

Autumn/Winter 2004

# TENANTS' NEWSLETTER



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## Holly Street

Housing service Manager and Housing Officer attended two tenant group meetings at Holly Street. Good attendance by tenants, partners and police. Discussed ongoing anti social activities in the estate.

The tenants felt that by having these group meetings at Holly Street has helped to address this specific issue.



These are some pictures from the Holly Street Fun Day that was organised by the Joint Management Board, NLMHA actively took part in this event.

### Housing Corporation visits NLMHA



John Rouse also paid a visit to the local community mosque next door and visited various NLMHA properties.

### Colthurst Crescent

Housing Services Manager and Community Development and Tenant Participation Officer attended the tenant group meeting in Colthurst Crescent regarding Anti Social Behaviour. FITF has planned and devel-

oped a 15 week youth offending programme in this estate.

FITF is providing an on going supplementary classes, I.T classes and Youth activities through youth clubs in this estate.

### Case Study: Oxford Centre for Islamic Studies.

Oxford Centre for Islamic Studies published a research report ' Muslim Housing Experience' for the Housing Corporation in September 2004. The case study material was gathered from Hackney, Oxford and Kirklees. Author of this research, Dr Patricia Sellick acknowledged NLMHA's contribution as NLMHA was very co-operative

and have provided case study materials from Hackney.

### River Alliance Update

NLMHA is now apart of The North River Alliance group consisting of 8 other Housing Association led by Islington and Shoreditch Housing Association working together to provide 528 new affordable homes in North London.







## Tenant's Fun Day

This summer NLMHA organised a Tenant's Fun Day on Saturday 10th July at North Millfields Park, E5. There were a wide range of fun activities for the tenants including children's face and henna painting, bouncy castles, football shoot out as well as some light refreshments for everyone to enjoy.



NLMHA would like to thank the staff for organising this event and hope that everyone who attended enjoyed the gathering and fun activities.



## STEPS TAKEN TO TACKLE ASB



The majority of NLMHA tenants live happily alongside their neighbours and NLMHA actively encourages people to form local associations who can work together to bring about positive changes in their neighbourhoods. We are aware, however, that there are times when tenants behave in an anti social way or cause harassment. NLMHA is committed to dealing with this as we expect all tenants to be shown consideration and respect to their neighbours.

### What is Anti Social Behaviour?

Anti social behaviour includes a range of problems, noisy neighbours, abandoned cars, vandalism, graffiti, litter, youth nuisance and abuse consisting of threats or violence. It

creates an environment in which crime can take hold and it can wreck people's everyday lives.

### ASBO'S

Anti Social Behaviour Orders protect the public from behaviour that causes or is likely to cause harassment, alarm or distress. Breach of an order is a criminal offence.

ASBOs are court orders applied for by local authorities, police forces (including the British Transport Police) and by registered social landlords. They cannot be applied by the members of the public, but people do get involved by collecting evidence and helping to monitor breaches.

An order stops offenders from specific anti social acts or entering defined areas, and is effective for a minimum of two years. For example, an ASBO may prohibit an offender from associating with other named people or from going near a house where they have caused problems.

### ABC

An Acceptable Behaviour Contract (ABC) is an agreement between a person who has been involved in Anti Social Behaviour and one or more local agencies whose role it is to prevent such behaviour (such as the police). The contract will list the anti social acts in which the person has been involved and which they have agreed not to continue.

Legal action in form of an Anti Social Behaviour Order (ASBO) or a house possession order (if the young person is in social housing) for breach of the contract provides an incentive to ensure that the contract is adhered to.

### Anti Social Behaviour Act and Action Plan

Local authorities have increased powers to deal with anti social



behaviour under this act, for example, stronger powers to tackle fly-tipping, graffiti and fly posting.



In addition to increased legislation, the government has published an action plan to tackle anti social behaviour. The action plan can be found on the Home Office website.

**Demoted tenancies**  
According to the Anti Social Behaviour Act 2003, there are a range of powers to enable social landlords such as NLMHA to tackle the problem of anti social behaviour. 'Demoted Tenancies' were introduced by part 2 of the ASB Act and enables Associations to place a tenant on probation for a period of one year.

If a tenant misbehaves, or allows a member of his or her household or visitor to do so,

NLMHA can apply to the Court for a demotion order. 'The demotion order has the effect of terminating the existing secure or assured tenancy from the date of the order, and if the tenant remains in occupation following the order, a new tenancy is created with reduced security of tenure'.

The court must be satisfied that the tenant, a member of the tenant's household or visitor has behaved or threatened to behave anti-socially or used the premises for unlawful purposes and that it is reasonable to make the order.

If a tenant continues to misbehave, the landlord can serve a notice and begin the second stage of the process and commence possession proceedings. If the claim is successful, the tenancy will come to an end.

### Successful Housing Association Story

Recently a Housing Association evicted a tenant following complaints from residents

about abusive and threatening behaviour. The tenants were encouraged to keep nuisance diaries and incident reports that were passed on to the police. Evidence of harassment of neighbours, property damage and threats of violence to neighbours were also recorded.

In this case the tenant was evicted because they ignored the warnings by the association and they failed to comply with the terms of tenancy agreement. On these grounds together with evidence from the other residents the Housing Association were able to evict the tenant and get a court order to ensure he/she would not go near or contact the Housing Association or residents.



## Inside Story: Hana Mews



Children from Hana Mews at an Ice Skating trip

My name is Anisa Sheikh I am a resident of Hana Mews and i am a convert to Islam. Since my conversion I have come to realise that there is a lot of unnecessary social and cultural divide within the Islamic community. I have been working actively for the last few years to break down these barriers and overcome language and nationality differences.

I have been given a great opportunity with the help of Faith in the Future to really bring the diverse community of Hana Mews together in the form of a Weekly Coffee club where I can help my ladies

with any communication difficulties they encounter in everyday life.

We have worked together extensively in our previous English lessons on real-life scenarios, like shopping, making appointments and following directions and road-signs etc.



Since getting together with other residents in the form of Housing Meetings, Classes, Get-togethers, meals and other activities we have become very close and this has helped us to improve our estate.

We are from many different countries and backgrounds but we have all pulled together to achieve our aims of a friendlier, cleaner,

safer estate and we are hoping to celebrate our success shortly shortly with an Eid party that we will be holding with the support of NLMHA and FITF.

My hope is that we can expand and build on what we have already achieved by having more English classes and computer training. There are quite a few homes in Hana Mews with Internet connection and we would really like to utilize these resources.

I hope sharing Hana Mew's experience will encourage other residents with the help of NLMHA and FITF to bring communities together and find the best way to make their estate's a better place to live in.



## Faith in the Future

FITF arranged a few events in Gujarat House, Hana Mews and Myddleton Grange. Some of these events included trips to Quasar Land, Alexandra Park, Ice Skating, bowling and picnics.



FITF held a Summer Scheme for the



Myddleton Grange's Youth, these are some of the pictures taken on the Award Ceremony day ending the scheme.

FITF is also working on a 'Women's Social Development Program' in Hana Mews. The aim is to engage women in activities in the hope to breakdown barriers and to encourage community

spirits and to conduct a one to one personal development programme to find out what they need to improve their life style.



FITF has arranged a Boat Trip and eight residents attended it. Hana Mews Coffee Club is taking place fortnightly basis and we have received a very positive response from residents.

## Community Development and Tenant Participation Officer: Progression

My role as the Community Development and Tenant Participation Officer at NLMHA is to work closely with residents and the Housing Officers to provide 'Housing Plus' activities for your community. So far I have spoken to some residents in Hana Mews and Gujarat House who have kindly shared their comments and suggestions on ways we can improve their community.

Some of the suggestions they have made include having ESOL and Saturday classes and fun activities for the children such as arranging a friendly football game at the local park and day trips.

In the same way if you are interested in having Housing Plus activities for your community then I would really like to hear your comments and suggestions.

By Shahina Zaidi

## Update record

The Housing Corporation wants all Housing Associations to have up to date Tenant's Records as part of their policy.

Please note that Shahina Zaidi will be contacting you either by telephone or in person to ensure we have up to date and complete information of each tenant.



# noticeboard

## Do you claim Housing or Council Tax Benefit?

From April 2004 you are no longer required to complete and return a renewal form every year.

You will not always be required to complete a new application form each time you have a change in your circumstances.

### YOU MUST REPORT CHANGES

You Must tell Housing Benefit each time your circumstances change in any way so that your benefit may be adjusted. For example, you must report:

- Any change to the Household income or savings
- If anyone joins or leaves the Household
- Any changes in rental charges
- Any temporary or permanent absence from home
- Any hospitalisation of claimant or partner
- Any other relevant changes in circumstances

If in doubt please contact Housing Benefit to confirm whether it affects your benefit.

## Are you aware or know where your turn off points for the water mains is?

In the event of water flooding or burst pipe within your home you should be able to shut down the water supply within the property until our emergency contractors arrive to make safe. If

you do not know where the water mains stop valve is within your property please call our maintenance department.



## Very Important Notice: Bank Giros

All tenants are reminded that when paying your rent by Bank Giro please ensure that you write the following information on the Bank slip.

1. Your name
2. Your address
3. Your tenant number

Without this information we are unable to process your rent payment.

## Christmas Opening Hours

Please note that the NLMHA office will be closing early on Friday 24th December 2004 at 1pm for the Christmas Holidays until Monday 3rd January 2005. The office will reopen on Tuesday 4th January 2005 at its usual office hours between 9.30am to 5.30pm (Lunch between 1pm to 2pm).

## Emergency Contact Details

If you have an emergency during this time please contact one of the following

Heating/Hot water  
Firefly UK 0845 712 5823

Gas Leaks  
Transco 0800 111 999

All other emergency repairs  
Fast Thames 0800 158 111

If you think you may have a gas leak, please follow these steps and notify Transco immediately.

1. Open all windows and doors.
2. Turn the gas off at the meter.
3. Avoid using naked flames or electrical switches.



NLMHA would like to take this opportunity to wish you all season greetings and a Happy New Year!

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



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