



# Tenant's Newsletter

[www.nlmha.com](http://www.nlmha.com)

Autumn / Winter 2006

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## Marconi Road Funday



**Marconi Road Street party was a great success with over a hundred residents coming out to enjoy the day.**

The street party was organised as a result of some tenants showing a keen interest in getting the whole community together to get to know their neighbours. and start off rooting out antisocial behaviour. NLMHA took the lead in organising the event, by liaising with the other RSLs and doing all the administration.

We had invited the deputy Mayor of Waltham forest, the local councillors and the safer neighbourhoods team to come and join in on the funday.



Pictures of the Marconi Road Street Party



The following article  
is a message from  
the London Fire  
Brigade.



Look at the questions below if you can tick one or more, **London Fire Brigade** needs to carry out a '**HOME FIRE SAFETY CHECK**'

- I do not own a working smoke detector?
- I have one but I'm not sure it works
- I own one but have never cleaned it?
- I didn't know I was supposed to test it
- I have never checked my electric blanket for damage
- Is it fitted with a 3amp fuse? & an overheat protector
- Are your plug sockets overloaded?
- Do you regularly use candles or tea lights

If you have difficulty hearing, you can buy smoke alarms with a vibrating pad or flashing light. More information on these from the Royal National Institute for the Deaf (0207 296 8000) or visit the website: [www.rnid.org.uk](http://www.rnid.org.uk).

**The London Fire Brigade carries out home fire safety checks in your Borough.**

**They will also fit a free smoke alarm where needed. If you or someone you know wants a free home fire safety check, call free on:**

**08000 24 48  
24**



**Fax : 020 7587 4222**

**Email: [smokealarms@london-fire.gov.uk](mailto:smokealarms@london-fire.gov.uk)**

**BE SAFE & SOUND**

## Please Help Us To Carry Out Gas Safety Checks In Your Home

Every year some 50 people are killed in the U.K by faulty Gas Heaters, with some people needing to be taken to Hospital. They are poisoned by Carbon Monoxide gas leaking from a heater. Unlike ordinary gas, carbon monoxide has no smell. You cannot see it or taste it, but it is a killer.

If your home has a gas appliance which we have fitted (usually your boiler), then we as your landlord, are obliged by law to check every year that it is safe.



Please help us to look after you by allowing our Maintenance contractors access to your home.



## 10 TOP TIPS TO BE A GOOD NEIGHBOUR

- Make sure a keyholder can be contacted if your burglar or car alarm goes off while you are on holiday.
- Keep the volume of Hi-fi's, radios and televisions as low as possible especially at night.
- Position fridges, freezers and speakers well away from party walls.
- Use washing machines, vacuum cleaners and other noisy equipment during the day.
- Do DIY jobs during the day.
- Keep your children under control when they are playing outside the property.
- If you play a musical instrument, try not to play it early in the morning or last thing at night.

**AND REMEMBER - ONLY CARRY OUT UNAVOIDABLY NOISY ACTIVITIES BETWEEN 9AM- 9PM**

Lastly, be considerate and only treat your neighbours as would expect to be treated yourself.



## Benefits Advice

### **Housing Benefit or Council Tax**

For information you can contact;

- Your local council, who are responsible for administering claims
- Visit the Department of Work and Pensions website at [www.dwp.gov.uk/](http://www.dwp.gov.uk/) to download the HBCTB1 form you need to complete and send to your council (long download times!)

If you are eligible for Income Support or Jobseeker's Allowance, (income-based) you qualify for maximum help with your Council Tax and rent. But you can still qualify for help from your local council even if you do not get these benefits.

The main benefits you can claim when you are out of work, (or working less than 16 hours a week) are:

### **Income Support**

Means-tested support for people who are not obliged to seek work as a condition for getting benefit. Lone parents and disabled people who are not working often claim this benefit.

### **Jobseeker's Allowance (income-based)**

Means-tested support for people who are obliged to seek work as a condition for getting benefit. Unemployed people who are not disabled or caring for a child often claim this benefit.

### **Jobseeker's Allowance (contribution-based)**

National Insurance benefit for unemployed people who have sufficient contributions to qualify. People who have recently been in work, (and have sufficient contributions) often claim this benefit.

### **Useful websites**

[www.entitledto.co.uk](http://www.entitledto.co.uk)

Provides free calculators to help you work out your entitlement to benefits and tax credits. Follow the links on the website to see what you could claim. If you are under or over 60 years old, this affects your benefit.

[www.clsdirect.org.uk/index.jsp](http://www.clsdirect.org.uk/index.jsp)

If you are unsure about your rights or would like individual advice contact one or more of the advice agencies listed on the Community Legal Service's Community Legal Service Direct! website.

[www.jobcentreplus.gov.uk/](http://www.jobcentreplus.gov.uk/)

JonCentrePlus administer most benefits for people who are out of work. Their website provides a comprehensive guide to benefits.

You can also visit one of their offices or phone them direct.

[www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)

A useful website for information on benefits. Alternatively, either call or visit your local branch.

### **Useful Phone numbers**

If you qualify for legal aid, call Community Legal Service Direct, the national helpline 0845 345 4345 for free advice about benefits, tax credits, housing, employment, education or debt problems.

## The 6 'C's of why you pay your rent by Standing Order ?

- Convenient
- Cost effective control
- Cheques not required
- Comfort of no visits to the bank
- Complete Safety
- Common sense

If you would like to switch your rent payments to standing order, please contact reception on 0208 815 4200 and they will talk you through how to do it.



Warm front is a government run scheme to provide grants to households to improve heating and insulation. You may be able to claim up to **£ 2700** under the scheme.

You may qualify if you..

- are over 60 and receiving benefits
- receive disability living allowance
- have children under 16
- have a maternity certificate and receiving benefits
- receive working tax credit

There are other criteria that allow you to apply for the grant. For a full list of conditions and an application form please contact the number below.



Information is also available in other languages.

### **Benefit Entitlement Check**

If you are not sure whether you're entitled to a Warm Front Grant, call our Benefit Entitlement Check Team free on **0800 072 9006**. Lines are open Monday to Friday 9am to 5pm.





## Cultural Diversity day at Holly Street

A joint organisational fun day celebrating cultural diversity was organised by the JMB with contributions from NLMHA, KUSH HA, Circle Anglia HA and Newlon HA. The event took place on Evergreen Square on Saturday the 19<sup>th</sup> of August 2006.

The Speaker for Hackney was invited to give a speech about the diversity of the cultures and need to work as a community.



Turnout was excellent, as we had more than 150 people attend. The whole square was utilised with various activities including Face painting, Henna painting, drawing and painting activity. There was also a bouncy castle for the children.

There was also food and drinks for all, information stalls by Age Concern, Drug Action Team and a book stall.



The local fire department were also handing out leaflets to tenants so they can get free smoke detectors. The event was also attended by the Safer Neighbourhoods team.



The funday also had some live performances.



Flame throwing wowed the audience.



If you would like to arrange an activity where you live, please contact Ikbal Hussain our Tenants Participation & Community Development Officer.



## Marconi Rd ... Continued.

Activities for the younger children included face painting, bouncy castle, henna art, painting and helium balloons.

Activities aimed at the youth included DJ music provided by Streetlight FM, Youth Choir and dance competition.

There was plenty of food and drink and everyone enjoyed the day.



## Priory Court funday

**Mayor attends Priory Court Funday.**



The mayor of Waltham Forest came to join the Priory court residents funday. The day was a great success With over 100 residents coming to enjoy the activities, wich included childrens entertainers, face painting, youth projects and first aid course.



## Peace Week

**Tenants Participation Officer attends One lone Peace Week event.**

Hackney's Peace march ended in Shoreditch park, where all the stalls and activities took place.



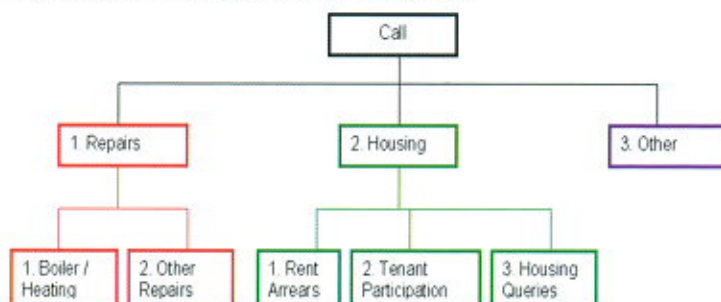
## New and improved phone answering system

We have improved our phone answering system, you now just have to call **ONE** number for all your repairs and housing issues.

**020 8815 4200**

### During office hours

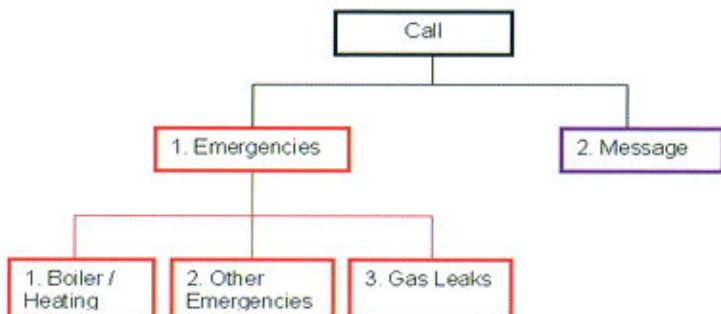
Calls to the main number will provide you with 3 options by selecting the correct options, you will be directed to the correct person to deal with your query.



### Out of Hours Service

The out of hours emergency service is now dealt with through the main office number.

All emergencies can be reported by going through option 1. You will then have 3 options. The first option is for all heating, hot water and boiler repairs. The second option is for all other emergency repairs. The third option provides the number for the emergency gas leaks.





# Mutual Exchange

Mutual Exchange allows you to arrange your own transfer and is a useful option if you have low priority or if you have been on the waiting list for some time. It is also useful if you want to move to another area. By swapping homes, you do not have to wait for a vacancy to join a waiting list. You can exchange homes with:

- Another NLMHA tenant
- A tenant of another housing Association
- A council or new town tenant

You have the right to exchange your tenancy with another tenant provided you can satisfy the necessary requirements set out below and have first obtained a written consent.

Homes which have been specially designed or provided for a person with special needs are excluded from these arrangements.

We may refuse permission to exchange under the terms of the 1985 Housing Act if:

- Your home is not reasonably suitable for the incoming tenant because, for instance it is too small or too large
- You have a possession order outstanding against you, whether or not it has already come into force.

If we do not reply to your request for consent to exchange within 42 days, or if we give a reason for refusing other than one permitted under the 1985 Housing Act as above, then consent is treated as given.

## Arranging a mutual exchange

### 1 Find someone to exchange with

We keep a register of all NLMHA tenants who would like to exchange their homes. If you would like to place your name on the register contact your Housing Officer. All local councils and most Housing Associations keep registers of their tenants who want to move. If you see details of a home in the register you might like, contact the other tenant and arrange to see each other's homes.

### 2 Apply to NLMHA for permission

once you have found a tenant who is willing to exchange homes, contact your Housing officer and she will send you a Mutual Exchange Request Form to fill in.

### 3 Wait for our written permission

When we receive your application, we will check that there are no grounds for refusal. We will then write to the other landlord to check the details of the tenant you want to exchange with and ask for a reference. We will also provide their landlord with a reference about you.

## 4 Transferring the tenancies

After the request has been approved by both landlords, the tenancies have to be formally exchanged. This is done by each tenant signing a standard assignment document at NLMHA's office. Each tenant transfers their rights and obligations under their tenancy to the other tenant, and from then on each is responsible for their rent and other obligations for their new home.

Where the exchange is between an Assured tenant and a Secure tenant, NLMHA will ensure that both parties are fully informed about their respective rights under the different forms of tenure.

**For more  
information  
contact our  
Housing Services  
Manager  
Aisha Akhtar**



# The HOMES Scheme

Housing Associations and councils work together to make it easier for tenants to move from one area of the country to another using the Housing Organisations Mobility and Exchange Scheme (HOMES)

### How the HOMES scheme works

Each year, housing associations and local authorities agree to make a certain number of their homes available for tenants wanting to move through the HOMES scheme. If we do not have a suitable home for you to transfer to, we can refer you to another housing association or local authority that does have a suitable property.

You will have specific reason for wanting to move to another area, association or council, such as:

- A local connection with the area
- To be near close relatives to give or receive support
- To take up training or employment
- To escape violence or harassment
- To obtain specialist or supportive accommodation which NLMHA cannot provide.

### How to Apply

If you would like to be considered for the scheme, please contact your housing officer. She will contact other housing associations or local councils on your behalf, and you will be asked to fill in an application form which will be sent to the organisations.



## ILLEGAL DUMPING COSTS

### Householders must now make checks...

- Since 21 November 2005, householders are required by law to check that anyone removing waste from their house is authorized to do so. Failure to check is a criminal offence, with fines of up to £5000 at Magistrates' Courts.
- Are you having waste removed as part of building work, plumbing, landscape gardening, or following your DIY work, house clearance, delivery of retail items, scrap metal removal?
- You **MUST** check that anyone carrying waste away is registered with the Environment Agency as a waste carrier - ask for their waste carrier number.
- You can check the waste carrier's registration and get advice on whether or not they should be registered by contacting the Environment Agency [EA] on 08708 506 506, and asking for the Authorisations Team.
- You can check online with the EA at [www2.environment-agency.gov.uk/epr/index.asp](http://www2.environment-agency.gov.uk/epr/index.asp)
- ALWAYS record the registration number of any vehicle removing waste from your home. If it is later dumped illegally, they should face prosecution and not you...

## Visit by Rona Nicholson to NLMHA

The Housing corporations London Field Director—Rona Nicholson was invited to come and the visit the office and new developments of NLMHA.



The London Olympics is coming to the east end of London in 2012.

London 2012 is an opportunity for tens of thousands of people across the UK to play a key part in the greatest sports event on earth, whether through business, sponsorship, volunteering or a job at London 2012.

**"We want people in the Host Boroughs to reap the benefits of the 2012 Games"**  
**Sebastian Coe,**  
Chair, London 2012 Organising Committee

As your borough is one of the host boroughs for the London Olympics, there are lots of opportunities for Jobs, educational resources, sponsorship, the youth and businesses.

For more information about these opportunities or queries :

Phone: **020 8430 5400**  
email: [enquiries@london2012.com](mailto:enquiries@london2012.com)

The London 2012 website also has lots of useful information about the areas and developments happening. Please visit at the address below.

[www.london2012.org](http://www.london2012.org)

## Tenant Representative on NLMHA's Board

We are pleased to welcome Mr Abdul Haq Bismillah, who joined as a co-opted board member from the 4th of July 2006.

The tenant representative will be involved at the strategic level, and will make valuable contribution to decisions from a tenants points of view, as well as supporting the organisation.

If you would like to write to Mr Bismillah, please send it to the NLMHA office and we will forward it to him.





## Bulletins

- Would you like to help with the next tenants newsletter?
- Do you have an article you would like to see in the tenants newsletter?

Contact **Ikbal Hussain** on 020 8815 4200 or email [ikbal@nlmha.com](mailto:ikbal@nlmha.com)

## Get more from your garden with a compost bin



FROM  
**ONLY  
£6**  
PLUS FREE  
KITCHEN CADDY

Order today and receive a handy kitchen caddy **FREE** with your bin. Hurry and buy while stocks last.



**TO ORDER YOUR BIN CALL 0845 077 0760**  
or visit us online at [www.recyclenow.com/compost](http://www.recyclenow.com/compost)

## Information

### Bulk Removals

Hackney:	020 8356 6688
Newham:	020 8430 2000
Waltham Forest:	0800 232 323
Community Skips:	020 8356 3344

Please use the above services, which are free of charge and do not dump furniture in bin-stores. This creates problems for the bin men who cannot move the bins. Therefore your bin area will not be cleaned.



### Emergency Contact - Out of Office Hours

	<b>nationalGrid</b> Gas Leaks	0800 111 999
	<b>Thames Water</b> Water Leak / burst pipes	0848 920 0800
	<b>RG Francis</b> Heating / Hot water / Boiler Breakdowns	08000 407 110
	<b>NLMHA</b> All other out hours repairs	020 8815 4200

**Jobs  
Jobs  
Jobs**

FITF have vacancies from retail to circus! Contact Asif Bham on 020 8806 7727

**fitf**  
FAITH IN THE FUTURE



### North London Muslim Housing Association

62 Cazenove Road, Stoke Newington, London N16 6BJ

Tel: 020 8815 4200

Fax: 020 8806 6854

[info@nlmha.com](mailto:info@nlmha.com)

[www.nlmha.com](http://www.nlmha.com)



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