



Tenants' Newsletter



**Successful partnership
working recognised at
national level**

**Home Secretary John Reed joins estate walkabout with
residents, police and housing partners at Holly Street Estate.**

Also In This Issue:



How to save energy and the planet



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Transfer Application Information



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Information about Rat &
Mice infestation



Become a Mystery
Shopper

Editors Note

Welcome to the winter 2007 edition of NLMHA's Tenants newsletter.

As always NLMHA spends time and effort into putting together the newsletter. The articles are about the recent developments and events that have taken place at the association as well as the estates. There are also various informative articles which are relevant to all residents.

As this newsletter is specifically aimed at residents, we are looking for any resident who would like to contribute to the newsletter. We produce two newsletters a year. If you would like to add your article for the next issue, please send it into the office by May 2008.

Transfer Applications

We are currently in the process of updating our transfer waiting list and we will be writing to tenants on the transfer list that have been waiting for 6 months or more, to obtain up to date information on their current circumstances. Once the information is received the applications will be reviewed. The purpose of this is to ensure that tenants on our internal waiting list still require a move and whether they meet the association's criteria for a transfer. In accordance to our policy and procedure if a tenant refuses two reasonable offers, their transfer application will be postponed for 1 year.

Please note that before we consider any tenant for a transfer they must ensure the following conditions are met:

- No arrears on rent account
- Current home is in a good decorative order (Home visits will be carried to check this).
- No reports of ASB against their household.

For further details contact: Aisha Akhtar on **020 8815 4200**



What is Give or Take?

Give or Take is a simple way for people to give away things they don't need or take things they do.

You can advertise something to give away yourself, or place an ad for something you are looking for. **All for free.**

Can we get a site?

If you feel your area would benefit from a Give or Take site, then please get in contact using the details on the right. We are currently working with London boroughs and other local authorities to extend coverage. There is a cost involved to cover the expenses involved in building the site, hosting, and the use of the bespoke content management system, but we are a not-for-profit organisation and our main drive is to encourage people to recycle and re-use.

Where is the idea from?

It started in 1998 when we (Forest Recycling Project) started holding Give or Take events in and around Waltham Forest. We would collect re-usable items people would otherwise throw away, take them to a school or community centre on a Saturday, open the doors and let people come in and take whatever they fancied.

These events have become so popular that we try to hold them monthly and at each event around 3 tonnes of 'stuff' is saved from going down the dump.

This site is a way of extending the concept so that everybody can find a good home for something too good to throw away, and also a way of making Give or Take available 365 days a year rather than just 12.



Contact Us

Forest Recycling Project
2c Bakers Avenue
Walthamstow
London E17 9AW

Tel: 020-8539-3856

Web: www.frponline.org.uk

Email: info@frponline.org.uk

Become a Mystery Shopper

Do you want to be a mystery shopper?

We are looking for tenants who would like to become mystery shoppers.

What is mystery shopping?

This is where tenants test our services by, phoning us or visiting our offices, and then telling us about the service they received.

Who can join?

As long as you are a NLMHA tenant then you can get involved.

Want to know more?

Please contact Abbas on
020 8815 4200 email:
abbas@nlmha.com





Saving the planet sounds like a tall order, But even the smallest of changes could make a big difference, according to the Energy Savings Trust. Bigger improvements such as insulating a high efficiency boiler, cavity wall insulation and double-glazing can result in saving of hundreds of pounds each year.

- 1** Turn your thermostat down, reducing your room Temperature by 1°C could cut your heating bills by up to 10% and save you £40 a year.
- 2** Is your water too hot? Your cylinder thermostat shouldn't need to be set higher then 40°C/104°F.
- 3** Close your curtains at dusk to stop heat escaping through windows.
- 4** Always turn the lights off when you leave a room
- 5** Don't leave appliances on standby and remember not to leave appliances on charge unnecessary.
- 6** If you are not filling up the washing machine, tumble dryer or dishwasher, use the half-load or economy programme.
- 7** Only boil as much as you need (always cover the elements of an electrical kettle).
- 8** A dripping hot water tap wastes energy, so fix leaking taps and make sure they are fully turned off.
- 9** Use energy saving light bulbs, each bulb can save you £100 over a Lifetime and they last up to 12 times longer then ordinary light bulbs.
- 10** Do a home energy check and find out how you can save up to £300 on your household bills,

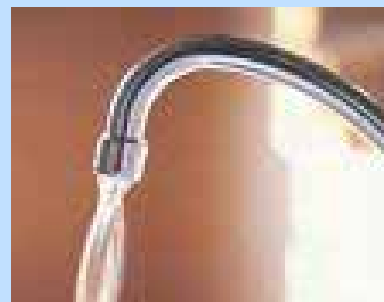
Call: **0800 512 012**, or visit: www.energysavingtrust.org.uk

Do you know how much water your household uses?

According to the Environmental Protection Agency, it takes 35 gallons of water to fill the average bathtub. Switch to a five-minute shower with a low-flow showerhead, and you'll save 22.5 gallons each time you scrub up!

Here is a table to show you show you how it works:

	Uses	Equivalent
Bath	80 Litres	16 Buckets
5 Minute Shower (not power shower)	35 Litres	7 Buckets
Brushing teeth with tap running	6 Litres/per min	1.2 Buckets
Brushing teeth with tap of 1 litre	0.2 Buckets	
Dripping taps	140 Litres/per week	28 Buckets
Washing Machine	65 Litres	1.3 Bucket
Dishwasher	20 Litres	4 Buckets
Washing a car with a bucket	10 Litres	2 Buckets
Hosepipe/Sprinkler	540 Litres/per hour	108 Buckets



Useful Numbers

Thames Water Leak Line
0800 714 614

Thames Water
0845 6020 823

Plumbing Services
0845 9200 800

Figures based on bucket with 5 litre capacity

As residents, how can you help?

As the residents of the estate it is important for everyone to feel proud and to care for where they live. Many residents look after their estate by making sure that all rubbish is disposed off correctly, that bulk items are reported to the council and any defects are reported to NLMHA.

NLMHA endeavours to keep its estate clean by employing a full time caretaker and carrying out regular inspections to resolve issues that may arise, and to deliver a quality service.

All residents are requested to look after their estate as best they can.



Competitions were held at Gujarat House funday and Shahjalal House funday. The children created posters which reflect on their attitude to keeping their estate clean. They show aspirations to live in an estate that they can be proud of.



Parents!!!

You are responsible for the actions of your children.

Anti-social behaviour seriously inconveniences other tenants it is not acceptable.

You run the risk of losing your tenancy if you do not control anti-social behaviour of your child.

This includes:

- Graffiti
- Vandalism
- Littering of communal areas.
- Noise and criminal damage

As much as we hate them We still feed them!!!

The best way to avoid rat problems is to prevent the infestation. That is, making sure rats don't feel invited or tempted to come into your home, and the best way to keep them out is to rat-proof your house.



Rats love messy rooms. Like mice and other rodents, rats love it when you have a messy room because it gives them more places to hide as they travel from room to room. So, clean your room!

Rats love a dirty kitchen. Rats will eat anything we humans eat, and as consumers of the same food, it's a good idea to keep this food out of their reach. Clean up crumbs, oil, and other remnants of last night's cuisine.



Rats love food that's left out. The best way to prevent rat infestation is to put your food in proper containers, thus eliminating the temptation for rats to come into your home looking for a meal.

Rats don't just hang out in kitchens. Go through your home and find places where you may have dropped food or other edible substances, and vacuum it up.



Rats will infest your home. Rats find plenty of ways to get into your home, and plenty of places to live. Make sure wood piles and garbage containers are a safe distance from the house. Make sure boxes of fabrics are kept on shelves.

New Homes for Sale in Waltham Forest



This is a new development of 27 properties offered for sale on a New Build Homebuy basis by Landmark Housing Association (Family Mosaic). Priority will be given to those in social housing, thus releasing desperately needed housing into which Waltham Forest Council can rehouse families currently in temporary accommodation. For further details, please contact:

Family Mosaic Housing Association
020 7089 1000

Landmark Housing Association
020 7089 1315



Fun Days All Around



North London Muslim Housing Association finds that holding Fundays and Community events encourages residents to get more involved. Tenants get a chance to get to know their neighbours and become more involved in the community. The partnership work between the service providers and residents also helps to build bridges within the community. We encourage all residents to take a leadership role in arranging these events. If you would like to arrange an event for where you live, please contact the Tenant Participation Officer. North London Muslim Housing Association would like to thank all residents that helped out at the events.



Shahjalal House Fun Day

Shahjalal House funday was enjoyed by all, with party games and prizes. Some of the residents helped out for the event by organising the day as well as bringing cooked food. The children were awarded for their posters to keep the estate clean.



Ansar Gardens Fun Day

Ansar Gardens Tenants held the Funday on the estate. Some of the residents cooked food on a BBQ for all to enjoy, whilst others helped out by doing face painting and supervising the children playing party games.



Marconi Road Fun Day

The Marconi Road Tenants funday was a great success with over 100 residents attending the event. Residents lead the way by liaising with local service providers in the area to provide activities for the day. On the funday Streetlife FM provided entertainment and ran competitions. Leyton Orient community project attended and ran kick up competitions for the youth. Face painting and Henna painting were done by residents. And the local Choir also attended to sing some songs.



Gujarat House Eid Party

Gujarat House Tenants celebrated Eid with a party on the estate. Residents helped out at the event by doing the face painting, henna painting, and serving the food. The children were kept entertained by arts and crafts as well as the bouncy castle.



get set for digital

The Government is switching television transmission from the current 'analogue' system to a different one known as 'digital' system from 2012 (although there are fewer properties where the switchover will happen in 2011) Nothing will be switched off before then. However digital signals are already being broadcasted and many of you will already be enjoying the benefits of them.

Q: Do I have to buy another TV to get Digital Pictures?

No the vast majority of existing TVs will work with a digital signal but you will need to get a 'Digital Converter' connected. Unless you have bought a new TV with a Digital Tuner already in it. Every TV you use will have to be connected to a Digital Converter to get a picture after the switch off date.

- Buy a Digital Decoder for access to 'FREEVIEW'. These cost from around £20 and there is no monthly Subscription.
- Cable services such as Virgin Media. Monthly subscription charge will apply.
- Satellite services—SKY. Monthly subscription charges will apply.
- BT Fusion or Tiscali. Monthly subscription charges will apply and coverage may not be available in all areas.

For most people with individual aerials who get good picture at the moment it is likely that they will still get a good digital picture after the switch. Some tenants may have to consider improving their aerials if they do not get a good picture.

For tenants living in blocks with communal TV aerials NLMHA is currently carrying out a review of the systems installed.

For more information

For those who do not have access to the internet you can find out more at Phone Digital UK on **0845 650 50 50**. They are an independent organisation set up to lead the switchover process and ensure that no one gets behind.

New Accompanied Estate Walkabouts—Residents Feedback

One of the ways we are involving tenants in monitoring and shaping services is by undertaking estate inspections with our valued tenants.

All accompanied estate inspections have been completed since July 2007 were a success. The feedback from tenants and staff involved has been fantastic. Tenants told us that this was the first time they had got involved with NLMHA and they found the walkabout really useful and they will continue to be involved.

By meeting tenants face to face and their Housing Officer got to each other reorganised that they shared the same goal of trying to make the estate a nice place to live. By working together sharing ideas about solutions to problems, agreeing priorities and gaining mutual understanding of any constraints a lot can be achieved without a lot of effort and cost.

So why not give it a go?

If you want to get involved now contact Ikbal Hussain or Abbas Ali on **0208 815 4200** and mention you are interested in joining the Estate Walkabout Programme

Major repairs and improvements to NLMHA's housing

The Association as a responsible Landlord aims to maintain the properties it owns in a condition that is fit for purpose.

Fit for purpose means that the properties are maintained to a standard that is legally acceptable, feasible, achievable and appropriate for its stakeholders including most importantly its residents.

The Association has information systems to record all maintenance work carried out to assist in planning and costing future maintenance work. However other influences on how the Association uses its resources include the external environment for example new technology, statutory requirements, positive practice and local knowledge and needs.



Recently all of the Cazenove Rd properties had their fronts painted under the cyclical.

Maintaining the properties includes carrying out the following:

- Responsive or reactive Day to Day repairs, We have three main categories of response times for repairs: Emergency within 24 hours, Urgent within 5 working days, Routine within 28 working days. Large non-urgent repairs are normally programmed.
- Cyclical maintenance for example regular servicing of gas appliances, fire equipment and lifts normally every year.

- Cyclical decorations and associated repairs to the external fabric of your homes and the communal areas normally every five to six years.

Under the planned maintenance program, some older properties have had their windows replaced with double glazing.



- The aim of Planned Maintenance is to replace components or elements of buildings just before the point at which they fail, thus maximising their full life potential. But this does not mean just because the component is 10 years old or has reached the guide lines on it's life span that it must be replaced . Our driver behind this is the stock condition survey which determines if the kitchens, boilers, windows or components etc require replacement.

Examples of some common internal life components:

kitchen life expectancy	20-25 years
Boiler Life expectancy	10 – 15 years
Bath Suite	20 years
Windows	20-30 years



When it comes to changing the kitchen units, tenants have a choice of 3 different kitchen units.

Wherever possible we will involve the tenants concerned in choices, e.g. of colours or types of kitchen fittings, when planning cyclical painting, planned maintenance or property improvement works.

The Association must ensure that it meets its statutory requirements that it takes all reasonable measures to protect the safety of its residents and any other stakeholders when assessing and carrying out maintenance.

Equally the Association must ensure its finite resources are used in the most economic, efficient and effective ways.



Communal security door changes are also done under planned maintenance. Gujarat House has recently had its door changed.

This requires the Association to carry out a continual cost benefit assessment when investing resources including time and money in properties to ensure the costs do not outweigh the benefits of investment. Where the Association believes costs are likely to exceed benefit the Association will look at alternative strategies for the properties. This is the purpose of the Asset Management Strategy.

Satisfaction Survey

We are keen to receive feedback on work carried out recently at your home. If you would like to advise us whether it has been performed to your satisfaction. We enclose a satisfaction survey form along with our business reply envelop with each work order we generate. Please complete the form and send it to us. We analyze the data and use the findings to monitor our contractors performances and quality of works.

The views of our residents on the overall standards of our repairs and maintenance service will be obtained as part of the main Tenant Satisfaction (STATUS) Surveys. NLMHA has a rolling programme of running STATUS on 20% of its property portfolio each year.

Monthly Payments

Some tenants get into arrears because they are not paying NLMHA the correct monthly amounts. They pay NLMHA the equivalent of four weeks rent each month.

To calculate your monthly payment, you should multiply your weekly rent by 52 and then divide by 12. Please call the office if you want to know your correct monthly payment

If making a payment through the bank please make use of the paying in books. If you have made payments that do not show on your rent account and have evidence (e.g. receipts or bank statement) please get in touch with your Housing Officer.

When you get your rent statement please check it carefully to make sure that all payments you have made are shown on it. You can always ask for a copy of your rent statement at any time and this will be posted to you.

Recycle Now
Help save the planet and reduce the effects of climate change.

Hackney residents can recycle these materials*

For more information about recycling in Hackney, please phone Anwar Lohiya on 07890 725 904 or email - anwar@recycleditems.co.uk

*Not all items can be recycled, please check the list of items on the back of the poster.

"The world is beautiful and green, and verily The Creator, be He exalted, has made you His custodians over it, and He sees how you acquit yourselves."
(Prophet Muhammad peace be upon him)

"O children of Adam, beautify yourselves for every act of worship, and eat and drink (freely), but do not waste, for The Creator does not love those who waste."
(Qur'an, 7:31)

"Cleanliness is half of faith."
(Prophet Muhammad peace be upon him)

Hackney Recycle for London

Home Contents insurance that is Shariah compliant

For Muslims that want to take out home insurance



cover Takaful is an alternative insurance cover in which an individual can protect himself against losses that might occur due to a specified misfortune.

Home Takaful?

Home Takaful is a Shariah compliant household insurance policy that can cover your home contents and personal possessions it provides mutual protection to you by contributing into a co-operative pool (Takaful fund) managed through the socially responsible and ethical principles of the Shariah (Islamic Law).

What is Takaful?

An insurance system through which, the participants donate part or all of their contributions, which are used to pay claims for damages suffered by the some of the participants. The fund Manager's role is to manage the insurance operations and invest insurance contributions in line with the Shariah Principles.

For Further Information

HSBC and Ahli United Bank offer home insurance deals that comply with Shariah Law.

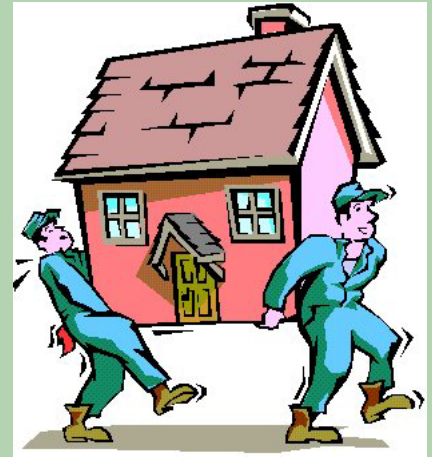
For example, you could contact the HSBC bank for more information or for an application for home Takaful by telephoning the General Insurance Sales Team on **0800 1694 786**

Or email them on:

Amanahfinanceuk@hsbcgroup.com



Moving Homes Made Much Easier



This is the most effective option to help you move. You are entitled to apply for re housing from your local authority. You can request an application pack from them directly. As per nomination agreement (between Housing Associations and Local Authorities). Local Authority receive nomination right of 75% of all true voids and 100% of all new built properties from housing associations. On top of it local authorities have exclusive nomination rights on their own properties. We strongly advise our tenants to register with local Authorities and bid for properties through 'Choice Based Lettings'.

Under Occupation Scheme

These are now available in all the local authority areas in which NLMHA operates and the schemes are as follows:

Hackney

Hackney's Special Project Teams can help you move if your Property is to large for your household. For example. If your children have grown up and left home. You could be entitled to a cash incentive of up to 500 for each room you give up. Please contact them on **020 8496 4197**

Waltham Forest

Waltham Forest work in partnership with three other local authorities which could mean you moving to areas such as Dagenham , Newham or Redbridge. You will need to apply to the London Borough of Waltham Forest's Arms Length Management Organisation (ALMO), Ascham Homes to register. Please contact them on **0208 496 4197**

Newham

Newham gives re-housing priority to tenants prepared to move from property to property larger than they require. There is also a cash incentives and assistance with removal costs. Further information is available on the councils website www.newham.gov.uk or via Newham's Contact Centres **0208 430 4200**

Choice Based Lettings

All the above local authorities operate Choice Based Lettings schemes which enable you to have more choice in the area you want to live in. You can Bid on up to three properties at one time and those with the highest points are selected to view the properties they have made Bids on for more information please contact your local authority.

Look after the Green

All tenants who are fortunate to have a garden, need to keep it clean, tidy and maintained. A clear garden can be ideal for children to play in, to relax in and can be used to entertain guests.

It is the tenants responsibility to look after the garden as stated on the tenancy agreement. Failure to do so means that tenants are in breach of their tenancy. This could result in the association taking action against the tenant.



Staff Movement

Who is going where...

NLMHA welcomes....



Marsha Allen

Marsha started in December 2007 as Assistant Technical Officer.

Useful 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



nationalGrid 0800 111 999
Gas Leaks



Thames Water 0848 920 0800
Water Leak / burst pipes



RG Francis 01245 459 800
Heating / Hot water / Boiler Breakdowns



NLMHA 020 8815 4200
All other out hours repairs

Report your repairs online at **www.nlmha.com** or email **maintenance@nlmha.com**

Other useful information

National Money / Debt Helpline

0808 800 4000

Childline

0800 1111

www.childline.org.uk

Samaritans

0800 776 600

NHS Direct

0845 464748

HomeSwapper

www.homeswapper.co.uk

Domestic Violence Helpline

0808 2000 247

24hr freephone

confidential service



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