



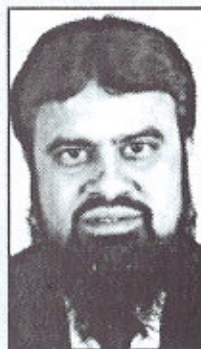
North London Muslim Tenant News

Winter edition 2002/3

From all staff at NLMHA

Chief Executive

The staff and board members of NLMHA would like to congratulate Ahmed Mapara on becoming our new Chief Executive and to wish him every success in his new position.



Mutual Exchange

Did you know that Mutual Exchange is the fastest way of achieving a move?

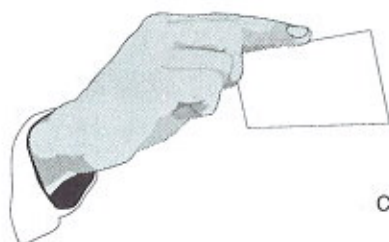
Our mutual exchange records are updated regularly, so why not visit our office and review our list.



Save money on Gas & Electricity bills

Have your home insulated and draught proofed by a qualified craftsman free of charge. You will also receive two low energy light bulbs worth £20.00

Call now on: 0800-027-9777



Home Buy Scheme

Do you want to purchase a home on the open market but cannot afford to buy it outright?

Then why not consider the Home Buy Scheme.

This scheme will give you 25% towards the value of a property, which is not repayable until you sell.

There is however only limited funding so if you are interested then please register now for next years funding.

Hackney Office: 0207-089-1208
Newham & Waltham Forest
Office: 0208-472-2233



Contacting Us

As you may have noticed we have installed a new telephone system, our aim is to shorten the time that you are on the telephone.

When calling please select option 1, then you are offered 2 options,

Number 1 will put you through to maintenance and Number 2 will put you through to the housing office,

For housing officers please then select one of these options:

- 1) Aisha
- 2) Amra
- 3) Soeb

Help is at Hand

The Housing Management staffs at NLMHA are here to help you.

Not only can your Housing Officer assist you with your general housing enquiries and housing benefit claims, but they can also help you in applying for Disability Living allowance, social funding and various welfare benefits.

Keep In Contact!

NLMHA is currently in the process of updating our tenant contact list.

As it is not always possible to communicate via letters, it is essential that we have an up-to-date contact telephone number.

Please call the office at your earliest convenience with your address and contact number.



IMPORTANT!



All tenants should have recently received an up-to-date rent statement for your review. .

If you have not received an up-to-date rent statement then please contact our office.

NOTE: Can all tenants please ensure that they obtain their rent account statement from the office regularly?

Tenants who are claiming Housing Benefit need to check that their payments are showing on their rent account.

Those tenants that pay by Standing Order **MUST** print their tenant account number on the reference line of the form. This will guarantee that their rent payments are credited to their appropriate rent account when the money is transferred from your bank to NLMHA's bank.

Annual Gas Safety Checks

NLMHA by law have to ensure gas equipment provided for tenants' use is properly maintained, and checked annually for safety by a registered gas installer.

Important: If you have not had a Gas Safety Check carried out in the last 12 months call Maintenance now on 0208-806-9696 select option 1 and then option 1 again, this will connect you directly to our maintenance office.



Home Safety Handy Van Scheme

If you are a tenant of pensionable age in receipt of income support or living on a low income then you may be eligible for **FREE** fitting of home safety and security products.

This includes:

Window locks, door locks, viewers, chains and smoke alarms.

If you are concerned about your home safety or security, or you know an older family member, friend or neighbour who is, then contact Help the Aged for further information on this **FREE** service on **01255-434-441** or **01255-473-999**

Bulk Removals

The Bulk Removals & Community Skips services in the Borough of Hackney are available. Please note the following numbers for these services:

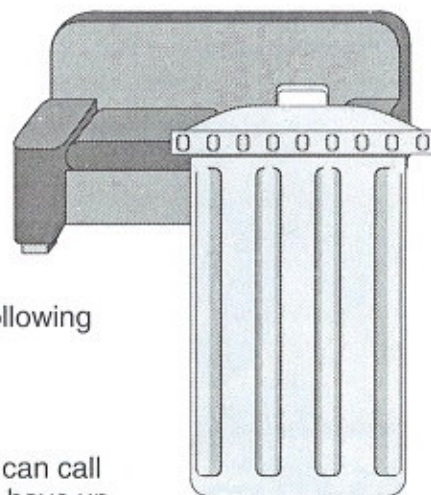
Bulk Removals: 0208-356-6688

Community Skips: 0208-356-3344

Residents in the Borough of Newham can call the following number 0208-552-0922 and have up to 6 refuse items collected free of charge. This number can also be used to report Street Lighting/Cleaning and Abandoned vehicles.

Residents in the Borough of Waltham Forest, please contact 0800-232-232 again this number can be used to report Bulk Waste Removals, Street Lighting// Cleaning, Abandoned Vehicles all free of charge.

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.



Safeguard Yours Goods

NLMHA would like to inform you that we are not responsible for damage or loss to personal items due to fire, theft or burst pipes.

If you do not have insurance to protect your personal possessions then contact the office for a free information pack on low cost home contents insurance

HOMES Appoints Event Manager for Exhibition Programme

Following the decision to provide a professionally organized series of one-day exhibitions on behalf of Local Authorities and other organizations involved in the social housing sector, H.O.M.E.S. has appointed Trade Shows International Ltd (TSI), a Worcester-based specialist event organizer, as Event Manager.

TSI has organized a number of events in the UK, on behalf of trade associations, trade publications and local authorities as well as its own business exhibitions in Poland, the Czech Republic, Greece, Middle East and India.

The organising experience of its Managing Director, Gerry Robinson, spans more than 27 years.

Three events are already planned for the early part of next year. The main focus of these

events is to help tenants who want to move, and who are considering options in other parts of the UK as well as in their own areas.

● Tuesday 4th February: London Borough of Hackney, The Ocean, Mare Street, Hackney.

The local council(s) provide the venue and the basic exhibition stand and with HOMES' help will market the event to their residents. All you would need to pay for is your travelling costs to the venue,

your staff time, and any extra facilities you want to have for your stand.

To ensure your participation at one or more of these events please complete the enclosed form and return it as soon as possible or by 15th December 2002 to:-

Aoife Leopold
HOMES
242 Vauxhall Bridge Road
London SW1V 1AU

Out Of Hour's Emergency Contact

Heating/Hot water/Boiler Breakdown: 0845-712-5-823

Emergency Repairs: 0208-356-2300

Gas Leak: 0800-111-999



Are you aged 16- 25 and Unemployed?
Want help finding a job, learning new skills and
meeting new people?

FOR THE FIRST TIME IN HACKNEY THE PRINCES TRUST VOLUNTEER PROGRAMME
(A 12-week personal development Experience!)

DISCOVER TALENTS YOU DIDN'T KNOW YOU HAD.

THE 12 WEEK COURSE WILL HELP YOU DEVELOP THE SKILLS YOU NEED TO GET THE JOB YOU WANT.
WHAT'S MORE THE COURSE IS FREE AND WON'T AFFECT YOUR BENEFITS.

AS A MEMBER OF AN ENERGETIC TEAM, YOU WILL PARTICIPATE IN A TEAM CHALLENGE,
COMMUNITY PROJECTS, WORK EXPERIENCE AND AN ACTION PACKED RESIDENTIAL TEAM BUILDING
WEEK.

ALL YOU NEED TO DO IS COMMIT YOUR TIME FOR 12 WEEKS - IN RETURN YOU WILL DEVELOP YOUR
SKILLS, HELP YOU MAKE NEW FRIENDS AND GAIN QUALIFICATIONS.

OUR FIRST TEAM STARTS ON MONDAY 20TH JANUARY 2003. WE ARE RECRUITING NOW.
TO FIND OUT MORE CONTACT AMANDA STICKLAND ON 0208 375 3420

Keeping it Simple Training Ltd
A Partner of The Princes Trust

St Matthias Boys Club
101 Dalston Lane
LONDON E8 1NH

Take extra care Don't let fire start

Fit a smoke alarm

- Check it monthly.
- Replace the batteries once a year.

In the kitchen

- Don't let fat overheat and never leave pans unattended. Never put water on burning fat.
- Don't even think of cooking if you've had a few drinks. If you doze off, the pan could catch fire.

Smokers

- Never smoke in bed.
- Always use a proper ashtray.
- Put your cigarette right out.

Candles

- Take care with candles. Use a proper holder and make sure it's on a stable surface away from things that could catch fire.

Children

- Keep lighters and matches away from children.



- Keep anything that could burn, like paper and clothing, away from all heat sources such as cookers, heaters and electrical equipment.

Electrics

- Never overload plug sockets – one socket, one plug is the rule.
- Before bed, switch off your plugs. Make sure doors are closed.
- Keep an eye on vulnerable friends and neighbours to check they are safe.

Know what to do if you have a fire

- Plan your escape route and make sure everyone knows how to get out.
- If you discover a fire, get everyone out and call 999. Don't try to tackle it yourself.
- The best way out is the way you normally use. Modern doors and staircases are designed to stop fire spreading. If you live in a high building, don't use the lift.
- If you think a room is on fire, check by feeling the door with your hand. If it's warm, don't open it.
- If fire and smoke block your escape route, stay calm. Get everyone into a room with a window and close the door. Put down bedding or towels to seal the

bottom of the door. Open the window and stay near it for fresh air. Use a mobile or shout to raise the alarm.

- If smoke is thick, crawl with your face near the floor. The air is fresher there.
- On the ground or first floor you may be able to escape from a window. Cover broken glass with thick towels or bedding. Lower yourself to arm's length and drop – don't jump.

For information on fire safety ring: 020 7587 4441 or the national helpline: 0845 0800723, www.london-fire.gov.uk/firesafety

Grants to help you keep warm and healthy

N.E.S.T.MAKERS are working in your area to make homes more comfortable and maybe to save money on energy bills.

Keeping a warm and comfortable home is vitally important, particularly for children and older people, but it can be expensive.

HOW CAN I MAKE MY HOME WARMER WITHOUT EXTRA EXPENSE ?

Your local Neighbourhood Energy Services Team: N.E.S.T.MAKERS can help make your home warmer and take care of a lot of the expense.

For more information please call housing management.



Are you having problems with a neighbour?

Hackney mediation service can help with many types of dispute including :

Noise, Walls, Fences, Hedges, Children, Parking, Pets, Rubbish, Shared spaces, And Different lifestyles.

Please call 020-8356-4794 to speak to a mediator.