



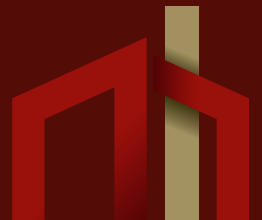
Residents' News Update



Marconi Road enjoys a fun day

In this issue:

- Festive break opening hours
- Covid-19: Keep your family safe
- Getting the support you need
- NLM services go digital
- Get involved in our work
- Community news
- Shared ownership
- Maintenance performance
- Rising energy prices



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.

New logo and colours

NLM has a new logo and a new set of colours for use on our website and in our publications – as you can see from this issue of Residents' News Update.

Our clear new logo reflects our confidence that NLM has a bright future, as we continue to develop new homes and invest in our existing homes and services.

Festive break opening hours

Our office will close for the festive break from 1pm on Friday 24 December.

We will reopen for business as usual on Tuesday 4 January at 9.30am.

Please see the back page for up-to-date information about the emergency service we provide outside office hours.

Covid-19:

Keep your family safe

The new Omicron variant of Covid-19 is causing a steep rise in new infections in London. Follow Government advice to keep everyone safe.

1. Wear a mask

You must wear face masks in shops and on public transport. We advise wearing a mask anywhere where lots of people are mixing.



2. Open windows and doors

Covid is mainly airborne. Let the fresh air in and the virus out. If you meet others indoors, open a window for 10 minutes every hour.

3. Get fully vaccinated

Fully vaccinated people are less likely to catch Covid and *much* less likely to die or need a stay in hospital if they do catch it.

Jabs are for everyone aged 12 and older. All adults will be offered a booster vaccination. If you missed a dose or need to get your booster, you should:

- follow the instructions you get from your GP, or
- call in to one of the drop-in centres, or
- go online to book an appointment.

Go to www.nhs.uk/conditions/coronavirus-covid-19 to book and see where your local clinics are.



4. Keep on washing your hands

Avoid catching Covid, flu or a bad cold, by washing your hands regularly and using hand gel.

5. Isolate if you are sick

If you have Covid-19 symptoms or a positive test, you must immediately stay at home and self-isolate for 10 days.

If someone in your household tests positive with the Omicron variant, you must self-isolate for 10 days, even if you are vaccinated.



6. Get the flu jab

Health advisors are worried that a very large number of people may get flu this year. If you are vulnerable or over the age of 50, make sure you get your free flu jab.

Getting the support you need

The festive period can be a difficult time for many of our residents. Don't forget, we are here to help.



Food banks and other support

If you need help to feed your family, there are food banks across London. Sadly, very many people now find they have to use them.

You can find your nearest foodbank by checking online at:

- www.trusselltrust.org/get-help/find-a-foodbank
The Trussell Trust has 1,400 food banks around the country, or
- www.foodaidnetwork.org.uk/our-members
The Independent Food Aid Network lists more than 900 grassroots members.

Contact us

If you need a referral or other support, contact Sharmin, our Tenancy Sustainment Officer, by emailing her at sharmin@nlmha.com, or by phoning the Customer Service line on 020 8815 4200.

Help with benefits

If you need help to apply for Housing Benefit or Universal Credit, our team of housing advisers can assist you.

They can also help you check if there are extra benefits you could claim.

Contact the team by emailing housing.services@nlmha.com, or phone the Customer Service line on 020 8815 4200.

You may also find the benefits calculator at www.turn2us.org.uk useful.



Help with your rent

If you are having difficulty paying your rent, please tell us as soon as possible, so we can do our best to assist you.

Contact our Housing Officer, Aisha, by emailing housing.services@nlmha.com, or phoning the Customer Service line on 020 8815 4200.

NLM services go digital



Introducing 'My Home'

Next year, we are launching new, improved, online services for residents.

To get access to most of our services, you currently have to contact our friendly Customer Service team, during office hours.

When we go live with our resident portal next year, you will have direct access to many of our services at a time that suits you. Once you have signed up to My Home, you will be able to go online to: check your tenancy account and update your details; check your rent account; report a repair; and pay your rent.

We think you will find this a valuable new service.

Coming soon: paper-free services

We are moving away from using paper when we communicate with you.

In the near future, we will begin sending all our usual letters and messages by email or text message. We will only send legal or other important documents through the post.

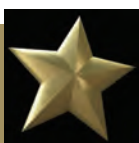
This change will make us more efficient and save money that we can use better in other ways.

Checking your details

We are now confirming your security details when you call us, so that we are sure we are talking to the right person.

We are also checking we have full contact details, including email addresses, for all residents. We may contact you if your details aren't up to date.

Go paper free to win a prize!



Be among the first of our residents to go paper free.

The first 100 residents who sign up to our paper-free service will be entered into a prize draw. The prize will be a £100 Amazon voucher.

Please complete our star survey and sign up to the paper free service, using the QR code shown or by going online to www.surveymonkey.co.uk/r/HNY8FL9 – The last entry for the raffle is 28 January.



Need help with things digital?

As we move toward a more digital age, we want to make sure we don't leave anyone behind.

If you need any support with IT and would like to access skills training, before we set up the portal and introduce other changes, please get in touch with our Resident Engagement Officer by emailing her at engagement@nlmha.com or by phoning Customer Services on 020 8815 4200.



Get involved with our work

Residents are at the heart of everything we do here at NLM. That's why your feedback is so vital.



Join our Tenant Scrutiny Panel

We get valuable feedback from residents who take part in the Tenant Scrutiny panel. Why not join?

The Tenant Scrutiny Panel is well-established and successful. Sessions take place every three months and our most recent meeting was held online.

Panel members come from across the boroughs we work in. They include people paying different types of rent, including shared owners.

Together, they look at our services, policies and ways of working.

We share the Panel's views and recommendations with our staff

teams, so that they can use them to make improvements.

How you benefit

As a Panel member you can:

- gain in-depth insight into our work as a social provider
- share your views and influence our services
- take part in free training to help you make the most of taking part
- learn new skills, and
- meet new people.

We cover your expenses, including for travel, and we can assist with childcare and carer costs.

To find out more, email Daisy at resident.engagement@nlmha.com or phone Customer Services on 020 8815 4200.



You said, we did:

During lockdown we have been running Zoom sessions with some of our residents.

If you would like to get involved, email resident.engagement@nlmha.com or phone Customer Services on 020 8815 4200.



Pavilion House celebrates lockdown easing

Residents at Pavilion House celebrated the easing of lockdown in true community spirit.

We had a fantastic turnout for our event, with everyone happy to be socialising with their neighbours after months of Government restrictions.

Residents enjoyed the fantastic steel band, while many were excited to receive their very own body art from our talented henna artist.

One delighted resident won a camera in the raffle.

The social events we run are vital ways to bring our communities together, establishing neighbourly relationships and a warm atmosphere. This really reinforces the sense of home at our different sites. It also allows us to check that everyone is getting the support they need. The Covid-19 pandemic has been a difficult time for us all.



A garden in bloom at Lynn Road

In September, we had a wonderful experience with our residents at Lynn Road, as we worked to renovate the communal gardens.

Together with our Resident Engagement Officer, the residents designed a new communal garden.

It became a social and an educational event, as people shared an impressive variety of skills and knowledge.

We provided planters and flowers for the garden, to make sure that the space will be easy to maintain.

Thanks to the collective effort, the communal garden is now being enjoyed by residents of all ages, who have loved seeing their hard work bloom.

We would like to extend a special thanks to Lynn Road resident, Lyn Reed, whose work with our Resident Engagement Officer was key to making the whole day a success.



Fun day for residents at Marconi Road

We hosted another fun and fabulous community day for our residents at Marconi Road, with many taking part.

Children enjoyed the games we ran all afternoon, and it was great to see everyone engaging and really getting involved.

We brought in a fantastic henna artist, who was busy throughout the day with lots of pleased residents wanting henna designs.

One resident won a £20 shopping voucher in the raffle.



Shared ownership

What it could mean for you

What shared ownership means

Under the shared ownership scheme, you part-own and part-rent your home, making it possible for first-time buyers and families to get on the property ladder.

You purchase a minimum share of 25% and a maximum of 75%.

You pay a mortgage on the part you own and a subsidised rent on the part you don't own. Over time, you can increase the share you own until you eventually own 100%.



Who qualifies

To be eligible to purchase a shared ownership home you must have a combined annual household income of under £80,000 when buying outside of London, or £90,000 in London.

You cannot already own a property, or part of a property, at the time of completing on your purchase

You must have a good credit history and have a minimum of £5,000 to cover the costs of buying a home.

The buying process

While you are in the process of getting your eligibility for shared ownership agreed, you can begin to register your interest in developments.

Once you find the right home, you can reserve it and move onto the financial interview stage.

Then you can appoint a solicitor and look forward to completion day and receiving the keys to your new home.

For more details about shared ownership, email nlmha.leaseholders@nlmha.com



Maintenance performance

We have been really success in achieving our maintenance targets this year.

Completed repairs in 2021

100%

Emergency repairs
(target 24 hours)

99%

Urgent repairs
(target 7
working days)

99%

Routine repairs
(target 28
working days)

100%

Annual gas safety
certificates

Planned works

We remain committed to making sure your homes are in good condition.

Despite the pandemic, we have been completing as many planned works as we can.

Over the year, we have:

- renewed 30 boilers
- renewed 40 kitchens, and
- renewed 25 bathrooms.

We have also recently refurbished all 23 windows at Gujarat House.

Many thanks to those of you who have provided access to our contractors to carry out important electrical checks for an EICR (Electrical Installation Compliance Report) certificate.

Please continue to provide access where possible. This is a great help to our team.



Quick tips on condensation

Condensation is damp on windows, walls and elsewhere that appears when moisture in the air touches a cold surface in your home.

The moisture comes from our everyday activities.

To reduce condensation, you need to make less moisture, keep rooms well aired and keep your home warm.



1. Make less moisture

- Try not to dry washing indoors.
- Cover boiling pans and switch off kettles quickly.
- If your tumble dryer isn't self-condensing, buy a vent kit for it.

2. Keep rooms well aired

- Keep your bathroom and kitchen doors closed when in use and switch on fans.
- Open windows a little and keep trickle vents open.
- Try not to overfill cupboards.

3. Keep your home warm

- In the winter, keep your heating on for at least 14 hours a day. As low as 12 to 15 degrees is enough.

What can you do?



Energy bills are rising fast - particularly gas bills. But you can get help.

When prices rise, the normal advice is find a cheaper provider. However, many energy companies are closing, so this does not work at the moment.

Help to pay

For **advice on energy bills**, go to www.ofgem.gov.uk/information-consumers/energy-advice-households

If you are getting behind with payments, contact your provider to agree a plan you can afford. They may also be able to help with advice or a grant. Some charities offer help too. There is a list at www.lets-talk.online

If you are 67 or older and on a state pension or benefits, make sure you get your annual **Winter Fuel Payment** (£100-300).

People getting pension credits or who are on low incomes may also get a **Warm Home Discount**

(£140) taken off their winter electricity bills.

In very cold weather (staying below zero), people on certain benefits get a **Cold Weather Payment** of £25 each week towards their higher energy costs. This applies from November to the end of March.

Failing providers

If your energy company closes, Ofgem advises you to do the following.

- Take a meter reading. Wait and don't switch.
- Wait for Ofgem to appoint a new supplier – you don't need to do anything. Ofgem will protect any credit you have.
- When the new supplier contacts you, ask for their cheapest tariff. They will tell you how to pay and how to get any credit you had refunded.

Stay safe with alarms



Check your fire alarm

Your smoke alarm is vital part of our fire protection system. Let us know immediately if yours isn't working.

In a fire, smoke and deadly gases tend to spread farther and faster than heat. Most fire victims die because they inhale smoke or toxic gases, not from burns.

Fatal fires often happen when families are asleep. That's because they don't know there is a fire until it's too late to escape.

A smoke alarm stands guard around the clock. When it first senses smoke, it sounds a noisy alarm. This gives people warning and a short period of time in which to escape.

We fit smoke alarms in all our homes because we know they reduce the risk of fire deaths by half. But we need you to check yours regularly, to make sure it is still working.

Email the repairs team at maintenance@nlmha.com, or phone Customer Services on 020 8815 4200, if your alarm stops working.

We prioritise our residents' health and safety. We fit alarms in your home to provide an early warning if a problem is developing.

Five things to know about carbon monoxide alarms

Carbon monoxide is poisonous, but you cannot see, smell or taste it. That's why you need the carbon monoxide alarm we provide.

1. What your alarm does

Your carbon monoxide alarm detects poisonous gas and gives you an early warning if it senses a carbon monoxide leak.

2. Where leaks can come from

Any fuel-burning device can leak carbon monoxide, but the main risk is your gas boiler. That's why we service your boiler every year and why we make sure that you give us access.

3. Where we put your alarm

Your alarm needs to be in a room near your gas boiler. If your home is on one more than one level, you may need another for upstairs.

4. What to do if it's beeping

Check the instructions for your alarm. Generally, a beep every minute means your alarm needs a new battery. A beep every five minutes means the alarm needs

replacing – in which case, let us know straight away.

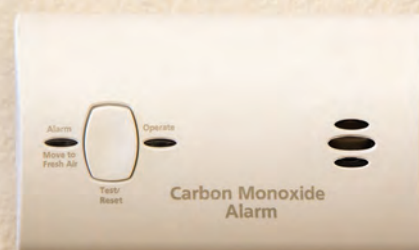
But if your alarm beeps four times, then pauses, it means there is carbon monoxide in the air. You must seek fresh air immediately.

If there is a gas leak, call the emergency line on 0800 111 999, straight away. You should not smoke or allow any naked flame to burn for at least 15 metres from the leak.

5. Check your alarm

You should test your alarm at least once a month and change the batteries at least every six months.

Your alarm will usually need to be replaced when it is five to seven years old.





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**

Choose '1' for repairs

- During office hours, select '1', whatever your repair. See opposite for our out-of-hours emergency details.

Choose '2' for all other services

- Select '2' for housing services (including rent enquiries, neighbourhood issues and resident involvement), as well as for accounts payable and any other type of enquiry.

Office hours: Our Customer Service Team take calls on weekdays from 9:30am to 5:30pm, but we are closed for lunch from 1-2pm. We are also 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

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
- Enfield on 020 8379 1000.



North London Muslim Housing Association

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

Website www.nlmha.com

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

