



Residents News Update

Summer 2009



HomeSwapper—YOU ASKED → WE DID. See Page 3

In This Issue:



NLMHA have subscribed with HomeSwapper



Advice on rent and benefit entitlement



Resident involvement



What's happening on our estates



Tips on pest control



Updates on how CP12 and how we are performing

EDITORS COMMENTS

Please enjoy the summer edition of our newsletter. After receiving all the feedback from our last edition we have made changes to improve our publication. In this edition we have tips on how to pay the correct rent, boost your income, how we are performing, updates on gas servicing CP12, what is happening in our estates and more. Throughout previous months tenants have shown a keen interest in joining HomeSwap, however due to costs involved they were not able to. Therefore NLMHA have subscribed to this service which our tenants can use free of charge. In this edition of our newsletter I have included tips on how to improve your CV, simply follow the red boxes.



TSA are the new regulators for homes owned by housing associations. They are looking into the

needs and aspirations of both existing and future tenants and residents. TSA are building a detailed understanding of what they want from their housing and landlords. NLMHA tenants were given the opportunity to have their say by filling out questionnaires, which were passed onto the TSA. We had tenants attend the emirates stadium event, regional events, tenants meetings, local community centres and coffee sessions. Over 90 tenants participated. It was also published in our last edition of the our newsletter, so everyone had the opportunity to express their views.



Moving on!



We have been sorry to say farewell to Aman Dalvi OBE, Aman was a founder Board Member of North London Muslim Housing Association (NLMHA) who has contributed enormously to the association.

Aman has spent many years working in the housing sector. And within this time has achieved a great deal. He is a member of the Chartered Institute of Housing. In 2000 Aman was awarded an OBE in the 2000 New Year's Honours list for services to housing. Aman housing career started out at Hackney Council in 1986. In 1993, Aman became chief executive of Ujima Housing Association, which grew under his nine-year leadership from a landlord with 700 properties into an organisation five times that size and a beacon for the black and minority ethnic sector. Ujima won several architectural awards in this period. Aman went on to becoming the Chief Executive at Gateway to London (GTL). GTL is an Inward Investment Agency and its main objectives are to attract investment into the area, to work with existing companies and to market the area generally. Aman has been a great asset to the housing sector and NLMHA, but has now moved on to be corporate director for development and renewal at the London Borough of Tower Hamlets. The staff and Board of Management would like to thank Aman for all his valued contributions to NLMHA and to wish him all the best in the future.



Marsha Allen (Assistant Technical Officer) will be leaving at the beginning Of August to pursue her career within another Housing Association. NLMHA would like to thank Marsha for all her hard work over the last 18 months.



YOU SAID —————> WE DID

Over the past few months a lot of our tenants have shown a keen interest in joining the HomeSwapper website. NLMHA has made it easy for...We are pleased to announce that **we will be subscribing this service** for one year from **1 September 2009** as a trial basis. As a result our tenants will be able to register **free of charge**.

HomeSwapper is the preferred mutual exchange choice for housing associations

HomeSwapper is for social tenants (in rented property) who want a house swap (or flat swap). This is also called mutual exchange. If someone lives in a council house or housing association property then they can swap. As the UK's leading professional mutual exchange service for both RSL's and tenants, HomeSwapper houses the largest community of tenants actively looking to move home. Any landlord can partner the service to enhance their mobility options by offering a free home swap service to their tenants.



2 great reasons to join HomeSwapper:

1. Offer more 'Tenant Choice' – HomeSwapper is a truly national service. Tenants are able to move all across the UK, be it a few meters down the road or right across the UK.
2. Simplicity – HomeSwapper is simple, easy to use and is up and running within days. HomeSwapper excel in innovative software solutions which require little input but deliver maximum output.

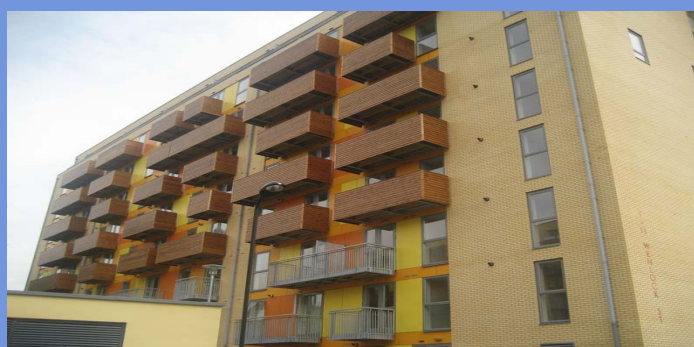
Over 455 landlords who have partnered with HomeSwapper as part of their strategies to offer improved housing options to their tenants.

For more information please contact Ikbal Hussain on: 0208 815 4206



New Development: Wenlock Street

4 family sized units have been developed with Islington and Shoreditch Housing Association.



CV Tip 1



DO- Keep it simple, leave plenty of space.
DON'T- Overuse fonts and colours.



RENT FIRST

Paying your rent is important and should always be your first main priority!

However, anyone can run into difficulties, especially in the current financial climate. The Citizens Advice Bureau can offer help and advice if you are in rent arrears, struggling to pay your rent or are in debt. They can help identify if you are claiming all of the benefits you are entitled to, and can help you budget your income. Whatever your circumstances, it is important that you seek help, advice and support as soon as possible.

For further help and independent financial advice please contact.

Hackney CAB-0208 525 6350

Walthamstow CAB- 0208 988 9620

Newham CAB- 0207 833 4371

Enfield CAB- 0844 826 9712



CV TIP 2



DO– Tailor your CV to the job

DON'T– Lie! You may be asked about your CV at interview

DON'T- Waffle! just keep it simple

BOOST YOUR FINANCES

Because you may not be receiving the right amount...you may be entitled to **MORE MONEY!**

ARE YOU.....

- **On low income or self employed?**
- **On Pension Credit?**
- **Only getting the 25% single person discount?**
- **On disability benefits?**
- **Or do you feel that you are on entitled to more money?**



Housing benefit and council tax credit are there to help people on low income.

FACTS:

- Housing benefit is paid to people with a low income who pay rent.
- Council tax benefit is paid to people with low income who pay council tax..

CHANGE OF CIRCUMSTANCES...INFORM HOUSING BENEFIT AS SOON AS POSSIBLE!

If your circumstances have changed, please remember to tell the Benefits Services immediately. In some cases you may be eligible for an increase in the amount of benefit you receive. If you don't come forward or if you delay telling your benefits services because you maybe receiving the wrong amount of money. Please take action because if they are overpaying you, you will have to pay the money back!

GET IN CONTACT....

Hackney Council: 0208 356 3399
Waltham Forest Council: 0208 496 3000
Newham Council: 0208 430 2000
Enfield Council: 0208 379 1000

WORK WITH...



NLMHA Staff would like to work with our valued tenants and residents to see positive changes. We always welcome feedback and comments.

Be our **EYES & EARS!**

If you know of anyone who is breaching their tenancy you can come forward in complete confidence as our staff will reassure that it will not effect you in anyway.

Examples of this could be:

- Keeping pets
- Subletting
- Benefit Fraud
- Anti Social Behaviour

Low level involvement...that can make a huge difference.

Have a say individually...submit your comments or ideas by writing a letter/email, or by calling in. We value all comments and contributions.

Information to residents...stay in touch by giving feedback on publications and updates.

Questionnaires... influence decisions we make by taking part in our questionnaires or calling in and pass on your views.

Meetings/Surgery...attend meetings that are arranged, even if you don't have any feedback. Your support will be much appreciated.

Form groups....within your estate/area. Bring your ideas together. If you and your group are interested in a particular activity then we will try our very best to support you.

EASTATE WALKABOUT

Join us for a walkabout!

Residents are always welcome to join the housing officer and the tenant participation officer on walkabouts. These are held regularly and you have the opportunity to join them. It gives tenants the ability to let us know anything that is concerning them and also any changes we can make to improve the area that they are living in.

If you would like to join us for an estate walkabout please call our TP Officer on 020 8815 4205. And we will arrange a date and time convenient for you.

By consulting us we will try our very best to tackle any neighbourhood issues and challenges that you may be facing. So lets work together to make positive changes where you live.



CV TIP 3

DO– Use headings in bold or underlined to help the reader find what they want

DO– Use good quality A4 paper

DON'T – Lie! You may be asked about your CV at interview

HEALTH AND FITNESS

In order to promote healthy lifestyles we have been working hard to run programs within estates. Colthurst crescent have had ongoing yoga classes. Shahjalal house have had healthy cooking lessons and a dietician to advice them on healthy cooking tips. Further to this we had 10 tenants participate in a stress management course, which run for 6 weeks. We have worked in partnership with different housing association, partners and the food enterprise in order to run a food co-op within Waltham forest. This involved purchasing a mobile unit which sales fruit and vegetables at a cheaper price. The idea was to have it like an ice cream van. Marconi road estate have weekly visits from the mobile food co-op. This has encouraged more residents to increase their intake of healthy eating as it is literally bought to them at their doorstep.



OUR EASTAT

NEW TENANTS AND RESIDENTS ASSOCIATION

Myddleton grange and Holly street have established their tenant and residents association. Residents associations provide a collective voice for people who live in the same area. Members work together to improve housing and the environment in their neighbourhood and to build a sense of community.



ANNUAL REPORT

This year tenants who participated in photos for our annual report got to take family portrait as an incentives for participating. It was great fun on the eastets, as a lot of tenants got involved.



COURSES

After our last edition we had some tenants who have signed up and completed courses and are now looking for jobs within that field. TP Officer supporting individuals to get signed up with external job agencies. If your interested please contact our TP officer.





FUNDAYS

Fundays are organized throughout our estates. Tenants take leading role and NLMHA work as a catalyst to make it happen. We have various competitions, raffles, activities to cater for the children. Various partners are always invited to all our Fundays; this includes the local police team, fire brigade and other agencies which are selected according to the needs of the majority of the estate. We have these funday's with the slogan of 'meet your neighbours', this in turn encourages social cohesion and enables a sustainable community.



WOMENS GROUP

ES...

Women's group has shown a keen interest in gardening and with summer here it has been the best time to get involved. The group has been working in partnership with wildlife trust who have given them the opportunity to have an allotment opposite their estate to do their gardening. The program has proven to be a great success and has enabled effective community cohesion. It has helped the women's group to expand overtime as many have shown a keen interest to be part of the group. They took leading role in organizing a barbeque. They invited people from various communities and established groups from different areas. The main purpose was to show the outcome of their successful group and project. Everyone had an excellent time and by having this event it has built the interest of many to get involved and care for the environment they are living in. This successful event was published on the Hackney Gazette.



There are times were you need to fill in a resident satisfaction questionnaire, for example when you have a repair done or if you have been to a resident involve-

ment event. These forms are very important, because we monitor the services we provide, and how well

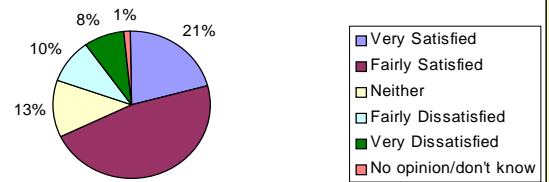
you, the resident, think we are doing. Your answers help us to understand what you really think and what we can do to improve.



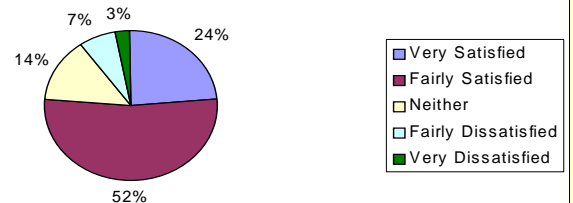
It means that every single resident has an influence on the services we deliver. We also compare how we are doing with similar housing associations. The charts show how we are doing. The surveys were carried out by Faith In The Future (FITF).

FITF was chosen as an independent organisation to carry out the surveys, as it is an established organisation in the tenant participation and regeneration sector of social housing.

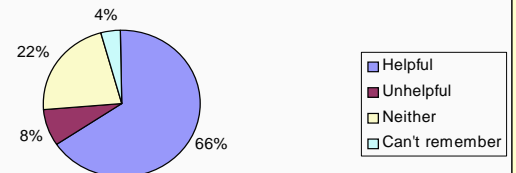
Overall satisfaction with repairs and maintenance



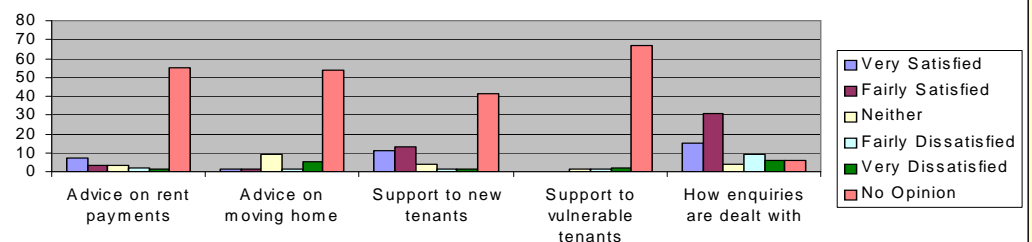
Overall satisfaction of services from Association



How helpful are the staff



Satisfaction of services provided by the Association



Anti social behaviour encourages rats!!!



- Did you know anti social behaviour includes letting your garden become overgrown and untidy?
- And did you know that this is what attracts rats and mice that could come into your home?....And your neighbours homes?
- Did you know the serious diseases they carry if you, your family or neighbours become infected?

That's why NLMHA expects you to keep your garden well maintained and tidy. If you don't you are in breach of your tenancy, and you are committing anti social behaviour. So don't let your garden get to that stage. By not looking after your gardens and your properties you are increasing the risk of inviting rats and mice to come live with you!



100% CP12 ACHIEVED BY NLMHA



North London Muslim Housing Association have achieved 100% performance on ensuring all gas appliances in our properties has been tested, maintained and in safe working order. We have achieved our intended target and we are extremely proud of this achievement!

We would like to thank all our Residents and Contractors who have supported us in delivering this important service and we would particularly thank RG Francis, who carries out Gas Servicing in all our properties.



Ibrahim Khan, Technical officer also added *“We couldn’t have achieved this without the help and support of our residents. Let’s keep on working together and maintain this great achievement”*.

So thank you for your support!... However, it is vital that we maintain these high levels of services, and we would ask for your co-operation by always allowing our engineers access to carry out the service. It is essential for your safety to have your gas boiler tested every year, as we as a housing association are required to do so. It will also ensure that your boiler is working efficiently and therefore more cost effectively, so keeping your energy bills as low as possible. All these checks are only to look after our valued tenants.



TIPS ON PEST CONTROL!



A lot of homes are having a headache with regards to house pests such as rats, cockroaches, house flies and even ants. Many might have thought of using insecticides but eventually have given up using them because it is hazardous to human health especially to infants. Well, you can use some of these following tips for you to control the problems brought about by these pests.



- For House Flies— make sure your rubbish bags and cans are properly sealed. And when you chuck your rubbish out it is disposed in big bins with lids on, and not just left on the side.
- For Rodents such as rats and mice, make sure to seal all the possible passages of rats/mice. Never ever leave any food leftovers for these are the targets for them. They have sharp smelling sense so it is also possible to set a trap for them.
- For Ants, seal all of their entrances like cracks on the walls of the house. Place foods on plastic containers with snap-on lids. Maintain the cleanliness of rubbish cans. Warm water or water with soap is the best thing to use as spray to the ant's dwelling place.

***To limit the risk of ALL pests and infestation you must:**

- Cover food or store in pest proof containers
- Spillages should be promptly removed
- Place rubbish in bins, making sure any rubbish that has fallen out is picked up.



NLMHA do not take responsibility for any pests infestation, unless a separate charge has been agreed alternatively please contact your local council for further support.

NOTICE BOARD

Myddleton grange

yoga every Wednesday between 7pm-8pm

Women's group

Gardening club every Fridays between 1pm-3pm

Shahjalal house

Healthy eating sessions every Fridays 10am-12pm

Exercise every Tuesdays between 1pm-3pm

ESOL classes (time yet to be conformed)

Marconi road

Food co op every Thursday between 9.45am-10.30am

Ambleside Close

Centre Based Food co-op in Waltham Forest Community Centre on Mondays between 1.45pm-2.30pm

Hackney tenants

Housing surgery Tuesdays at the beginning of every month between 2pm-4pm in North London Muslim Community Centre.

Estate walkabouts

Please call and arrange an appointment with our TP officer or our Housing Officer.

If you would like to organise programs and activities on your eastets please get in touch.

If you have any further questions regarding any of the above programs please get into contact with Sajna Begum on 0208 815 4205.

NLMHA: Are planning to move offices by the end of the year. We will notify you before the move.

CV TIP 4

DO - Use a word processor package, as you may need to email your CV and looks more professional.

DO - Write a detailed cover letter to accompany your CV . Which you should tailor according to the job you are applying for.

FINALLY, double and triple check for spelling and grammar!



Get in touch with our TP Officer and organise programs activities on your estate.

Contact Sajna Begum on 0208 815 4205.

NEW NAME AND LOGO!

In our last edition of NLMHA newsletter we had a competition for tenants to help redesign our logo and name for future editions for our publications.

It was very hard for our judges to select the winner as we had a excellent response rate, with very good ideas. NLMHA would like to say thank you to everyone who participated.

The winners for the competition are Rahila Aboobaker and Ashiya Ahmed. Well done and congratulations. As you can see we have used your logo in this edition and will do so in future publications!



OUR NEWSletter LOGO.....



RAFFLE!RAFFLE!

"You say.....we will listen"

If you need a repair done to your home, one of our contractors will make a visit to fix it.

When they have finished, they will ask you to fill in a customer satisfaction form.

The information you give us will help us to look at how we are providing our services and where we might change them to improve our services.

So have your say and we will listen. And if you fill in the form at the time, or send it to us soon after, you will be entered in our raffle draw. You can win **£25** cash just by filling out the forms.

Congratulations to this terms winners:

Mr Monir Miah

Ms Huriye Omer

Mr Saluddin Malji

Mrs reyhan Kuran

Thank you for your feedback.



Are you interested in doing a course for absolutely **FREE!**

You can do Childcare, Management, Customer Services, Health and Social care. We will work in partnership with FITF to support you throughout your course. And help you find a job after completing the course.

FREE NVQ COURSES

THIS CAN BE THE
BEGINNING
TO SOMETHING NEW.



IF YOU ARE INTERESTED PLEASE GET IN CONTACT WITH OUR TENANT PARTICIATION OFFICER SAJNA- 0208 815 4205.

Your Contacts at NLMHA

Maintenance

Maintenance: 020 8815 4211 / Ibrahim Khan: 020 8815 4212

Rents

Amanda Hunt: 020 8815 4208

Tenants Participation

Sajna Begum: 020 8815 4205

Estate Issues / Antisocial Behaviour

Ikbal Hussain: 020 8815 4206

Transfer / Mutual Exchange or any other housing queries
020 8815 4206

For all other inquiries please call NLMHA Reception on **020 8815 4200**

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 4647

HomeSwapper

www.homeswapper.co.uk

Domestic Violence Helpline

0808 2000 247

24hr freephone

confidential service



North London Muslim Housing Association

 **62 Cazenove Road, Stoke Newington, London N16 6BJ**



Tel: 020 8815 4200



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