



Residents News Update

Winter 2009



Your housing association is on the move...

In This Issue:



New Office Address



Compliments and Complaints



Repairing Responsibility



Different levels of involvement



Festive Opening Hours



Festive Fire Tips

EDITORS COMMENTS

Please enjoy the winter edition of our newsletter. With the support of our tenants we have made changes to our newsletter. In this edition we have tips on fire safety tips during the festive season, different levels you can get involved with your housing association, updated information on the TSA, repairing responsibilities, and how you can help us improve our services by giving us feedback whether it be positive or negative. Please note we are moving offices on Friday 11th December 2009 our contact telephone and fax number will remain the same, however our address will change.



Many of you were involved in the National Conversation which took place in March, where you dis-

cussed your views on setting standards for housing associations. The Tenant Services Authority (TSA) have pulled the responses from tenants and landlords together, and have published a document which outlines their proposed standards for how housing associations should be regulated.

The list below shows that tenant's priorities are:

- Repairs and maintenance
- Health and safety
- Security in their neighbourhood
- Keeping tenants informed
- Dealing with compliant

Tenants proposed national standards focused on:

- The service offered to tenants
- Tenant empowerment and involvement
- The tenancy agreements
- Governance
- Visibility
- Value for money

To find out more updated information about the new TSA regulators, please visit their website on www.tenantservicesauthority.org

HomeSwapper

Want to swap your home?

HomeSwapper is for social tenants (in rented properties) who want a house swap (or flat swap). This is also called a mutual exchange. If you live in a council house or housing association property you can swap.

Checkout the HomeSwapper website on www.homeswapper.co.uk. As a North London Muslim Housing Association tenant, you can register with the service for free of charge, as we have paid on behalf of our costumers. With this service you have the choice of 134,808 properties to swap with. If you need further insistence please call our housing officer Ikbal on 020 8815 4206.

NEW WEBSITE PLANS

Our website is beginning to look abit outdated. We have had feedback from our focus panel, stating that information is difficult to retrieve and our website only offers basic online services. So we have decided to update our website. We would like to ask for tenants to contribute, by telling us what you would like on our new website. Please get in contact with our TP Officer by calling her on 020 8815 4205 or send her an email on sajna@nlmha.com. The closing date for this be on Monday 4th January 2010.

YOUR LIFE IS AT RISK– Get you CP12- gas servicing upto date.

Don't forget that having your gas boiler serviced is essential. If you need to make an appointment, rearrange the date or time of your gas servicing please get in contact with RG Francis on 01245 459 800





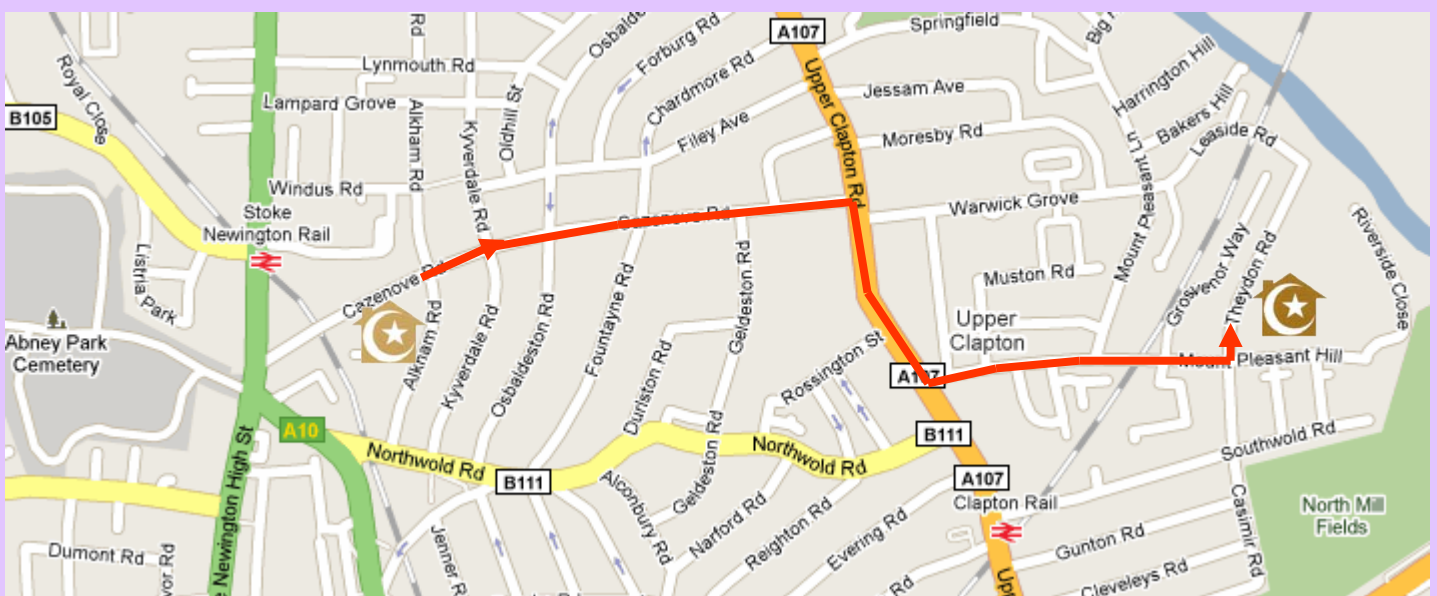
We are moving to the new office on 11th December 2009:

**15B - 15C Urban Hive
Theydon Road
Upper Clapton
LONDON
E5 9BQ**

Telephone: 0208 815 4200

Fax: 0208 806 6854

www.nlmha.com



COMPLIMENTS

Our team in North London Muslim Housing Association are dedicated professionals who take pride in the work they do to provide affordable housing and help build sustainable communities. Our aim is to provide high quality service to facilitate the needs of our tenants and to regenerate our communities. We are here to listen to your views and would like to work in partnership with you.

If you have received a good service from our team, why not notify us by simply calling in, dropping us an email or a quick letter. Compliments always help boost our moral and encourage us to continue good work. It will also help us to build on our success and improve our service delivery.



“I am 100% happy with the housing association. They care about their tenants and go out their way to provide an excellent service. I am very pleased with the staff as they are all very helpful, friendly, and respectable. From experience, they have always advised and supported me throughout any problems that I have had.

I would like take this opportunity to thank all the staff in NLMHA for all their hard work and support I have received.”

Mr Razak Shaikh

STATUS SURVEYS

Every year we carry out surveys on 20% of our properties. We use the national questionnaire called STATUS. We carry out these surveys every year to measure how well we are doing at providing services that you are happy with and identify where we need to improve. If you have been selected to take part in this years STATUS survey please do co operate as your feedback and co-operation will be much appreciated.



On Behalf of NLMHA,
Bilal Batha from Faith In
The Future will be carrying
out our surveys.

If you have any queries
please contact Sajna di-
rectly on
0208 815 4205.

Become a Mystery Shopper

Do you want to be a mystery shopper?

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

What is mystery shopping?

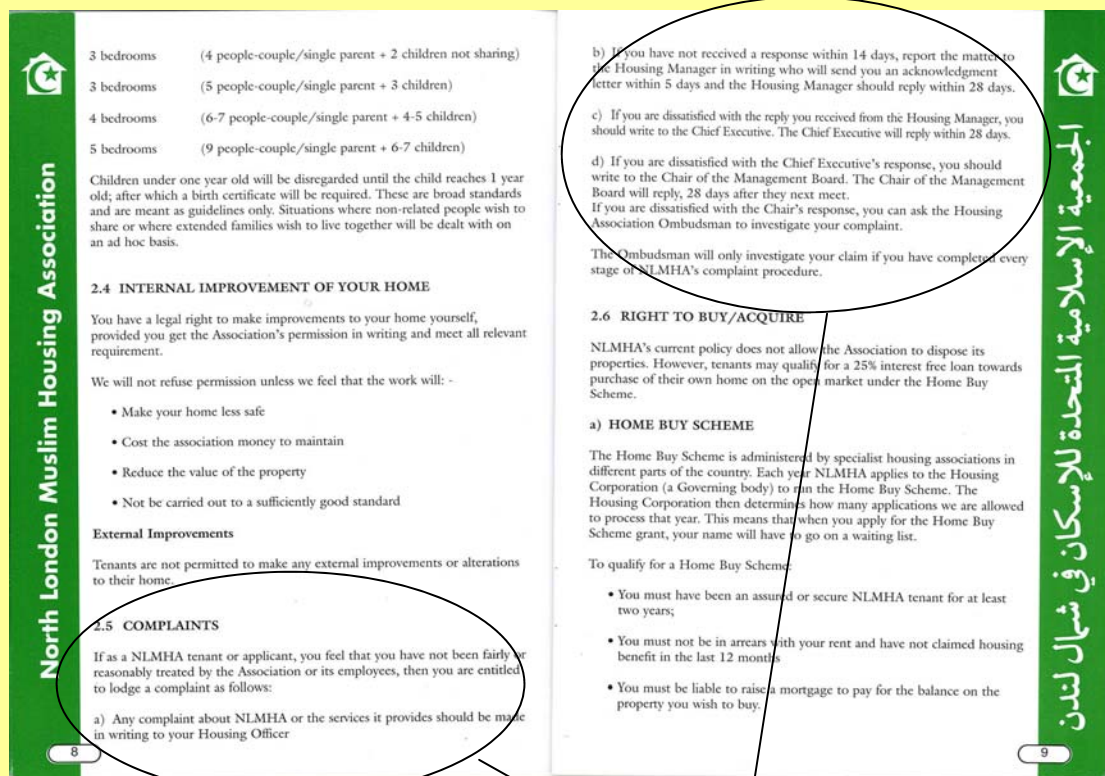
This where tenants test our services by, phoning us or visiting our offices and then giving us feedback of the service they received.

How to join?

Simply contact our TP Officer Sajna on 0208 815 4205 or email her sajna@nlmha.com and she will guide & support you through the whole program.

COMPLAINTS

We also look at complaints in a positive way. We take it on as a tool to learn from. We would like to rectify any shortcomings and avoid it from happening again. Please follow your tenants handbook.



2.5 COMPLAINTS

If as a NLMHA tenant or applicant, you feel that you have not been fairly or reasonably treated by the Association or its employees, then you are entitled to lodge a complaint as follows:

- Any complaint about NLMHA or the services it provides should be made in writing to your Housing Officer.
- If you have not received a response within 14 days, report the matter to the Housing Manager in writing who will send you an acknowledgment letter within 5 days and the Housing Manager should reply within 28 days.
- If you are dissatisfied with the reply you received than) the Housing Manager, you should write to the Chief Executive. The Chief Executive will reply within 28 days.
- If you are dissatisfied with the Chief Executive's response, you should write to the Chair of the Management Board. The Chair of the Management Board will reply, 28 days after they next meet.

If you are dissatisfied with the Chair's response, you can ask the Housing Association Ombudsman to investigate your complaint. The Ombudsman will only investigate your claim if you have completed every stage of NLMHA's complaint procedure.

Tenants involvement

As your landlord, North London Muslim Housing Association are interested in your views. We need your views to improve our services and the environment around our properties. This leaflet describes ways in which you can make your voice count and become a tenant. Our involvement with you goes beyond just keeping you informed and consulting you from time to time. We want to involve you in decision-making on their housing and their environment. If you are interested in any of the options we offer, please contact us by calling Sajna on 0208 815 4205 or by email on sajna@nlmha.org.uk



Low Level Involvement

Have a say individually.....submit your comment or ideas by writing an email, or by personally contacting our TP Officer. We value all comments and contributions.

Information to residents.....staying in touch with progress around NLMHA by reading your newsletter, annual reports and our website.

Surveys and Questionnaires... influence decisions we make by taking part in our surveys and questionnaires that are given to you from time to time.

Surgeries....from time to time we organize open surgeries in your area. Come along and give us your views at our surgeries. We will publicize dates in your estate and send out personalized letters.

Website.....use NLMHA website to get updated information. Our website is currently under construction and therefore we are looking to make improvements in order for you to benefit from it as much as possible.

Informal groups and meetings.....have informal meetings or create a group with your neighbours and inform us with what you would like as a whole. This will give you the sense of ownership and tell us changes that you would like to see.

Attend meeting.....from time to time meetings are arranged for residents. Come and voice your ideas and issues. If you do not have these meetings in your area and would like to, speak to our TP Officer who will try her very best to arrange this for you. She will also invite relevant officers to this meeting so you can discuss any concerns.

Medium Level Involvement

Resident's voices.....be a voice for your estate. If you live in an area where there is no local tenant group, you can work towards establishing one.

Estate inspections.....work with your TP Officer to inspect your local area and identify any issues.

Area based Tenants and Residents Involvement.....be involved by voicing any ideas and expressing your views. If you have any set up why not work towards establishing one. They are incredible. Contact our TP Officer for more information and support.

Neighbourhood Agreements.....work with your TP Officer to set service standards for your local area and to help you to shape and review our policies and procedures.

Fundays/ Activities/ Training.....meet with other tenants from these sessions organized for you to discuss your views, organized and would like to, please contact our TP Officer to work towards it.

Mystery Shoppers.....be trained as a mystery shopper to work and help us to improve our service.

at on different levels

eed to know what you think so that our ideas, plans and range of services can match your needs.
ctively involved in the decisions affecting your home and the area where you live.

to time. Our aim is to work together in partnership so that all residents can feel part of the deci-
of different levels of involvement, Please get in contact with our Tenant Participation Officer by
y emailing her on sajna@nlmha.com



Involvement

your estate, block or street. If you
al resident association, why not

r Housing Officer or TP Officer to
or report any issues.

Meetings.....attend these and get
pressing your views. If you don't
rds setting one up. The benefits
er for more information and sup-

k with us to set and agree to local
. Work in partnership with us to
cedures.

et your neighbours by benefiting
ou. If you don't have anything or-
ntact our TP Officer and we will try

a mystery shopper to test how we
vice delivery to you.

High Level Involvement

Focus group.....-Work with us to shape and review our policies and procedures. Also to improve the way we communicate with you via newsletters and other NLMHA communications.

Tenants and Residents Association.....Nominate oneself to be a designated member. You will receive full training and support by our TP Officer. Alternatively attend and join the committee, that way you will be contributing towards decisions made.

Tenants Representative on the board.....nominate yourself if you are interested to work with our board of management. This position is open to all tenants. The board of management has overall responsibility for NLMHA and meets regularly to decide on strategic and policy issues.

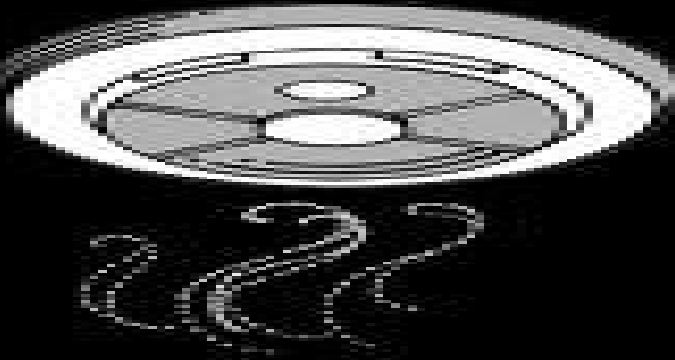
1-2-1 Contributions..... Contact our TP Officer to discuss any resident involvement ideas you may have. She will ensure that she will do her very best to take on all your ideas and implement it in the area you live in. Your contributions are valued very much so please do come forward.



Festive Fire Safety Tips

Government figures reveal there are more deaths from accidental house fires during festive periods than the equivalent period for any other time of year in England. Children and the elderly are particularly vulnerable to accidental fires in the home, which is why we are reminding people to take extra care over the festive season to ensure that their families and loved ones are protected from fire.

- **Never place candles near your furnishings or christmas tree.** Don't leave them burning unattended.
- **Decorations can burn easily - don't attach them to lights or heaters.**
- **Make sure your family and visitors staying for the festive period know what to do in an emergency. Make a fire escape plan.**
- **Never overload electrical sockets. Take special care with lights. Always switch decoration lights off and unplug them before you go to bed.**
- **If you are planning to celebrate with fireworks, store them in a metal box, read the instructions, never go back to a lit firework and keep a bucket of water nearby.**
- **Keep candles, lighters and matches out of the reach of children.**
- **Celebrate your festivals safely. The risk of accidents, especially in the kitchen, is greater.**
- **Most fires start in the kitchen - never leave a cooker unattended.**
- **Make sure cigarettes are completely extinguished before going to bed.**
- **Check the battery in your smoke alarm every week and use the festive period as an excuse and reminder to clean it and remove dust.**
- **Take time to check on elderly relatives and neighbours- make sure they are fire safe.**
- **Check your lights on your decorations in particular christmas tree lights. Make sure they conform to the British Standard. Always use a residual current device (safety device that can save lives by instantly switching off the power) on outdoor electrical equipment.**



SMOKE ALARMS

Some smoke detectors are fitted to give an early warning of fire so every occupant has the opportunity to escape the property safely. However you do need to ensure that these are working correctly and we would like to ask you to test these regularly. It is also advisable to clean them on a regular basis to prevent a build up of dust which could affect their reliability. Most alarms are hard wired which means that they are powered by a mains electricity supply. These alarms have a battery back up and it is advisable to test these occasionally.

The best way to do this is to turn off the power and then test the alarm or do a test during a power cut providing it is safe to do so. If the alarm starts to bleep or appears to be faulty in any way please get in contact with the London Fire Brigade by:

- Calling free on 0800 028 44 28
- Emailing smokealarms@london-fire.gov.uk
- Faxing 020 8536 5913

If your property does not have a smoke alarm we strongly advise you to book an appointment and get it fitted in for free of charge.

I hope that this message will be treated with the highest priority due to the risk to life and property.



How you can INSURE peace of mind?

Have you thought about arranging home contents insurance? Contents insurance can protect your furniture, belongings and decorations against theft, fire, vandalism, burst pipes and other household risks.

The 'My Home' scheme provides low cost, pay-as-you-go home insurance and is backed by the National Housing Federation (the body that represents housing associations).

If you would like more information or are interested in applying for 'My Home' contents insurance, please call 'My Home' on 0845 337 2463.

NLMHA are not responsible for insuring the contents of your home, but we strongly recommend that you take out insurance to protect your valued possession. This is stated in your tenancy document.



REPAIRING RESPONSIBILITY

As your landlord we are responsible for carrying out general repairs within your home also you have a responsibility to carry out certain repairs that do not qualify as a repair from your Landlord. Below is listed some of repairs the resident is responsible for:

All internal decorations:

- Internal Blockages to sinks basins and toilets
- Internal Door latches and door handles, inc door hinges.
- Easing and adjusting internal doors.
- Cleaning of extractor fan casings.
- Broken or damaged glazing (*unless caused by others and reported as a crime*)
- Bleeding & venting of radiators.
- Replacement of tube lights, bulbs and diffusers, inc shaver light bulbs.
- Sink and Basin plugs.
- Toilet Seats
- Loss of property Keys (*unless caused by others and reported as a crime*)



The Association provides three categories of repairing services to our residents as listed below.

Responsive Maintenance

This is the main service resident's use on a day to day basis for reporting repairs required with their home which can be categorized under the following headings.

- Plumbing
- Roofing
- Tiling
- Electrics
- Heating
- Gas Works
- Plastering
- Carpentry
- Guttering



This work is unplanned and responsive repair work is never simple to deal with for the very reason that it is unplanned, especially if it occurs outside normal working hours, therefore the association provides a 24 Hour service for emergency repairs.

Planned Maintenance

All major components within your home such as kitchens, bathroom suites and windows have a life expectancy and the association maintains its homes for major replacements items such as these under what is called the Planned Maintenance Programme.

We assess when these items due for replacement according to their age and condition. For example if a kitchen has 15 years life expectancy, this does not necessarily mean the association has to change this kitchen when it is 15 years old. All Planned items due for replacement are based on individual factors that is assessed under an inspection carried out by our Technical Staff.



Cyclical Program

This service is provided on a 5-7 year cycle, which means we decorate the external areas of your home, which include window frames and doors (*front door and rear garden door, but not the internal side of the door*). This may include garden fence repairs and communal area repairs as well. The residents are provided a choice of 5 Colours to choose from for their front doors.

New Development– Gosse Court. NLMHA have worked with A2 Dominion in securing 18 newly developed properties at Downham road in Hackney.



NEW STAFF.

Congratulations to Sadique Ali. He joined NLMHA as a trainee and has successfully secured his position as Assistant Technical Officer.



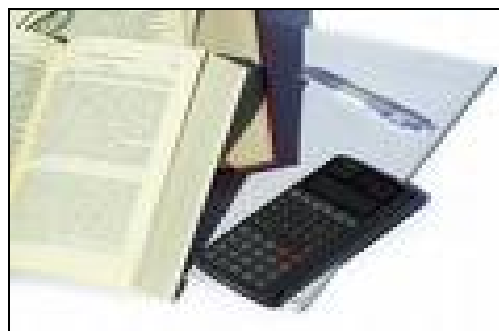
Are you interested in doing a course for absolutely **FREE!**

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

FREE NVQ COURSES

THIS CAN BE THE BEGINNING TO SOMETHING NEW.

Take this opportunity, as many have already done so.



IF YOU ARE INTERESTED PLEASE GET IN CONTACT WITH OUR TP OFFICER SAJNA on 0208 815 4205

CHRISTMAS OPENING HOURS

Christmas Eve Thursday 24th December 2009- 9.30-1.00pm

Christmas day 25th December 2009- CLOSED

28th-31st December 2009- CLOSED

New years day 1st January 2010- CLOSED

4th January 2010- RE-OPEN.

Your Contacts at NLMHA

Maintenance

Sadique Ali: 020 8815 4219 / 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 4200

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



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 **Tel: 020 8815 4200**

 **info@nlmha.com**

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