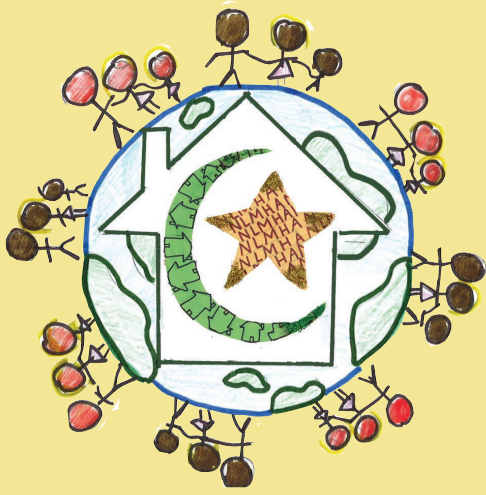




Residents' News Update

Summer 2025



Community festivals bring people together

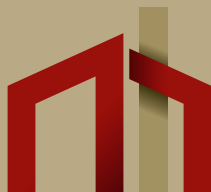
In this issue:

- Property services update
- Resident engagement activities since December 2024
- Join our Resident Scrutiny Panel
- Why we foster: A story of faith, hope and love
- Noise nuisance: how we can help
- Stay cool and hydrated



Our Vision:

To transform the lives of our communities through the provision of high quality, affordable homes.



Our Mission:

Empowering our communities through the provision of safe and secure affordable homes and services.

Rent matters

A reminder to all residents that you should keep up to date with your rent payments to avoid falling into arrears.

Contact us early if you are struggling to pay, so that we can assist.

Our next rent increase will take effect from October. We will write to you with details nearer the time.

London Job Show

The next London Job Show in Stratford will take place from 11am to 5pm on 12 & 13 September at Westfield Stratford City, Montfichet Rd, Olympic Park London E20 1EJ.

With top employers, real-time application opportunities, and on-the-spot interviews, this event makes job searching fast and simple.

- Direct access to employers
- Get your questions answered
- Free career workshops & seminars

Register for free at: <https://www.londonjobshow.co.uk/stratford/want-to-visit/>

Tenant satisfaction surveys

Because we are committed to listening to our tenants, we get regular surveys carried out to track how well you think we are performing.

We now use the new Tenant Satisfaction Measures that were introduced in 2023 for all social landlords by the Regulator of Social Housing.

Our surveys are carried out for us by Acuity. If you're contacted by Acuity, we encourage you to take part. Please rest assured your details will be kept anonymous and your feedback will make a real difference.

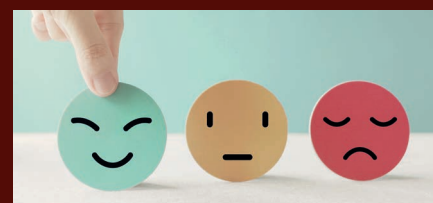
Why does this matter?

Your feedback shapes our services. When you complete a TSM survey, you're not just ticking boxes, you're telling us what matters most to you. We

use your feedback to make improvements. Your input helps us to meet your expectations and raise standards across our different departments. So, next time you get a chance to take a TSM survey, remember your opinion counts.

How to take part

If you get a phone call inviting you to take part in a TSM survey, please don't ignore it. It only takes a few minutes and your responses are completely confidential. The survey is carried out by an independent company, so you can be honest.



Electrics: who is responsible?

As your landlord, we supply and maintain the main electrical installations in your home. But you have responsibilities too.

Work you get done yourself

If you have changed your fittings, or paid an electrician to make changes – for example, by getting new ceiling lights installed – they become your responsibility. Our contractors are instructed not to test or repair non-standard fittings.



They will only intervene to make things safe.

Routine maintenance

You are responsible for some minor jobs, including:

- replacing batteries in and testing fire and CO2 alarms
- cleaning filters in MVHR (Mechanical Ventilation with Heat Recovery) systems, and
- replacing bulbs in ceiling lights and shaver lights.

If you lose all or some of the power to your home, you are also responsible for checking whether any of the fuses in your consumer unit have tripped.

You should try resetting these first before reporting a repair.

Property services update

We work to keep your homes and estates in good condition, and we prioritise your health and safety. We need your co-operation too, to keep standards high.



Kitchen fire doors

Please keep your kitchen fire door in place, intact and in good condition.

These doors are essential, because they prevent fire and smoke from spreading. You should report any concerns or damage immediately.



Stock condition survey

Our surveyors carry out stock condition surveys for us,

checking your homes and communal areas, so that we can plan future works programmes.

Don't miss your appointment. If you know you cannot give access, please change to another time. Your cooperation keeps your home safe, well-maintained and compliant with housing safety standards.

Heat detectors

Your heat detectors check for high temperatures caused by fire. You must not move, tamper with or dispose of them.

Please report any faults or concerns immediately.

CO detectors

Carbon monoxide detectors (also known as CO detectors) protect you and your family from a dangerous, odourless gas. They can only do this if they are in place and functional.

You must not move, cover, or discard your CO detector. If the alarm sounds or it might be faulty, report it immediately, so that we can inspect and/or replace the detector.

Gas safety checks

By law, we have to carry out an annual gas safety check in any home with gas fittings. These checks are vital in making sure your home remains safe and legally compliant.

We ask all residents to give us access for these essential visits. Our team will always notify you in advance and work with you to arrange a convenient appointment.

When the Gas Safe registered engineer visits your home, they will inspect all your gas appliances, such as your boiler, cooker and any heaters. As

well as making sure that everything is working safely and efficiently, they check for leaks and confirm there is proper ventilation.

Faulty gas appliances can lead to serious risks, including carbon monoxide poisoning and even fires or explosions.

Remember: never attempt to fix a gas appliance yourself. And always report any concerns to us immediately, so that we can send out a qualified engineer.



Resident engagement

Our activities since December 2024

It's been another busy term and we're excited to share some highlights with you.

A big thank you to our estate champions

Well done to our estate champions for their ongoing dedication to supporting the upkeep of our estates.

Their commitment to raising concerns, and ensuring these are followed through and resolved, has made a really meaningful impact across our communities.

Festive lunch for seniors

We hosted a festive lunch for our elderly residents in December, bringing warmth, community spirit and plenty of food to celebrate the season together.



Learning for all

After receiving enthusiastic requests from residents, we introduced tuition classes for children and an adult learning programme.

The sessions are being run in partnership with My Own Tutor Leyton. They have proven to be incredibly popular, reaching full capacity.

"I have been attending NLMHA tuition sessions for my exam preparation and have benefited greatly. Thank you, Shamlal, for organising this and reaching out to us," says Humayra, aged 18.

Pictured right: Ms Akhtar and her children have been coming to the tuition classes.



Supporting our women's voices

Responding to local interest, we launched a Senior Women's Group in Hackney and an Active Women's Group in Tower Hamlets.

Both groups offer safe spaces for connection and empowerment.

We are currently running gentle exercise classes for our Senior Women's Group, helping group members stay active in a relaxed environment.

For our Active Women's Group in Tower Hamlets, we've introduced Pilate classes, promoting strength, flexibility and wellbeing.



Arts & crafts

We organised a series of hands-on arts & crafts drop-in sessions at our office.

The classes were part of our ongoing commitment to resident wellbeing and community engagement.

We'd like to thank everyone who took part, helping to make these activities so much fun.

Listening and acting

We held several residents' meetings where we invited residents to share their local concerns.

We've since worked hard to address the issues raised and we will continue working with our residents to improve life in your communities.



Resident engagement



Sports event

Over the Easter holidays, we organised a sports-in-the-park event for residents' children.

The days were fantastic and filled with various activities.

Our youth worker led engaging sessions in boxing, football and goal-shooting techniques, giving the children a fun and active day while learning new skills.

In partnership with Waltham Forest Council

We're fortunate in having a strong partnership with Waltham Forest Council, who have been actively supporting our Priory Court residents with a variety of local events.

Most recently, they hosted a well-attended **Eid celebration** (see picture below), bringing the community together in a joyful and inclusive way.

They also held a lively **community festival** at Langthorn Park to mark the beginning of the summer (pictured opposite). The park was buzzing with energy, as families and friends enjoyed a wide range of activities, from energetic music and performances to games and street food – there was something for everyone to enjoy.

We're now exploring opportunities to extend this support to other residents across Waltham Forest, so that we can make sure that more of our communities benefit from these fantastic initiatives.



Residents' pages: Involvement

Join our Scrutiny Panel – make a real difference

We're looking for residents who want to have a say in how our services are run.

As a member of our Scrutiny Panel, you'll work with other residents and staff to review services, challenge performance, and help shape improvements that matter to your community.

Why join?

- Influence decisions that affect you and your neighbours.
- Build new skills and gain valuable experience.
- Looks great on your CV and can help you gain job or training opportunities.
- We're happy to provide references for active members.

- Receive the incentive of a £50 gift card for each meeting you attend.

You don't need any experience – just contribute your voice and your commitment. We will provide

you with any training and support you need.

For more information about what is involved if you join the Panel, please email us at: customer.services@nlmha.com



A message from Mohammed Tanbir

Member of the Resident Scrutiny Panel



"Since becoming a member of the Scrutiny Panel, I have gained a deep and valuable understanding of the difficulties and challenges that NLMHA faces as a housing association – particularly in managing a large number of properties and meeting the needs of tenants who require both daily repairs and assistance with more complex building issues.

"This experience has provided me with insight into the organisation's operations, but also empowered me, as a tenant, to scrutinise areas where we feel services may not be delivered in line with the required rules and regulations.

"In June, NLMHA organised a professional scrutiny training programme, delivered by Samantha from TPAS (one of the country's leading training providers). This has equipped us with the tools to carry out our roles more effectively.

"Last, but not least, I would like to express my sincere thanks to the entire management team at NLMHA – especially Shamla, our Resident Engagement Officer – for her continued support, and for always stepping in to organise activities and meetings, even at short notice."

Residents' pages: Your stories

Why we foster A story of faith, love and hope *By Residents Mr & Mrs Hafezji*



"We've been fostering for over 20 years now, and it's truly been the most rewarding journey of our lives.

"What first drew us to fostering was our Islamic faith. In Islam, caring for orphans and vulnerable children is not just encouraged, it's seen as a noble duty. As practising Muslims, we felt it was something we were not only capable of doing, but something we were meant to do.

"When we first began, we didn't fully realise how profoundly this would impact us. Over the years

we've looked after many children and 95% of them have been of different ethnicities and religions. We're incredibly proud of that. To us, love has no colour and faith has no borders when it comes to giving a child a stable foundation and the care they've been deprived of. We saw beyond the labels and stereotypes, even when others couldn't.

"Yes, we faced our share of assumptions and prejudice. Some people were surprised, even sceptical, that a Muslim couple was fostering children outside their background. But we didn't do this for approval or applause. We did it because every child deserves a chance, no matter where they come from.

"One of the most unforgettable experiences we had was looking after four-month-old triplets from Islington. One of the babies was in hospital due to an injury. My husband and I took turns, doing shift work and staying by that baby's side in hospital. The child needed us. We are pleased to say that the child is no longer a baby and is doing fine. The three siblings were adopted together by a loving family.

"One of the many children we fostered was later adopted by one of the writers of a BBC children's programme. The child has since

appeared on the BBC many times. Watching him grow, thrive and flourish has been a joy beyond words.

"When people ask us why we foster, we tell them: it's because we want to give children what they've missed – love, security and hope. Children are innocent. Their hearts are pure. With the right guidance and care, they shine.

"Now, at the age we are, we often feel like the children we foster look after us. Our house is never empty. Our hearts are always full. We're not lonely, they keep us going.

"To our fellow Muslims and to anyone considering fostering: we encourage you to take this step. You'll need to be gentle and patient. You will be supported financially, like the way we have been. But, more importantly, you'll be giving a child a home, stability and a chance at life. Be their teacher. Be their foundation. Be the difference.

"We love fostering, and we will continue to do it, God willing, for as long as we can."

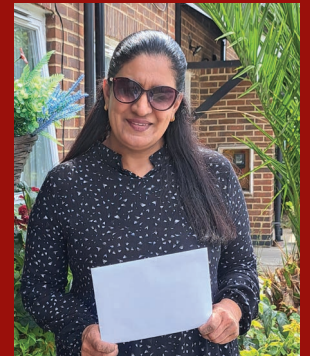
My Home raffle winners

Congratulations to the three winners of our My Home raffle. And thank you to everyone who has registered with My Home.

Mr Nelson (pictured top right) lives at Tindal Court in Enfield. He said: "NLMHA is one of a kind. They provide good services. Thank you guys for this gift given to me. I wasn't expecting it."

Mr Williams (pictured in the centre) lives at Vallentine Road in Waltham Forest. He said: "I'm very thankful and happy for winning the prize."

Ms Afzal (pictured right), who lives at Marconi Road in Leyton, said: "I'm happy to have won the prize draw. It was very exciting! Thank you to NLM for the gift."



Remember to register with My Home for a chance to win a £20 gift card in our yearly raffle.

The man behind the football boots By Resident Peter McGillicuddy

"As a youngster I was taken on by Arsenal as an 11-year-old. I always wanted to be a professional footballer."

"Unfortunately, it doesn't work that way, not that easy. Arsenal released me at 13 years old, heartbroken! Carried on playing and Tottenham Hotspur signed me and I went down, and I played with great players: Steve Perryman, Graeme Souness. If anybody knows their names, they are legends in football. They played universal football. Great privilege!

"When I was released at 19 years old, I was heartbroken as any young man would be. But, first

chance I got, I played for a semi-professional side. I was taken to Japan to play football at international level at their standard at the time, to improve their game in football.

"Also, I was sent to South Korea and played against their international side. But before that I was a captain of England's School Boys, I forgot about that one.

"Yes, I was happy with my career playing football, I was also sad having a career in playing football. But my worst let down was when things didn't work out with my ex-partner. That's my heartbreak for the rest of my life. But I'm carrying on. Now I've got Hackney Council driving me mad!... Thank you!"

For a more detailed account of Peter's journey, go to: <https://superhotspur.com/2019/01/09/my-interview-with-former-spurs-youth-player-peter-mcgillicuddy/>



Noise nuisance - how we can help

We believe that every resident deserves to live in a peaceful and respectful environment.

One common problem is noise nuisance. Whether it's loud music, DIY at unsocial hours, or regular disturbance, we take noise seriously. We are committed to supporting residents with a clear, fair policy.

Report it early

We encourage you to report noise problems you haven't been able to resolve to our Estate Services team as soon as possible.

Initial investigation

We will contact you for more details. We may ask you to keep a diary of incidents.

Speaking to both sides

Where appropriate we will speak to the alleged source of the noise to discuss the complaint first.

Mediation and support

We may offer you access to mediation services to help you resolve things with your neighbour. In other cases, we investigate further with local environmental health teams or other agencies.

Enforcement

If informal measures fail, we may take formal tenancy action, which may include issuing warnings or taking legal action.

Advice for residents

- **Turn the volume down.** Keep TV, music and conversations to a reasonable level, especially between 11pm – 7am.
- **Talk with your neighbours.** If you're planning a gathering or



doing home improvements, let them know in advance.

- **Use soft furnishings.** Rugs, carpets and curtains can reduce sound coming from your home.
- **Talk first, report second.** If you feel safe doing so, consider having a polite conversation with your neighbour before contacting us.
- **Keep a diary.** If problems continue, note down the date, time and type of disturbance, to share the details with us.

To report noise, you can phone, email, or use the My Home portal.

In your community: Boiler House Spaces

Since its launch in 2010, the Boiler House Spaces charity has grown and it now manages two community centres in Hackney:

- The Boiler House Community Centre at the George Downing Estate, N16 6BE.
- Myddleton Grange Community Hall at 108 Colthurst Crescent, N4 2FD.

Food pantry

The charity operates a food pantry every Thursday from 2-4pm at their Boiler House site.

The pantry is available for people on a low income, who are experiencing hardship. The pantry offers a top up to your weekly shop for just £2.

To register go to <https://boilerhousespaces.com/>

Space for hire

Both centres, each with a kitchen space, are available to hire for classes, community groups, and – at weekends only – for your personal parties and events.



Redevelopment

The charity is currently redeveloping the Boiler House Community Centre.

- A newly relocated multi-games area opened to the community in January.
- After consulting local people, works will start shortly to provide new gardens.
- Later this year, work starts on a major redevelopment of the entire Centre.

You can find more information about Boiler House Spaces at www.boilerhousespaces.com



As the temperature rises, it's important to keep your body hydrated and healthy.

Dehydration can lead to headaches, fatigue and even more serious health issues, especially for children, older adults and people with certain health conditions.

Top tips to stay hydrated

- **Drink water regularly:** don't wait until you are thirsty. Drink more if you're sweating or active.
- **Flavour it up:** add slices of lemon, cucumber, mint or berries to your water if you find plain water boring.
- **Eat water-rich food:** fruits like strawberries, watermelon, oranges and cucumbers are over 90% water.
- **Carry a reusable bottle:** always have a bottle of water with you when you're out and about.



- **Cut down on caffeine and alcohol:** these can make you more dehydrated, so balance them with plenty of water.
- **Stay cool:** wear light clothing and stay in the shade or indoors during peak sun hours.

Signs of dehydration

- Dry mouth or lips
- Headaches

- Feeling dizzy or tired
- Dark yellow urine

If you, or someone around you, shows signs of severe dehydration, such as confusion, rapid heartbeat or fainting, you should seek medical help immediately.

For further information, go to: <https://www.nhs.uk/conditions/dehydration>



A sustainable summer

Important reminders:

- **Save water** – less rain means shortages. Every drop counts!
- **Keep our beaches clean** – take your rubbish with you!
- **No plastics at the beach** – protect sea animals

Let's look after our environment together.

Don't forget your sun cream and sun hats! Over the past 10 years, melanoma skin cancer rates have increased by 32%, while non-melanoma skin cancer has risen by 42%. Be aware that while people with white skin are at much higher risk, people who are brown or black can also get these cancers.

020

8815

4200

We're here to help you!

Email our Customer Service Team at:
customer.services@nlmha.com

Report your repair by email at:
maintenance@nlmha.com

If you don't have access to email, you can still phone
in your query on **020 8815 4200**

Option 1

- Please dial extension number 1 to make a payment.

Option 2

- Please dial extension 2 to report a repair.

Option 3

- Please dial extension 3 for all other enquiries.

Office hours: Our Customer Service Team take calls on weekdays
from 9:30am to 5:30pm. We are closed during public holidays.

You can fax the Team on **020 8806 6854**.

Out-of-hours emergencies

Gas leaks

National Grid 0800 111 999

Water leaks/burst pipes

Thames Water 0848 920 0800

**Gas heating/hot water (24
hours)** Robert Heath Heating
020 3667 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

Childline 0800 1111

www.childline.org.uk

Samaritans 08457 90 90 90

www.samaritans.org

HomeSwapper

www.homeswapper.co.uk

National Domestic Violence

Helpline 24 hrs, 0808 2000 247

www.nationaldomesticviolencehelpline.org.uk

Bulky waste disposal You can
book a collection from your
council – check their website for
details. There may be a charge.

Otherwise, you can take large
items to your nearest rubbish
and recycling centre. This may
be free for local people.



North London Muslim Housing Association

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

Website www.nlmha.com

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