

Residents' News Update

Winter 2025



A festive trip to the theatre

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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.



Discover apprenticeships and kickstart your career

Looking for a practical, hands-on way to start your career while earning and learning at the same time? Apprenticeships could be your ideal next step.

Whether you're just leaving school, changing careers, or returning to the workforce, apprenticeships offer a fantastic opportunity to gain valuable skills, earn a salary and work towards a nationally recognised qualification – all without student debt.

For current vacancies across a wide range of sectors, levels and geographical areas, go to: www.apprenticeships.gov.uk, select Become an Apprentice, then Browse Apprenticeships.

Important: rent updates

Our latest rent increases took effect on 6 October. Please make sure that you have updated the amount you pay.

If you receive benefits, you must make sure your benefits provider has the new details.

- If you get **Housing Benefit**, NLM usually updates your rent with the relevant office when rents rise. However, you should still contact your local housing benefit office to confirm they have the new rent details.
- If you get **Universal Credit**, you must update your account by logging in online and reporting the change yourself. If you do not have online services, then you should call the Universal Credit helpline on 0800 328 5644 to update them with this information.
- If you are paying your rent by **direct debit**, we will update the amount we take from your account each time.
- But if you pay by **standing**



order, it is up to you to update the amount you pay.

For confirmation of your new rent amount, please check in your My Home account, or email customer.services@nlmha.com with your address in the subject line.

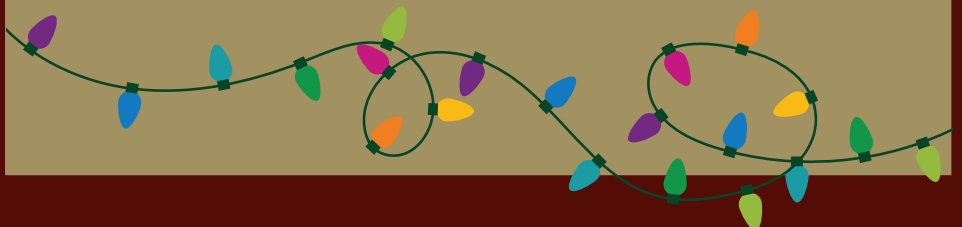
Remember: Keeping your details up to date is important, so that you are paid correctly and avoid getting into rent arrears.

If you need assistance or have any questions, please contact our team on 020 8815 4200. We're here to help.

String light safety tips

After being packed away for 12 months, string lights can become electrically unsafe. We recommend some simple precautions and checks.

- Check your string lights are not damaged or broken and look out for loose wires.
- Only use exactly the same type of bulb when replacing
- any that are no longer working.
- Replace any failed lamps immediately to prevent overheating.
- Switch your lights off and unplug them before you go to bed or go out.
- Don't overload sockets – try to avoid using extension leads or adaptors.



New rules on damp and mould

Awaab's Law came into effect in October 2025 – setting new standards for social housing landlords around damp, mould and emergency hazards.

The law is named after two-year-old Awaab Ishak, whose tragic death in 2020 was caused by untreated mould in his Rochdale home. It is designed to make sure that landlords take damp and mould seriously, to prevent further tragedies.

Our new approach

If you have damp or mould in your home, contact us as soon as you can.

The law says we must inspect your property within 10 working days

and send you a summary report within three working days of the inspection. However, we will send out a contractor within 24 hours of you reporting damp and mould, and we will get remedial works booked in straight away.

This means we will meet the legal duty to carry out work, within 12 weeks, to stop the problem recurring and we will complete all repair works within a reasonable time period.

We will keep records of our work to fix damp and mould, and note down anything that stops us from



completing the work within the legal timescales.

If it's an emergency

Damp and mould are considered an emergency if they cover a significant area of your home and are affecting your health.

If our inspection finds that the damp or mould is an emergency, we will carry out repairs within 24 hours.

If your home is unsafe to live in while we do the work, we will offer you temporary accommodation until it is safe to return.

Other emergencies

If your home is affected by other emergency hazards, we will investigate and make safe within 24 hours – in line with our existing emergency repairs targets.

No win and not free

Housing disrepair – do NOT approach unregulated companies

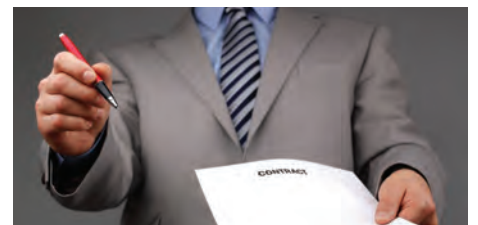
The FCA (Financial Conduct Authority) is warning that unregulated companies are falsely claiming they can help tenants with complaints and housing disrepair.

If you use one of these companies, they often promise successful claims – but then they charge you fees, or take a cut from your compensation. In some cases, their whole operation is a scam.

You can check out any company at: <https://www.fca.org.uk/consumers/fca-firm-checker> and report an unregulated company to the FCA by phoning 0800 111 67.

Remember: if you have a problem with disrepair, you do not need to use a law firm. If you aren't happy please contact NLM and we will follow our protocols.

If you still aren't happy, you have the option of taking your complaint



to the Independent Housing Ombudsman. You will not get less compensation if we are found to be at fault. But you will save money for our frontline repairs service, because we won't have to pay your lawyer's costs. There are more details about the Ombudsman online at: <https://www.nlmha.com/complaints/>

Resident engagement

Community activities bring people together

Street art at Priory Court

Waltham Forest Council recently brought colour, creativity and community spirit to Priory Court by organising a series of engaging street art and animation workshops for young residents.

Our youngsters got hands-on experience in designing and

painting their own GIF-ITI – a modern blend of graffiti and digital animation. With guidance from professional artists, the young people each created a masterpiece which they then took home.

Our young residents said these sessions helped them build confidence and creativity. We are proud to support Waltham Forest in empowering local youth.



Funday at Finsbury Grange

In partnership with the Caribbean Centre, we held a residents' funday at Finsbury Grange.

There was plenty of delicious food, beautiful henna art, face painting and a bouncy castle.

Unfortunately, the weather didn't stay on our side and it rained later in the day! But thanks to our contingency plan, we quickly moved everything indoors and kept the good vibes going.

Sharing a festive lunch

We provided a festive lunch for the elderly residents at our Cazenove Road sheltered scheme.

It was a chance for them to enjoy a good meal and a catch up with friends and neighbours.



Enjoying a summer day at the seaside

Our residents enjoyed a wonderful trip to the beach this summer. Everyone made the most of the day, some even rolled up their trousers and dipped their feet in the water!



Kelly from Bevan Court told us: "It was brilliant, and we both had a fantastic time. Thank you so much!"



A trip to the theatre

We were delighted to take a small group of residents on a festive outing to the Peacock Theatre in November, to watch the much-loved stage production of *The Snowman*.

The trip brought excitement and a wonderful sense of community.

Queensbridge Road resident Mr Maqbool, came with his child and said : "We had a wonderful time. It was lovely to connect with other residents and feel a sense of community through NLM.

"The show was great and transport made it all seamless."



Residents' meeting

We held several residents' meetings recently, to bring people together to share their ideas about what matters most to their community.

During these meetings, residents raised important points about building maintenance, community activities and ways we can continue to improve our services.



Residents' pages

Join our Scrutiny Panel

If you are a social tenant and would like to get involved and help us shape our services, please email us at customer.services@nlmha.com

Scrutiny panel members each receive £50 gift cards, every time they take part. We are particularly keen to hear from tenants who live in Enfield and Newham.



SHARE YOUR STORY

Have you a story to share in our residents' newsletter?

Email your story to shamla.syeda@nlmha.com – we will give you a £20 gift card if your entry is published.

We understand that some residents prefer to stay anonymous, and that is absolutely fine.

A Message from Elizabeth Ogunsole Chair of the Resident Scrutiny Panel

Hello everyone,

I wanted to share an important update from the Resident Scrutiny Panel. After reflecting on how we work and the growing number of issues we're asked to look into, we've proposed a new structure to help us be more effective and focused.

Right now, we operate as a single panel. While that's worked well in the past, it's become clear that the range of topics we're tackling has expanded significantly. To keep up and do justice to each area, we're recommending that the panel be split into two dedicated groups.

Here's how it would work:

Group A would focus on how services are delivered day-to-day. They'd look closely at performance, making sure standards are met and spotting areas where things could be improved.

Group B would take on the bigger picture, strategic policies, budget reviews, and long-term planning. Their goal would be to ensure these align with what matters most to our community.

We believe this change will allow us to dig deeper, ask better questions, and engage more meaningfully with residents and service providers alike.

This recommendation has now been submitted to senior housing management for their approval, and we're hopeful it will lead to stronger, more responsive local governance.

Thank you for reading.



Finding my home

(My journey shared, with a little help from Milo the cat!)

By resident Ms Bibi

"I first came to the UK in 1975 with my parents – full of hope for a better future. After some time, I returned to my home country, Bangladesh, where I got married and started a family.

"I eventually brought my children to the UK, determined to give them a life full of opportunities. One of my children couldn't join us

straight away, which was a difficult time, but thankfully we were reunited later.

"Since arriving in the UK, I've moved homes many times. Each move came with its own set of challenges, but I never gave up. In 2012, I finally settled in Newham and it has become the place I now call home.

"Moving so often was not easy, but I feel a deep sense of gratitude for where I am today. I have a roof over my head and that is something I never take for granted. I often think of those I see sleeping on the streets and it



reminds me to be thankful for the stability and comfort I now have. Life has taught me to be content with what I have and for that I am truly grateful.

"I have chosen to include a photo of my cat, Milo – my little companion who keeps me and my family busy and brings so much joy to my home."

Finding strength in every challenge

"It began when I was 18. I started seeing flashes of light in my left eye, like camera flashes that wouldn't go away.

"My parents didn't believe me at first, they thought I was playing another prank as I had a reputation for exaggerating small things. I was seen as overly sensitive.



"At that time, I was doing really well in school, but I suddenly began to fall behind. That's when everyone realised something was wrong, and I was taken seriously. I was admitted to hospital and underwent major eye surgery.

"Years later, after moving to the UK, I was told by specialists at Moorfield Eye Hospital that the surgeons had made a mistake during that operation and there was no way to correct it. I still remember the immense pain after surgery. I could barely sleep more than four hours a night and could only rest while sitting upright because lying down hurt too much.

"Fast forward to today. The vision in my right eye has dropped to around 30-40%. A recent scan has revealed blood clots in my brain, putting me at risk of stroke at any

By resident Meaze Beyene

moment. It's a frightening thought, but when I look at my three beautiful children, I realise how lucky I am.

"Doctors once told me that having children could worsen my eye condition because of the pressure and strain of labour. But I was determined. I wanted to be a mother, to raise my children with love and courage. They are my source of strength; they give me the will to keep going no matter what life throws at me.

"Every day is a challenge, but I choose to focus on what I can do, not what I've lost. I'm grateful for every moment, every smile, and every hug from my children. My journey has taught me that even in pain, there can be purpose, and even in struggle there is strength."



Christmas rubbish

Please make sure you dispose of your festive rubbish safely and responsibly.

- Bag your non-recyclables and food waste securely, to avoid attracting vermin.
- Put recycling and rubbish bags out only on collection day, inside the right bins.
- Double check your recycling. If you put in the wrong item, the refuse collectors may not empty the bins.
- Check with your council for collection day changes during the festive season – and find out when to leave out your Christmas tree for collection.
- Arrange for a council collection for large items, or take them to your local recycling centre.

Places to get help with food

If you are struggling to feed your family, there are sources of support in all the boroughs we work in.

Walthamstow – Rukhsana Khan Foundation, William Morris Community Centre, 6-8 Greenleaf Rd, E17 6QQ. Call: 07980 351351. Open: Saturdays 10am to 12 noon. If you claim benefits, take proof of your benefits and identity. If you don't claim benefits, ask us to refer you.

Enfield – North Enfield Food Bank. Call: 07826 542119 for details. You will need a referral.

Newham – The Newham Food Alliance. Call: 07790 975086.

Hackney – Hackney Foodbank,

Call 020 7254 2464 to find their nearest referral partner.

Tower Hamlets – Bow Foodbank. Community Hall, William Place, London, E3 5ED. Call: 07398 776145. Tower Hamlets residents only: Tuesdays 10am to 12 noon and Thursdays 10am to 1pm. Non-Tower Hamlets residents: Wednesdays 2-7pm.

If you need a referral, or further support around places to access food, contact the Customer Service Team (see back page).



StreetLink: Concerned about someone sleeping rough?

If you see someone sleeping rough or are worried about someone on the streets, you can help connect them to local support services by contacting StreetLink.

StreetLink is a national service that allows members of the public to alert local outreach teams about people who may be sleeping rough. The information you provide helps trained professionals reach out with vital support, including emergency accommodation and advice.

Go to their website at: www.streetlink.org.uk, or call them on: 0300 500 0914.



Our performance in 2024-25



1,133

homes owned and managed, including 70 leasehold properties

100%

New tenant satisfaction with their NLM home

65.7%

Satisfaction with NLM as their landlord

99.48%

Due rent collected (target: 100%)

4.12%

Current rent arrears (target: 4%)



79.3%

Satisfaction with their latest repair (renting tenants)



12

Number of homes we let

36

Complaints received

100%

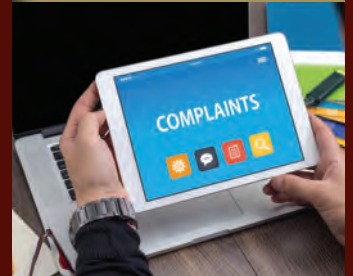
Emergency repairs completed on target (target: 100%)

98%

Urgent repairs completed on target (target: 98%)

7 weeks

Average time taken to relet homes (target: 4.4 weeks)



100%

Emergency repairs completed on target (target: 100%)

98%

Routine repairs completed on target (target: 98%)

100%

Gas safety certificates issued (target: 100%)





E-bike safety

Across the country, more than 235 e-bike fires were reported in the UK over the past two years.

You can reduce the risk of fires from these devices.

- Only charge them when you are at home and awake.
- Unplug before you go to bed.
- Check regularly to ensure they are not overheating.
- If they do become hot, and it is safe to do so, unplug them.
- Don't store your e-bike – or any bike – in the communal corridor. We will remove them immediately. This is to protect residents and visitors in the event of a fire or other emergency.
- In the event of a fire, get out, stay out and call 999.

Are you scam aware?

With fraudsters getting increasingly clever with their scams, it's important to be scam aware.

A scam is when someone tries to trick you into giving them money or personal information. They can do this through emails, phone calls, text messages, social media, websites, doorstep visits or letters.

Anyone can be a victim. Don't feel embarrassed or afraid to speak up if it's happened to you. If you've been tricked into giving money, contact your bank immediately for help. You can also call Citizens Advice on 0808 223 1133 and you should report it to the police.

Staying safe from scams

Be suspicious of companies or individuals who:

- contact you when you aren't expecting it
- threaten or pressure you to take action
- ask you to share your personal or bank details
- ask you for money for an emergency, or promise to deposit money into your account



- use poor grammar and make spelling mistakes
- ask you to keep things secret, or
- offer you something that seems too good to be true.

If you are unsure, just say no to everything they are suggesting or offering and ask for help from someone you know.

Genuine service providers will never contact you to ask for personal or financial details, a password or PIN.

Remember, when we, or our contractors, visit your home, we will always show you our ID badges. If you're in doubt, phone our office to check. Our colleagues won't mind waiting.

Fire safety: Personal Emergency Evacuation Plans

At NLM Housing, resident safety is our highest priority. An important part of our fire safety programme is the use of Personal Emergency Evacuation Plans (PEEPs).

A PEEP is an individual plan for residents who may need extra support to safely leave the building if there is a fire or emergency.

Someone in your household may need extra support if any of the following apply.

- They have mobility problems, use a wheelchair or walking aids, or have limited movement.
- They have hearing or sight loss.
- They have a medical condition that affects how and how fast they can respond in an emergency.
- They have learning difficulties or a condition that affects their memory or thinking – making evacuation instructions harder to follow.
- They would currently need extra support because they are

recovering from surgery or injury, or are pregnant.

If this applies to someone in your household, please contact us. Our Compliance Team will work with you to complete a PEEP form and make sure the right support is in place.



Make seasonal savings

As we head into winter, many families are short of money. Why not try these energy saving tips.

- Switch off lights in rooms you're not using and swap to LED bulbs.
- Try setting your thermostat one degree lower to see if you still find the temperature comfortable.
- Defrost your fridge to keep it working efficiently.
- Limit yourself to a four-minute shower.
- Wash your laundry at 30 degrees and avoid half loads.
- Remember to switch your appliances off standby.



Free winter coats

Every winter, HandsOn London's WrapUp London project holds a coat collection.

They collect warm coats from the public, usually in November. They then hand them out to people in need at various tube stations – Kings Cross, Liverpool Street, Moorgate, Waterloo and London Bridge.

For further information go to: www.handsonlondon.org.uk



NHS tips for winter wellness

Stay warm

Heat your home to a comfortable temperature. The rooms you use most, such as your living room and bedroom, should be at least 18°C.

Wearing several layers of clothing will keep you warmer than one thick layer.

If you are struggling to heat your home, visit local warm spaces, such as your local library or community centre.

Stay healthy

Spend less time sitting down. It doesn't matter what you do, as long as it's something you enjoy and keeps you moving.

Eating a healthy balanced diet can help you feel your best and keep your energy levels up.

Wear shoes with good grip when you go outside, to avoid slips and falls on slippery or icy surfaces.



Stay connected

Keep in touch with your friends, neighbours and family, and look out for vulnerable neighbours.

Speak to someone if you're feeling under the weather. Don't be afraid to ask if you or they need help.

Check your medicines

Stock up early on prescription medicines as your pharmacy or GP surgery may close for the holidays. Check your meds are still in date.

Stock up on painkillers and meds for coughs, colds and sore throats.

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.

Festive season closure

Our office will be closed for the festive break
from 5.30pm on Wednesday 24 December
2025. We will re-open on Friday 2 January 2026.



North London Muslim Housing Association

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

Website www.nlmha.com

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NLM 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 (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.