslim Housing Association must have Building Insurance to insure the structure of all their properties in case of any damage caused by a fire or flood.

However, the contents of the home and personal belongings are the tenants' responsibility. Therefore all tenants must arrange Home Contents Insurance in case a domestic crisis occurs such as a fire or flood that can cause damage to their home and personal belongings.

To get peace of mind, please ensure you get Home Contents Insurance to cover your home and any personal belongings against loss or damage caused by fire, theft or water (e.g. burst pipe or leak).

Make sure you have insurance Fire and Flood damage can be severe!

Please note that if, for example, a pipe or water tank bursts in your property, or if there is a leak from the flat above, we will repair the damage caused to the property but not to the decorations. NLMHA are not responsible for the damage to your personal belongings.

How to find Insurance Company?

Look in the Yellow Pages or try the internet to research different companies for the cheapest Home Contents Insurance quote. Remember you do not need to have internet at home, since Internet access is also available at the libraries, internet café and even in some shopping centres.

Women's Group

Last year Ms Shanaz and Ms Arifa formed a Women's Group and have contacted other interested tenants and held meetings to identify what form of activities their group should cover. In our last meeting in January 2006, ladies met up in the NLMHA office and discussed an interest in sewing classes, since then the Women's Group representatives and Shahina have been in touch with the local community centre and FITF to see whether a sewing class could be arranged for them.

If you would like to find out more about what else the women's group has to offer then please contact Shahina on 0208 815 4205.

FITF Mela

Faith In the Future organised the first ever Asian Mela at the Stoke Newington Common Park on Sunday 26th March 2006. Everyone was invited to the celebration and the Mela had lots of activities on offer for the participants varying from children's bouncy castle, riding the bull, face painting, children's designing t-shirt competition, lots of food stalls as well as live action from our very own tenants' children participating in the football tournament with five of our estates including, Gujarat House, Hana Mews, Marconi Road, Myddelton Grange Estate and Madinah Road.

Lots of information stalls were there giving out their company merchandise and information to the local community and we from NLMHA were there too with our NLMHA helium balloons, merchandise and sweets.



Hana Mews Party

In February 2006, residents from the Hana Mews Estate all got together with the tenant participation officer Shahina Zaidi and held a Funday at their local Community Centre.



Residents had previously been in contact and made suggestions to where they would ideally like the venue to take place and how they wanted to be involved before and during the party.

After a slow start when arriving at the venue, almost everyone got involved and helped out with setting up the venue and not long after that, the Family Fun day was ready to go. The parents were seated while watching their children participate and play the number of games NLMHA had arranged for them, including pass the parcel, musical chairs and giving a chance for all households present at the party to win a free prize draw as well as winning a children's book for picking out lucky tickets from a box.

Tenant representatives from the Women's Group Ms Shazna and Ms Arifia alongside Ms Anisa a tenant from Hana Mews who has previously closely worked with her community at Hana Mews and held a Women's Coffee Club in the past were there organizing and serving the food and drinks to everyone.



Both the younger and older youths helped out too resulting in the party being a success and towards the end everyone at the party became closer friends and promised to help out next year.

This is just one example of tenant's and their families working together with the association to break down the barriers between not only resident and staff, but also between resident and resident.

If you would like to organise a party or be involved please contact Shahina on 0208 815 4205 or send your emails to shahina@nlmha.com or post your contact details and suggestions to Shahina Zaidi at the North London Muslim Housing Association address.



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Finally, on the day of the Shahjalal House Tenant's Fun Day on Saturday 16th April 2006, the children and residents came early to help set up the hall. This was then followed by a range of children's party games that the children requested in the meeting including pass the parcel, musical chairs as well as the Lucky Book Dip and special dance performances by 3 girls that everyone enjoyed and appreciated.

The afternoon continued with the children and their parents enjoying the activities arranged and shared the tasty food they brought with them along with the Chicken Briyani NLMHA contributed with drinks and snacks.

Following last year's success there was a huge demand from the children to have another Design your Own Easter Egg Competition that was open to all the children aged between 4-15, this like last year proved to be very popular this year with 11 entries from the children. Towards the end of the party 2 winners were announced and given a chocolate box each, with all the remaining 9 participants with mini chocolate Easter Eggs, this was then followed by a presentation of all the Musical Chair and the Free Raffle Draw winners who all had something to smile about and given their prizes.



Everyone constantly helped throughout the day and made sure things ran smoothly. The residents at Shahjalal House had an enjoyable time and made it successful because not only was the party for them, but they actually contributed and made the party happen.

Maintenance Feedback Slip made easy for you

Once a tenant has reported a repair to NLMHA, they will receive a Work Order within 3 working days. If you do not receive a Work Order within 3 working days then please contact reception.

To help you understand the Work Order please see the diagram below.

Please note that once you received your Work Order form you can contact the Contractors directly on the number shown to make further arrangements.

الجمعية الإسلامية المتحدة للإسكان في شمال لندن
NORTH LONDON MUSLIM HOUSING ASSOCIATION LTD
 62 Cazenove Road
 Stoke Newington
 London N16 6BJ
 Tel: 020 8815 4200
 Fax: 020 8808 6854
 www.nlmha.org

Contractor Name and Address
 BSS Plumbers
 121 Summer Road
 London
 N17 4BN

Tenant Name & Property Address
 Mr Salim Khan
 82 Cazenove Road
 London N16 6BJ

Works Order - Tenant Copy
 Job Number:- 11258
 Order Date :
 Contractor's Tel No:-

REPAIR REQUESTED:
 DD Repairs/S401

Job Details
 carry out repair to cold feed on water cylinder.
 make good all connections, test on completion
 & leave in GWQ.
 Thank you

COMPLETION BY

Can you please complete this section and return it to the Association once the work has been completed

Job Number	Address:
Did the contractor arrive when they were supposed to?	Yes/No
Did the contractor show respect for your belongings?	Yes/No
Did the contractor leave the property tidy upon completion?	Yes/No
Are you happy with the standard of the repair?	Yes/No
Do you feel an inspection is required?	Yes/No

SIGNED: _____
 INITIAL RESPONSE DATE: _____
 DATE JOB COMPLETED: _____

Explanatory text with arrows:

- Here are the details of any and all works to be carried out by the contractor (points to REPAIR REQUESTED and Job Details)
- Purpose of the Satisfaction Slip is to monitor the performance and workmanship of our contractors to ensure we are providing a good service to our tenants. Therefore please complete all sections of the Satisfaction Slip when works are completed ensuring you correctly date and sign the document and return it in the prepaid envelope provided. (points to the bottom section)
- Please quote this when making enquiry on work order (points to Job Number)
- Date of when the tenant reported the repair (points to Order Date)
- To make an appointment with the contractor (points to Contractor's Tel No)
- Date job(s) is due to be completed by (points to COMPLETION BY)

Response Time

Please note the response time for the following:

Emergency: An initial response will be made within 24 hours but this does not necessarily mean the work will be completed within 24 hours.

Urgent: Work to be completed within 5 working days.

Routine: Work to be completed within 28 working days

Be Safe! Ask to see an ID CARD

Before you invite NLMHA staff into your home, ask to see their identification card, as the sample on the right.

If you are still in doubt, please ring us to confirm the caller's identity.

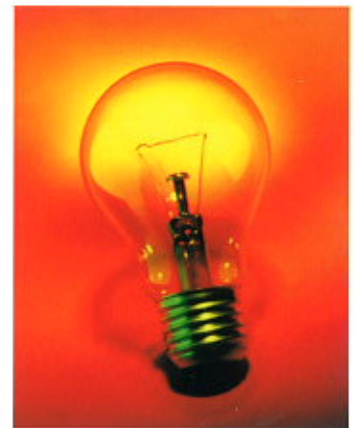


Be Energy Efficient

Just a few small changes not only help the environment but also help your wallet.

1. Check energy suppliers prices on one of these websites www.energywatch.org.uk this is the government's watchdog for gas and electricity or www.uswitch.com or www.ukpower.co.uk
2. Usually an 'out of area' supplier is cheaper than one from your area. For example, if you live in England, try a Scottish or Welsh supplier.
3. The cheaper energy rates are for those customers who pay by direct debit. You save around 5%.
4. Energy saving light bulbs use less than a quarter of the energy of ordinary light bulb, and also last ten times longer. Energy efficient bulbs cost around £5 each, but will give you a saving on your bills of £10 over the year.
5. **Heating.** By turning down your thermostat by only 1°C you can reduce your heating bills by up to 10%. If you are away from home over winter leave the thermostat on a low setting to provide protection from freezing, at a minimum cost.

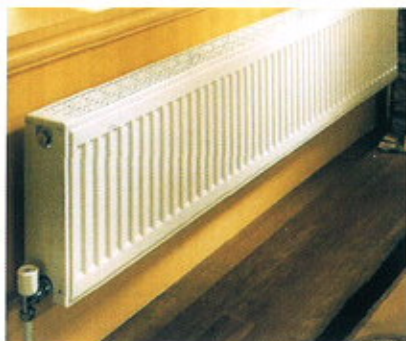
6. **Floorboards and skirtings.** Fill any gaps in floor boards with newspaper or silicon sealant. Fill any gaps in skirting boards with silicon sealant.



7. **Letterboxes and keyholes.** Nylon brush seals or a spring flap for the letterbox can help. And a cover on the keyhole.
8. **Hot water.** Have a look at the cylinder thermostat, the ideal temperature for most people is 60°C/140°F.
9. **Basins and sinks.** Always put the plug in your basin or sink. Leaving hot water taps running with it removed is like pouring money down the plughole.
10. **Curtains.** Close your curtains at dusk to stop heat escaping through the windows.
11. **Kettles.** Heat only the amount of water you really need.

Handy Tips if your central heating is not working

If your central heating isn't working, here are the first steps to take before calling NLMHA or our contractor, in case it's an easy fix. It will avoid an engineer being sent unnecessarily and the costs involved as well as avoiding you having to be at home for an unnecessary appointment!



1. Check if it is both the heating and hot water that aren't working, or just one of these?
2. Check that your ELECTRICITY SUPPLY IS ON or

that you have not had power cut.

3. Check that your GAS SUPPLY HAS NOT BEEN TURNED OFF or tampered with check the lever at the gas meter is in the correct position the handle should be pointing upwards, in line with the gas pipe.
4. If you have a card meter, have you SUFFICIENT CREDIT on your meter?

5. Check that the ELECTRICAL ISOLATION SWITCH next to your boiler or programme/time switch is turned ON.
6. Ensure that YOUR PROGRAMME/TIME SWITCH is set to the 'ON' position.
7. Check that your PROGRAMME/TIME SWITCH is showing the correct time and that you're heating and water settings are still PROGRAMMED CORRECTLY.
8. Turn up the ROOM THERMOSTAT to FULL to see if this causes the boiler to ignite.
9. Is the BOILER THERMOSTAT turned up?
10. If you still have a problem ring NLMHA or Firefly on 0845 712 5823.

Noticeboard



Bag your rubbish and place in bin



Tenants must take responsibility to throw their rubbish in the bins, and avoid dragging their rubbish bags against the floor (leaving liquid marks on the floor).

It is important to ensure your rubbish is adequately protected from vermin and pests, and does not create an odor problem for your neighbors.



Spitting Spreads Germs



- If you have to clear your throat, use a tissue.
- Drop the used tissue in a covered bin.
- Wash your hands with liquid soap.



Important information for you to cut out and keep

Bulk Removals

Please note the following numbers for these services:

Hackney: 0208 356 6688

Newham: 0208 430 2000

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.

Emergency Contacts - Out of Office Hours

TRANSCO

0800 111 999

Gas Leak

FIREFLY

0845 712 5823

Heating/Hot Water/Boiler Breakdown

EAST THAMES HOUSING

0800 158 111

All other Emergency Repairs

If you have any difficulties understanding this document please contact NLMHA and we will make arrangements to have it translated.



NORTH LONDON MUSLIM HOUSING ASSOCIATION

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