



Tenants' Newsletter

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Peace week

NLMHA took part in the Safer Communities partnership's annual event, which focused on the people of Hackney celebrating and promoting a Peace Week.

The Safer Communities Partnership organised a Peace Week for the people of Hackney in September 2005. It was a good opportunity for Hackney's communities to come together to show their desire for a more peaceful and safer Hackney. A number of activities took place during the week including a series of short movies made by the children of Hackney at the Rio Cinema, ending with a Peace Walk on Sunday 18th September that started at the Hackney Town Hall and finished at the Springfields Park with a small festival of activities. NLMHA participated by having their own stall promoting Peace Week by getting participants to hold up their Special Peace Display and offering sweets and balloons as a thank you gesture.

Tenants that got involved

In our last issue, tenants were informed about the ELATT Induction Programme in Hackney and a group of NLMHA tenants contacted Shahina Zaidi and attended the session.

It was a good opportunity for the residents to find out about the services available in Hackney and get a chance to socialise with other NLMHA residents. The representative at ELATT, Ms Konca explained the courses they have available at their centre and how residents could improve their current skills.



If you would like more information on improving your current skills please contact Shahina on 0208 815 4205 to find out whether ELATT can help. Or call ELATT direct on 0207 275 6750.

More options for moving out

Please note that even under the Transfer Systems there is still a long waiting list, so you may wish to consider other options such as Mutual Exchange and your local Authority's Waiting List. For more information please contact Aisha Akhar on 0208 806 9696.

Faith in the Future in Marconi Road and Madinah Road

Previously FITF have been promoting Housing Plus activities for our NLMHA residents in Hana Mews, Gujarat House, Myddleton Grange by organising Esol classes, trips, summer schemes and events for them to participate and engage. Now they've broadened their horizons and will be going north of Hackney, in Waltham Forest to our Marconi Road Estate focusing on our residents and their children needs by providing housing plus activities suggested by our NLMHA residents. If you are living in the Marconi Road Estate, Myddleton Grange or Madinah Road and would like to find out about the activities FITF are organising for you then please call Anwar on 0208 806 7727.

Youth Activities



Gujarat House

FITF organised a 6 week Computer Club during the Summer holidays to help encourage enthusiasm for educational activities and interaction of the youth within the estate. A free pick up and drop off service for the youth to attend the Computer club was arranged and to end the club NLMHA Tenant Participation Officer Shahina Zaidi gave out certificates to the youths for their attendances and achievements over the summer holidays.

Hana Mews

A Mobile Computer Club for the youths was provided outside the tenant's door step giving the opportunity to create an understanding of the educational benefits derived from computers.



Marconi Road and Madinah Road

FITF arranged a pick and drop service for the youths at Marconi Road and Madinah Road to attend an Induction to the Computer Club at their FITF office in Stoke Newington. The youths also visited the NLMHA office where Shahina Zaidi gave an explanation as to when and how NLMHA was founded back in 1986 followed by light refreshments and answered questions by the youths.

Fancy a Laminate Floor?

Laminate or wooden flooring is becoming increasingly popular but did you know that some home contents insurance policies do not provide cover for this sort of floor covering? If you have or are thinking about having a wooden / laminate floor you need to check the details of your policy. It is also important to remember that if access is needed by NLMHA, to undertake maintenance work where the flooring will need to be disturbed, Tenants will need to remove the flooring prior to works being carried out. NLMHA does not consider laminate and wooden flooring to be fixtures or fittings. This means it is not NLMHA's responsibility to repair, maintain or replace it.



Another disadvantage is that laminate or wooden flooring generally give a lower level of sound insulation than carpet. This means that if you live in a flat above the ground floor, your neighbours may experience an increased level of disturbance from you.

Ansar Garden Anything is Possible

Since forming Ansar Gardens tenant group last year, the residents have been working closely together with the tenant participation officer Shahina Zaidi. They've achieved some positive results including getting unauthorised vehicles removed from their private car park, dealing with forms of anti social behaviour as well as requesting for 'No ball games' signs to be put up on their estate.



To continue their good community work on their estate a family fun day was organised by the Shahina Zaidi the Tenant Participation Officer and the residents to celebrate their achievements by working together as a community. Several attempts were made to find out from the residents what type of family gathering they wanted through questionnaires and door knocking. The outcome was a Family BBQ outside in the Car Parking Spaces and everyone played their role by finding an alternative place to park their car, enabling the car park to be an open area for the venue.

The Ansar Garden's Tenant Representative Mr Ahmed, his wife Mrs Ahmed and Shahina Zaidi closely organized the event with Shahina Zaidi officer ensuring every little detail was taken into consideration including the decorations, activities for the children, to the mouth watering food everyone would enjoy eating such as Chicken and Lamb Kebabs, Vegetable, Chicken and Mince Meat Samosas, Sandwiches, Chicken Briyani and the usual party refreshments.

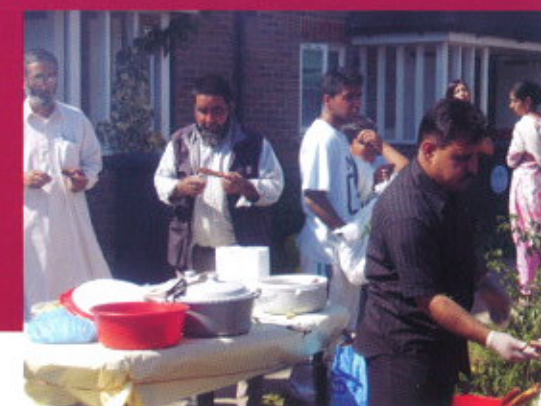
More than half the residents, their family and friends attended the fun day and made their own contribution by helping in what ever why they could.



Some helped with serving the light refreshments, others held their own stall and were busy selling their books or hand made friendship bands, while others enjoyed the children's activities organised by NLMHA including musical chairs, musical statues, pass the parcel and bouncy castle that kept all the kids jumping all day.

Everyone tried their luck with the Free Book Draw that gave participants 3 turns to take out 3 pieces of paper that would either say, 'Sorry Try Again' or 'Winner' giving them the opportunity to choose a book of their choice. And ironic it may be, though there were 5 Books to be won, there were only 3 winners, and that's because the last winner won 3 books! Lucky or what!

NLMHA would like to say a special thanks to everyone at Ansar Gardens who helped out on the day and made the event successful, especially the Tenant Representative Mr Ahmed and his wife for their unlimited time, support and commitment with preparing the delicious BBQ.



Priory Court Family Health Fun Day

Over the summer, Fun Days are the most popular events of the summer and there's always a lot to say about them. The Priory Court's Fun Day took place on Saturday 7th August 2005 and was organised in partnership with The Priory Court Community Centre, NLMHA, Circle 33, Aschman Homes and a lot of other agencies. It was a fantastic day for everyone with lots of activities including Henna Painting, face painting, IT Classes, Making Bath Salts, Bouncy Castle just to name a few. Residents spent their day enjoying the free activities with their family and friends. NLMHA were there too busy promoting the Family Health Fun day by offering fresh fruits along with dried fruits to participants explaining how these forms of snacks are not only tasty but a lot healthier and energising as well.



Three Top Tips

Don't be mistaken, you could find healthy eating better for your budget. Fruit and vegetables (excluding exotic/imported ones) are surprisingly cheap. An average banana costs 20p, that's less than most chocolate bars and crisps from the vending machines and provides more in the way of nourishment for less calories.

- Choose fresh fruits and vegetables in season, not only are they cheaper they will also be most flavoursome and at their best.
- Markets also tend to be cheaper than supermarkets, particularly if you catch them when they are packing up for the day.
- Alternatively buy supermarket branded tinned or frozen fruit and vegetables.

Rent statement's made easy for you

Your account number
Please quote this number
when you call

Breakdown of rent &
Service charge

Your weekly rent charge
Your rent is due in advance
Of the week

Weeks
01 First week of April
02 Second week of April
as our financial year starts
from 01 April

A record of all
Payments received

Total amount now due
If the figure in a negative
Amount, your account is in
Credit. If the figure is a
Positive amount your
Account is in arrears.

Rent Statement

Society: North London MHA
82 Casanova Road
London N16 6BJ

Tenant: Mrs Dinaia Inder
82 Casanova Road
London
N16 6BJ

Area Assistant: LB Hackney
Bokana
Main Property
Second Property

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Rent Details

Rent	115.00
Service Charge	
Water Charge	
Drainage	
Total Rent	115.00

Statement Message
If you have any queries please contact the office

Period No.	Transaction Date	Rent Due	Payment Received	Adjustment	Arrears	Carried Forward	Balance
13	15/07/2005						-448.00
14	15/07/2005	112.00					-336.00
15	15/07/2005	112.00					-224.00
16	15/07/2005	112.00					-112.00
17	25/07/2005		-500.00				-500.00
18	15/08/2005	112.00					-448.00
19	15/08/2005	112.00					-336.00
20	15/08/2005	112.00					-224.00
21	22/08/2005	112.00					-112.00
22	22/08/2005		-448.00				-448.00
23	22/08/2005	112.00					-336.00
24	12/09/2005	112.00					-224.00
25	18/09/2005	112.00					-112.00
26	26/09/2005	112.00					
27	3/10/2005	115.00					-480.14
Statement Balance							-480.14

If you are unsure if your arrears are due to Housing Benefit, please contact your Housing Officer.
If you have made a payment in the past seven days this may not be shown on your statement.

Frequently Asked Questions

How do I report a repair?

The easiest way of reporting a repair is by telephoning the Reception between 9.30am - 5.30pm on 0208 806 9696 and press option "2" to be transferred to the Maintenance Department. In some cases, one of our staff member either from the Maintenance Department or reception will take details of the repair and discuss access arrangements with you. Alternatively you can visit the NLMHA office or inform NLMHA of the repair by letter or email maintenance@nlmha.com.

Emergency repairs can be reported 24 hours a day, seven days a week on 0208 806 9696 during weekdays. Outside office hours or during holidays please call one of the following.

For Heating/Hot water call Fire Fire on 0845 712 5823
Gas Leak Transco on 0800 111 999
All other emergency repairs call
East Thames on 0800 158 111

NLMHA routinely contact all our tenants who have reported a repair to establish their level of satisfaction, for example Post Inspections. Please complete the Tenant Satisfaction Slips on work orders, we then use this information to address any under performance and improve our service.

How can I become more involved with NLMHA?

NLMHA encourages residents to get involved with shaping the service and running the business at all levels. This ranges from taking part in surveys, questionnaires and focus groups through becoming a tenant representative, joining or establishing a new tenant group, or even becoming a tenant board member. If you would like to become involved with shaping the services we deliver or just want to find out more information about our Tenant Participation Strategy then please contact Shahina Zaidi on 0208 815 4200.

How to Prevent Condensation

Top Tips to reduce the effects within your home



- Keep the temperature constant. If you move into a new home in winter try not to have the heating too high and if you leave the property all day then keep the heating on a low temperature.
- Provide ventilation to all rooms by leaving a window open slightly, about 10mm is sufficient.
- Help keep moisture from spreading, cover your pans when cooking, close kitchen and bathroom doors to prevent steam escaping, open a window or use the extractor fan.
- Try to dry washing outside. If you have a non condensing tumble drier, always use a flexible duct to vent it to the outside.
- Wherever possible keep furniture such as wardrobes, beds, dresses and sideboards clear of walls to allow air to circulate.
- Wipe condensation from windows and sills with a dry cloth or paper towel.

Everything you need to know about opening a Bank Account

If you would like to pay your rent by direct debit but don't have a bank account, or want to open an account but don't know where to start, why not try a basic bank account?

What is a basic bank account?

Basic bank accounts allow you to pay bills and use a cash card to make withdrawals from cash machines and Post Office branches. Most basic bank accounts allow direct debit payments and provide the user with a cash machine card. However, you will not receive a cheque book or debit card with a basic bank account.

Why open a basic bank account

Not only could you have money paid straight into your bank account, but you could also arrange to pay your rent and bills via direct debit et up on the account no cheques to write, letters to post or queues to wait in.

How do you open an account?

Details of some of the local banks and building societies that offer a basic bank account are shown here.

When you have chosen a bank, contact them directly to open an account. In order to open an account you will need two forms of identification

Something that confirms who you are
Current passport or national ID Card
Driving license

Something that confirms your address
Council tax bill
Utility bill (gas, electricity, telephone, water rates).

Each bank requirements for identification are different, speak to your chosen bank to confirm the details.

How you can obtain cash once the account is open?

You can withdraw cash at a branch of the Post Office. Some basic accounts also allows access to your funds through cash machines at your bank or building society.

Basic Bank Accounts Available

Abbey	HSBC	Easycash	NatWest	Flexaccount Cash Card
Alliance & Leicester	Basic Account	Basic Bank Account	Royal Bank of Scotland	Step Account
Barclays Bank	Basic Banking Account	Lloyds TSB	Yorkshire Bank	Key Account
Co-operative Bank	Cash Card Account	Nationwide	Basic Bank Account	Ready Cash
HalifaxEasycash	Cashminder			

Noticeboard



Hackney Housing drop-in

First Tuesday of every month
2pm - 4pm

North London Muslim Community Centre
66-68 Cazenove Road
London N16

ADVICE AND INFORMATION ABOUT:

- REPAIRS AND IMPROVEMENTS TO YOUR HOME
- TRANSFERS IN OR OUTSIDE LONDON
- LOW COST HOME OWNERSHIP
- BUYING YOUR COUNCIL HOME
- NUISANCE AND ANTI-SOCIAL BEHAVIOUR
- HATE CRIME
- GETTING INVOLVED IN YOUR NEIGHBOURHOOD

TRANSLATORS AVAILABLE

 Hackney Housing Services

Christmas Opening Hours

Please note that the NLMHA'S offices will be closed from Monday 26th December 2005 until Tuesday 3rd January 2006 at its usual office hours between 9.30am to 5.30pm (Lunch is between 1pm - 2pm).

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.

Our Telephone Number has now changed to

0208 815 4200

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

62 Cazenove Road, Stoke Newington, London N16 6BJ

Tel: 020 8815 4200

Fax: 020 8806 6854

email: info@nlmha.com

web: www.nlmha.com