



# Residents' News Update

Autumn 2019



**Bringing our generations together**

Intergenerational programmes to strengthen our community cohesion

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## Our Vision:

To make a positive difference to our residents' lives through the provision of quality and affordable homes to those who are in need.



## Our Mission:

To provide quality homes and services, strengthen and build communities, and improve the lives of our residents.



## Check your alarms

Our properties are fitted with smoke, heat and carbon monoxide detectors.

Please check them regularly and let us know if your home does not have all these alarms.



## Give us access

When you order a repair, or when we need to carry out the annual gas safety checks at your home, you must give us access at the appointment time agreed.

If you fail to give us access – especially for gas checks – you are breaking your tenancy agreement. We may have to take legal action.

If you cannot be at home at the time given for your appointment, please call to change it, giving plenty of notice.



## Don't dump large items on our estates

We are not responsible for getting rid of large pieces of furniture, old fridges and cookers, or any other bulky items you no longer want.

Please contact your council to find out about their bulky waste collections (see back page).

If you dump your items, we have to pay private contractors to come and remove them. The cost of this is added to everyone's service charge.

If you see someone else dumping rubbish, please phone us.

# Why we all need to take exercise

Experts agree that we need exercise to stay physically and mentally healthy.

Exercise can:

- make you feel happier
- help you lose weight
- boost your muscles and bones
- increase your energy levels
- help you sleep better
- reduce the risk of major illness, and
- help your memory.

If you take little or no exercise, you are at much higher risk of:

- heart attacks and strokes
- type 2 diabetes



- colon cancer
- breast cancer
- osteoarthritis and hip fractures
- falls (older adults)

- depression, and
- dementia.

We need two sorts of exercise:

- aerobic activity – such as cycling, brisk walking, running, sports, and
- strength-building – to build our leg, arm and core body muscles.

How much of each sort of exercise you need depends on your age. For more advice from the NHS, go online to: [www.nhs.uk/live-well/exercise](http://www.nhs.uk/live-well/exercise)

## Pay your rent on time and in full

**You must pay your rent on time and in advance, or we will have to take action. You could lose your home.**

Universal Credit is paid monthly, so we have asked you to increase the credit in your rent account until you are a month in advance. Please do this before you are moved to Universal Credit. In addition:

- If you're having problems, tell us immediately, so we can help.
- Make sure we have up-to-date contact details, so we don't go straight to legal action.
- Call us if you fall behind with a repayment arrangement. We can still help you to catch up.
- Make an appointment if you want to use our computers to apply for benefits.
- Ask for our advice if you're

affected by the bedroom tax or the benefit cap.

- If your benefits are currently sanctioned and you are struggling because your rent has not been paid, we can help you access food banks in your area.
- If you keep your account in credit, you are automatically entered for our regular prize draw.

## Welcome to our new residents

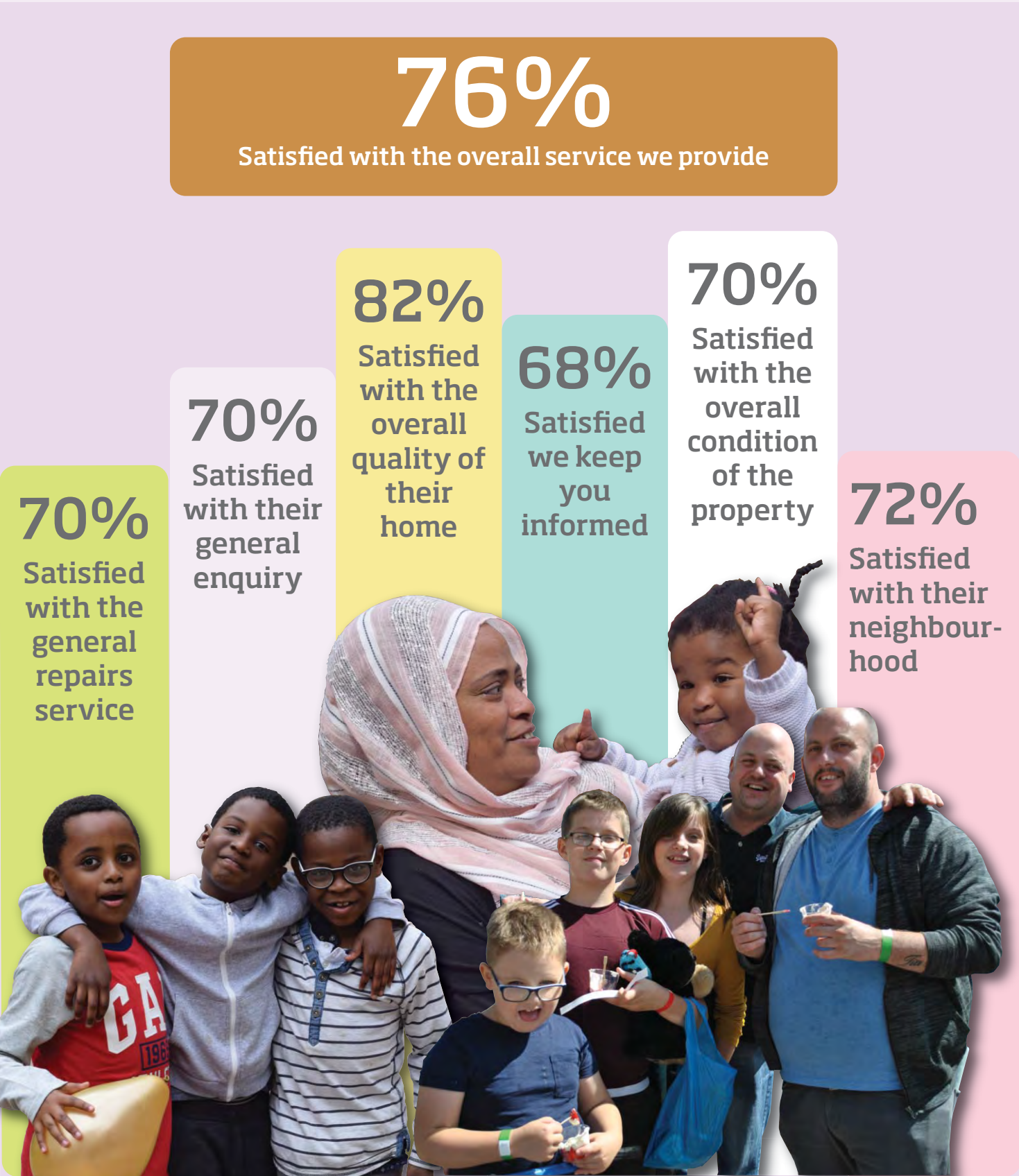
We have now taken handover of 42 newly-built homes for social rent and shared ownership, at Leven Wharf in Poplar, E14.





# Satisfaction with our services

Our rolling programme of Star resident surveys gives us a good picture of your satisfaction with our services and helps us to plan improvements.



# Your health and wellbeing



At NLMHA, we're keen to promote your health and wellbeing as part of our work in your communities.

We want to encourage our residents to take up healthier lifestyles, so we are supporting and starting various groups in your neighbourhoods.

### Tai Chi

We recently started Tai Chi classes at North London Muslim Community Centre, which is at 66-68 Cazenove Road in N16.

We are working with Lucia Ring-Watkins, a professional tutor, who studied Tai Chi full time at the Wudang San Feng school in China.

To find out more about our health and wellbeing projects, call Sajna on 020 8815 4205, or email [sajna@nlmha.com](mailto:sajna@nlmha.com)



# Apprenticeship opportunities

North London Muslim Housing Association is working with Aston Group to refer residents to training and employment schemes.

An apprenticeship offers the chance to gain real skills while on the job.

With Aston Group your apprenticeship could be in one of the construction trades, or in

a related trade such as quantity surveying or health and safety.

Alternatively, it could be office-based, covering an area such as administration, finance or information technology.

To find out more about this scheme and how to apply, call Sajna Begum at NLMHA on 020 8815 4205.

### CASE STUDY: Gemma Lake, 19 Administration Apprentice

Gemma Lake is doing her apprenticeship with Aston Group.

She says: "When I found out I got the business admin job, I came into the office and had an induction carried out, as well as meeting my team. I have been allocated a mentor/

buddy who will be guiding me throughout the apprenticeship programme. As well as my mentor, everyone else in the office makes me feel welcome and they assist me with day-to-day office tasks.

"I decided to choose a business apprenticeship because I wanted to gain more knowledge and add more qualifications to my name.

"I have worked in many jobs before, but this is my first office job."





# Engaging with our residents

## Easter Fun Day at Finsbury Grange

We laid on a Fun Day for residents at Finsbury Grange, during the Easter school holiday.

The event was a great success, as residents enjoyed discussing future projects.

Our outreach work at Finsbury Grange has helped us plan our future projects with resident input.

The main focus will be around academic support and mentoring for young residents.



## Residents share their Eid celebration at Colthurst Crescent

Residents at Colthurst Crescent in Finsbury Park took the lead in organising an Eid event for the whole community.

It was a great opportunity for residents who celebrate Eid to share their religious beliefs and cultural practices with other members of the community.

Local councillor, Clare Potter, was invited to meet with the residents and enjoyed celebrating Eid with them. Other local service providers also took part.

Councillor Potter is pictured in the centre of the back row.



## Home Seekers Open Day

Tower Hamlets Home Seekers held its latest Open Day for local residents on 19 June 2019.

More than 130 local households took part in the Open Day – including some of our residents.

Tower Hamlets Home Seekers (THHS) is a partnership with the Council and 19 housing associations, including NLMHA, that own properties in the borough. It holds the common housing register and runs the choice-based letting scheme for Tower Hamlets.

Open days are designed to give residents the chance to get



advice about their tenancy types and their rehousing options.

There was information on hand about using the THHS bidding system, making mutual exchanges and becoming a shared owner. Other services were available to offer advice about welfare reform and where to go for more specialist help.



The next Open Day is planned for 27 Feb 2020 in Vallance Rd, E1, between 3pm and 7pm.

## Coffee and a chat at Cazenove Road

We've been holding monthly coffee mornings with our new sheltered accommodation residents, since we took over the Cazenove Road scheme in Hackney in October 2018.

The 12 flats we bought from Metropolitan Housing are home to residents aged 55+ and the coffee mornings aim to help people get to know each other better.

Our new residents told us:

"My block was recently taken over by NLMHA from another housing association. Residents have seen and felt a positive, caring attitude towards their complex housing needs from the staff. We have had good communications from our Housing Officer. I think NLMHA is an excellent social housing provider." Mrs Binns



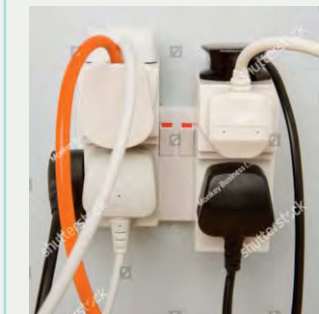
"Staff are brilliant. All repairs are dealt with immediate effect. NLMHA contractors are friendly, polite and rectify the repairs in good hands. I am pleased with NLMHA." Peter McGillicuddy

"I am very happy with the service and cannot thank enough." Margaret Owusu



# Preventing fires in your home

A recent fire in an NLMHA home was caused by an overheating charger. Avoid fires in your home, by following the advice on this page.



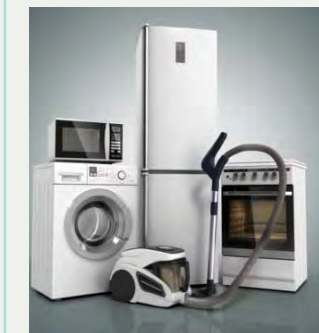
**DON'T**  
overload  
sockets



**DO**  
regularly check  
for worn or  
frayed wires



**DO**  
unplug  
appliances  
when not in use



**DO**  
keep appliances  
clean and in  
good working  
order



**DO**  
fully unwind  
extension  
cables prior to  
use

## Other safety recommendations

- Make sure you follow instructions for all electrical devices and that you use the correct chargers, as set out in the manufacturer's guidance. If you use the wrong charger, the internal battery won't be able to handle a different voltage and it could catch fire.
- Stop using a charger if you suspect that it is faulty or fake.
- Do not use a charger if you have to force it into the wall socket, and don't use it on an extension lead.
- Follow the manufacturer's instructions on how long to charge a product.
- Always buy from a shop you know and trust, an approved retailer or direct from the manufacturer of the same name as the device.
- Be aware that when left plugged in overnight, phone chargers can overheat and cause fires.
- Particular fire risks are phones left charging on soft furnishings and covering a phone while it's charging.

## Board member needed

We want to recruit a new Tenant Board member.

As a Board member, you share responsibility for leading our organisation strategically. You would also bring a tenant view to the heart of our work.

You would need to be able to attend four meetings a year and other training and events.

If you are interested in joining our board, please contact [sajna@nlmha.com](mailto:sajna@nlmha.com)

# Repairs: who does what?

Repairs to the structure of the building and the main services to your home are our responsibility. But you are responsible for doing many small jobs - as the table below shows.

Repair area	Item needing repair	Us	You
Kitchens	Cookers, fridges, appliances		✓
	Kitchen units & worktops, sink	✓	
	Sink plugs, tap washers		✓
	Blocked sink, blocked drain (if caused by you)		✓
	Other leaks	✓	
Bathrooms	Wall tiling	✓	
	Ventilation fan	✓	
	Baths and basins	✓	
	Showers (unless fitted by you)	✓	
	Wall tiling	✓	
Heating	Ventilation fan	✓	
	Fittings such as: toilet seats, cabinets, mirrors, shower curtains, unheated towel rails, plugs, washers and chains		✓
	Other leaks	✓	
	Blocked sink or toilet		✓
	Gas boiler – servicing/breakdown	✓	
Decorations	Other heating or hot water system	✓	
	Resetting pilot lights		✓
	Bleeding radiators		✓
Electrics	Internal doors, windows, walls		✓
	External doors, windows, walls	✓	
	Switches and sockets	✓	
	Lightbulbs, fluorescent tubes, fuses		✓
	Changing batteries on smoke/Carbon Monoxide detectors.		✓



Please be aware that if you call out a contractor for a work order that is your responsibility, we may charge the cost to you.



Repair area	Item needing repair	Us	You
Electrics	Landline phone points, TV aerial points (unless communal)		✓
Doors/ windows	Doors and doorframes	✓	
	Adjusting doors for carpets		✓
	Door furniture, such as: locks, bells, letterboxes, draught excluders		✓
	Keys to block and flat, gaining entry if locked out		✓
	Windows, window frames, cills, sash cords, catches	✓	
	Curtain rails, curtains, blinds		✓
	Broken window glass		✓
Floors	Floorboards	✓	
	Carpets/floorcoverings		✓
Walls/ceiling	Major damage to plaster	✓	
	Minor cracks		✓
Other inside	Internal stairs	✓	
	Shelves, coat hooks		✓
	Infestations		
Outside	Infestations - depending on type (contact us if not sure)	✓	
	Own wheelie bins, gardens		✓
Communal areas	For example: lighting, doors, locks, entry phones, bin stores, lifts, fences, gates, paths, car parking	✓	
Damage	Caused by your household or break-in		✓



# Make sure your boiler is serviced

Every year, we get our contractors to carry out a check on the gas boiler and appliances in your rented home.

These checks make sure that your gas boiler and other gas items are working safely and efficiently. Faulty gas boilers can be very dangerous as well as costing more to run.

To get your free boiler service, you only have to make sure you are home for our contractor's appointment. A wasted journey costs time and money and we may have to pass on to you the cost of a failed visit.

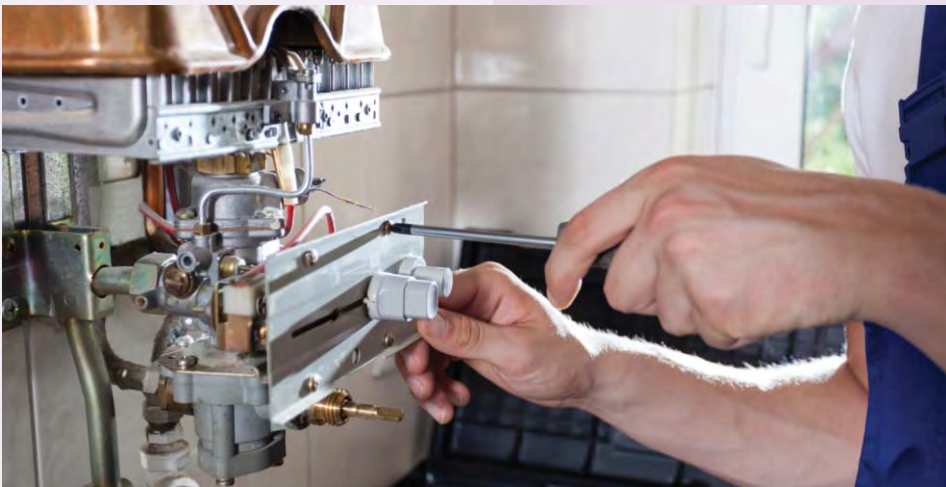
### Leaseholders

If you're a leaseholder, including shared owners, you are responsible for your own home repairs and checks. This means that you must

arrange for your own annual boiler inspection.  
For more information about gas checks, call the office.

### New contract for gas servicing

Our gas servicing agreement with Robert Heath Heating ends on 18 October 2019.  
Our new contractor will be Quality Heating.



# Rubbish and recycling

Don't add to everyone's service charge. Put your rubbish and recycling inside the right bins.

If you don't do this:

- the bin store becomes dirty and smells unpleasant
- your estate becomes a mess
- the estate attracts fly tipping, and
- we have to pay contractors to clean up the mess.

If you put the wrong items in the recycling bins, they may not be emptied – so we have to pay to sort this out too.



To remind you, you can recycle:

- paper, card and rinsed cartons (milk, juice, soup)
- rinsed glass bottles and jars, tins and cans
- plastic bottles, caps, food trays and punnets, but NOT plastic film, crisp packs or bubblewrap.

If you have a large item like furniture or an old fridge, call the Council to collect it (see the back page for the phone number).

### One visit, one job

When you report a repair, our contractors send the right person for the job – often with parts they may need on the van.

The operative is expected to finish at your home within a set amount of time. We always encourage our contractors to complete each job in just one visit, if at all possible.

The repair order we set up also sets the price for the job.

So, when the contractor arrives at your home, be aware that you cannot add a list of other jobs to be done on the day.

If it's not already on their job sheet, they are not allowed to do this work.



# Reducing noise nuisance

### Be a great neighbour

Most people like peace and quiet in the evenings – especially if they have young children.

If you like to stay up late, please consider your neighbours.



### Our advice if you're experiencing noise nuisance

The law says that people should not make too much noise between 11pm at night and 7am in the morning.

If you are suffering from noise nuisance, we recommend you do the following.

- Talk to your neighbour first. People often don't realise they are causing a problem.
- If the problem continues, keep a diary of times when the noise gets too much.
- Phone your council's noise nuisance environmental health team. They may be able to come to your home to measure the noise level.
- Let us know that you have contacted the council. We will get reports back from them to help us take action.
- If a situation turns nasty, call the police.

### Don't be a noisy nuisance

There's a time and a place for everything. But when it's late:

- don't let your TV get too loud
- don't do noisy household chores or DIY jobs
- keep music levels down – whether you are listening or playing, and
- be thoughtful if you are having a (very occasional) party.

Let your neighbours sleep!



### Be aware

Our properties meet building regulations, which means they meet agreed soundproofing standards.

However, laying laminate flooring instead of carpet can make things noisier for your neighbours. If you are planning this change, you must first contact us for written permission.





# We're here to help you!

You can call our Customer Service Team on:

## 020 8815 4200

### Repairs

- If you have a problem with your heating and hot water and you have an individual boiler, please select **option 1**.
- If you have a problem with your heating and hot water, and your property is supplied by a communal boiler, please select **option 2**.
- For all other repairs, please select **option 3**.

### Other services

- For all other services including rent enquiries, neighbourhood issues and resident involvement, please select **option 2**.

### Office hours

Our **Customer Services Team** take calls on weekdays from 9:30am to 5:30pm, but we are closed for lunch from 1-2pm

### Did you know?

You can also email your query to [customer.services@nlmha.com](mailto:customer.services@nlmha.com)  
Or order your repair by emailing [maintenance@nlmha.com](mailto:maintenance@nlmha.com)

You can fax the Team on 020 8806 6854.



### North London Muslim Housing Association

15b-15c Urban Hive, Theydon Road  
Upper Clapton, London E5 9BQ

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

Please recycle this newsletter when you've finished reading it.



NLMHA is not responsible for any of the external websites, or their contents, featured in this newsletter.

### Out-of-hours emergencies

#### Gas leaks

National Grid 0800 111 999

#### Water leaks/burst pipes

Thames Water 0848 920 0800

#### Gas heating/hot water

Robert Heath Heating  
0203 667 4584

#### St Andrews heating (E.ON)

0345 302 4312

#### Other out-of-hours repairs

North London Muslim HA  
020 8815 4200

### Useful information

#### National Debtline

0800 800 4000

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

#### Childline 0800 1111

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

#### Samaritans 08457 90 90 90

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

#### HomeSwapper

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

#### National Domestic Violence

Helpline 24 hrs, 0808 2000 247

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

#### Bulk waste collection Call:

Hackney on 020 8356 6688

Newham on 020 8430 2000

Tower Hamlets on 020 7364 5004

Waltham Forest on

020 8496 3000, or

Enfield on 020 8379 1000.