

tenant news

NORTH LONDON MUSLIM HOUSING ASSOCIATION

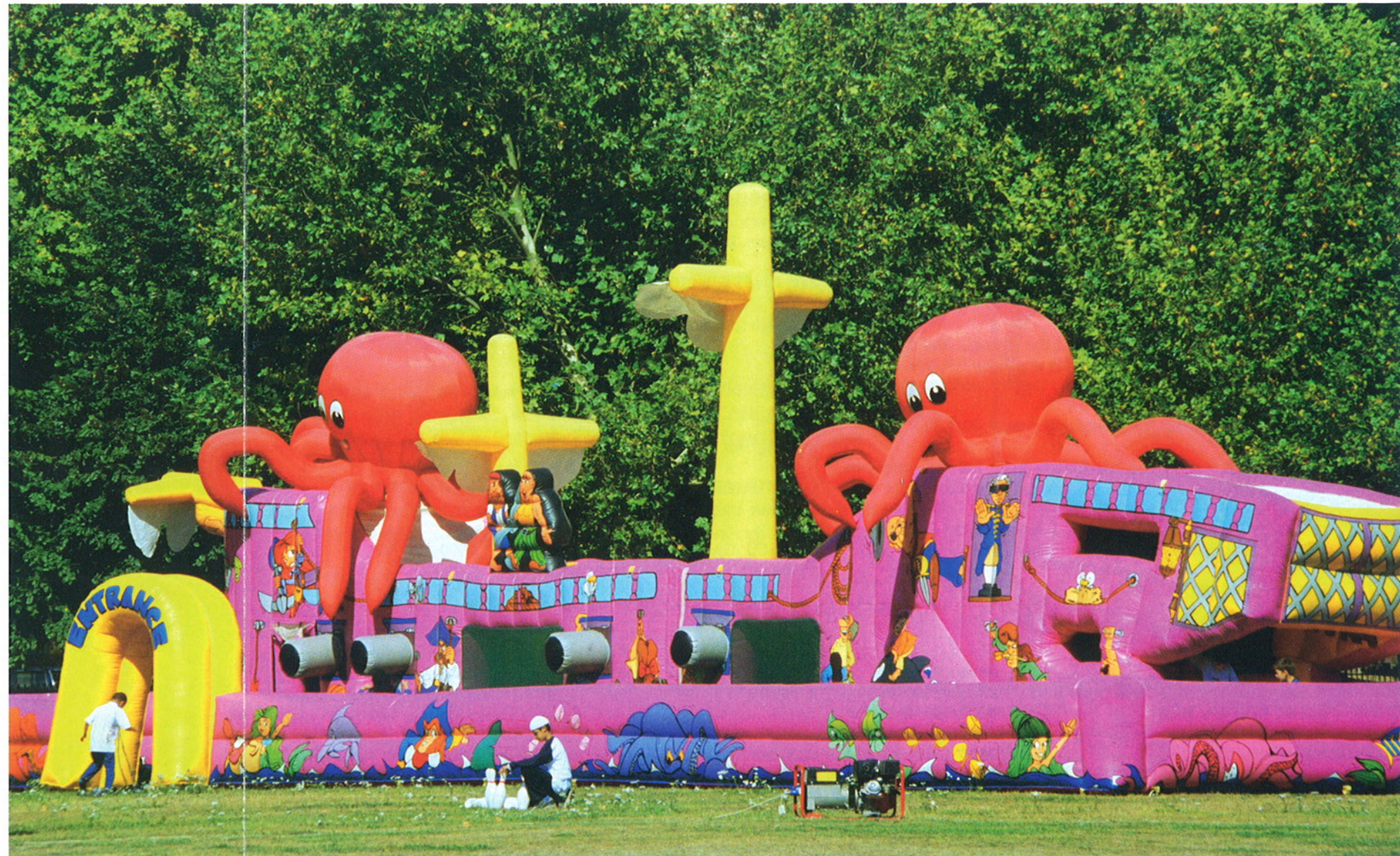
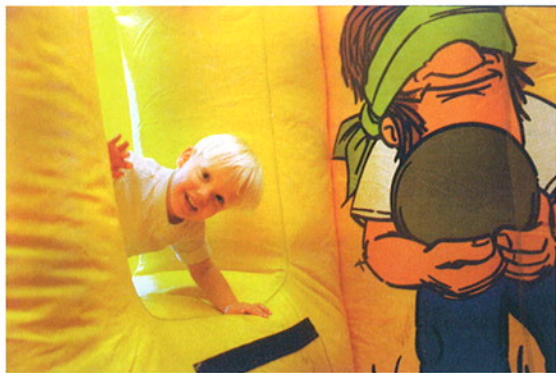
Autumn/Winter 2003



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Also information on the range of courses and services offered by Faith in the Future, The JGA Group, various utility companies, and your local council



Fun Day in Pictures

Photography by Ismar Uzeirovic

The Association would like to say thank you to all staff and tenants who attended and contributed towards NLMHA's annual fun day on 13th September 2003 at South Millfields park. The day was a huge success and fun filled with lots of activities for children, equipment provided by P&J Entertainments Ltd. It was an honour to have the attendance of The Mayor of Waltham Forest, Councillor Bob Belam and his wife The Mayoress, Mrs Wenda Belam, also Councillor Abdul Mulla, Speaker for the London Borough of Hackney and other dignitaries.

Lastly the Association would like to say a special thanks to Sarah and Aisha for their time and effort organising the event. Our next annual fun day will be held in the summer of 2004. If you have any ideas or suggestions we would like to hear from you.

Can I Get An Assistance With My Water Rates?

Do you or any member of your household receive any of the following benefits/tax credits

Income Support
Income Based Jobseekers Allowance
Working Families Tax Credit
Disabled Persons Tax Credit
Housing Benefit
Council Tax

If **NO** then the scheme does not apply to you.

If **YES**- Is the person who receives benefit/tax credit responsible for at least 3 children under 16 who usually live in your household?

OR

Is the person receiving benefit/tax credit (or any of their dependant children) suffering from and being treated for one of the following conditions:

Desquamation (flaky skin disease)
Weeping skin disease (eczema, psoriasis, varicose ulceration)
Incontinence
Abdominal Stomas
Renal failure requiring home diaysis

If **YES**

You are likely to be eligible for assistance with your water bills. For more information and an application form please contact Thames Water on 08459 200 800. Completed application form should be returned with the proof of eligibility.



Free Smoke Alarms from the London Fire Brigade

If you know someone who needs a smoke alarm, make them an appointment with the London Fire Brigade

The London Fire Brigade supplies and installs smoke alarms in your borough. These are free of charge for older people where needed.

If you know someone you know needs a smoke alarm, call us free on:

08000 28 44 28

or email us at: smokealarms@london-fire.gov.uk

Prize Draw

The prize draw for the tenant's satisfaction survey took place in our offices in September 2003. The Association has notified the three lucky winners. NLMHA would like to thank all tenants who took part in this activity



Powergen FridgeSavers

Powergen has Launched Britain's biggest ever FridgeSavers scheme in association with Currys, the UK's leading electrical retailer.

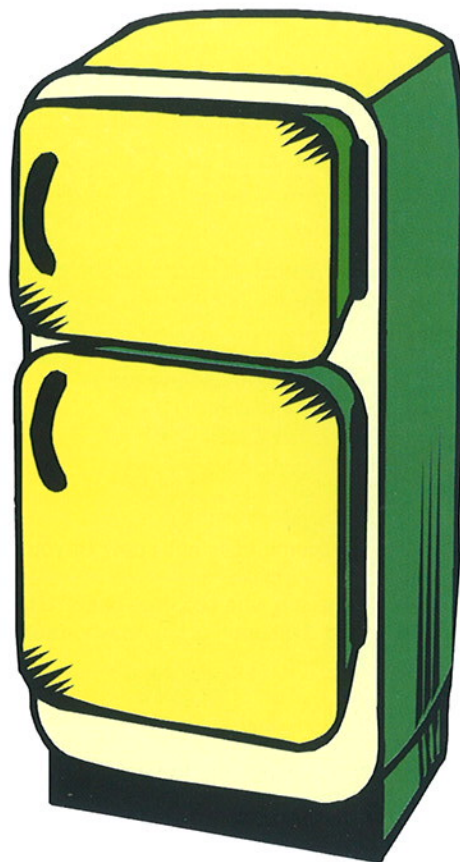
Many people have old, inefficient fridges or fridge-freezers and are therefore using more electricity and are paying more on their energy bills than they need to.

Powergen and Currys have therefore teamed up to offer low-income households the chance to buy a new A-rated fridge or fridge-freezer at a fraction of the recommended retail price.

People claiming one of a list of benefits, including Income Support, Housing Benefit or Working Families' Tax Credit, can apply to buy an A-rated fridge for only £50 or a fridge-freezer for just £75.

There are 50,000 brand new, A-rated appliances up for grabs and applicants must already have a working fridge or fridge-freezer that is in need of replacement and is deemed energy inefficient.

Those interested in finding out more information about FridgeSavers should visit either our office or their local Currys store to pick up an application form.



Housing Plus

Faith in the Future has been working with different estates to provide residents with various educational and training services and we offer the following for each estate we work on:

Hana Mews
ESOL for Women

Myddleton Grange
Supplementary Class for 8-16 year olds
IT classes for children and adults
Saturday Youth Club
Summer Play Scemes
Football Coaching

Gujarat House
We are currently developing new and innovative projects similar to those on other estates and will welcome views and suggestions from tenants.

Please contact Anwar on 020 8806 7727 for further information on any of our services or to simply tell us your points of view.

Faith in the Future Ltd
66 Cazenove Road
Stoke Newington
London N16 6AA
Tel 020 8806 7727 Fax 020 8880 5593

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, insect's 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.

Domestic Violence & Racial Harassment Team

Counselling Service

We offer free and completely confidential advice support and counselling to people who are experiencing domestic violence or racial harassment now or who have done in the past.

Counselling is a place to talk freely with a trained person who will listen and not judge you.

Counselling can help you look at how your experiences have affected you in the past or are affecting you now.

Counselling can also help you to find the strength and confidence to deal with how those experiences have left you feeling. This service is offered to anyone who lives or works in Hackney.

Counselling is available from Monday-Friday 9.30-3.30.

Sessions will be weekly and last for one hour. You will usually be offered up to Sixteen sessions but this can be extended.

What next? When you call us one of the counsellors will take some brief details and make you an appointment.

FREEPHONE 0800 056 0905

Some other numbers:

Samaritans	08457 909 090
Off Centre counselling 13-25 year olds	0208 985 8566
City and Hackney Mind	0208 985 4239
City and Hackney Alcohol Service	0207 613 1313
Childline	0800 11 11
ELOP Gay and Lesbian Line	0208 509 3898

Choices

The JGA Group

Making a Difference

Are you a single parent looking to change your life and build a brighter future? Then CHOICES is for you!

Build a brighter future and be a role model for your children!

The choice is yours!

CHOICES workshops run two days a week, term time only, for 13 weeks **BEST OF ALL THE COURSE IS FREE!**

CHOICES:

Building self-esteem
Exploring your skills and talents
Helping to overcome the barriers

The workshops are tailored to your individual requirements and include:

Coping with work and family
Managing your image
Self Assessment
Life and career planning
Training and career options

We can help with your travel and childcare costs! **CALL US!**
You have nothing to lose and everything to gain.

Call Chris at The JGA Group on 01895 621351

The JGA Group
Panstar House
13-15 Swakeleys Road
Ickenham
Middlesex UB10 8DF

Fax 01895 625 020
Email jga@jga-group.co.uk
www.jga-group.co.uk

Out Of Hour's Emergency Contact

FIREFLY: 0845 712 5823
Heating/Hot water/Boiler Breakdown

EAST THAMES HOUSING: 0800 158 111
All other Emergency Repairs

TRANSCO (Gas Leak): 0800 111 999

N.E.S.T Makers

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.

N.E.S.T. Makers can arrange **FREE** government grants for up to £2000 to improve you insulation or heating systems. You can call free on 0800-027-9777 or come into our office's to collect a leaflet containing all the information needed.

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, you should ensure 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.

From all Staff at NLMHA...Belated Ramadhan & Eid Mubarak, Merry Christmas and a Happy New Year!!

Our Christmas Opening Hours:

24th December 2003 - Office will be closing at 2.00pm
25th December 2003 to 5th January 2004 - Office Closed

During this time please use the out of hours emergency contact numbers for any emergencies.