

Contact us

Office hours: Monday to Friday, 9am to 5pm

Phone: 020 8795 5405

Fax: 020 8795 5755

Email:
agha@apnagar.org.uk

Website: www.agma.org.uk

Write to: 1 Olympic Way, Wembley, Middlesex HA9 0NP



Out-of-hours emergency repair numbers for the properties we manage

Emergency repairs when our offices are shut are handled by the landlord that owns your home. Our offices are shut on weekdays from 5pm to 9am, at weekends and on Bank holidays.



A2 Dominion: 0800 432 0077

Apna Ghar: 033 3000 3000 (from 6pm to 8am and all weekend)

Asra Housing Group:
0116 257 6716

Circle 33: 0800 073 0417 or
020 7447 3100

Family Mosaic: 0300 123 3456

Genesis: 033 3000 3000

Guinness Partnership:
03000 111 321 (6pm to 8am)

Genesis: 033 3000 3000

Islington & Shoreditch Housing Association:
020 7704 7300

London & Quadrant Housing Trust: 0800 015 6536

Metropolitan Housing Trust:
020 3535 3535

Network Stadium Housing Association: 0300 373 3001

North London Muslim Housing Association: 020 8815 4200

Octavia Housing & Care:
0800 479 0011 (Homeserve)

One Housing Group:
0300 123 9966

Peabody Trust: 0800 022 4040

Sanctuary Housing Association:
0800 781 4823

If you live at **Damask Court**, your out-of-hours emergency number is 0300 456 3748 (from 5pm to 8am).

Your fire escape plan

Make a plan to get everyone out of the building as fast as possible – especially if you have young children or someone in your family has mobility problems. Don't plan to fight a fire.



- If you have a disability, keep mobility aids close to hand. You can ask the Fire Brigade to visit you at home to make a suitable fire plan. Call 08000 28 44 28.
- The best route out is your normal route.
- Keep your keys in a known place, so you can grab them when you leave.
- Think of a second route in case the first one is blocked.
- Make sure exits are kept clear of anything that may slow down your escape.

Keep shared areas clear

As your landlord, we are responsible for the shared areas in your block and for your safety in an emergency.

This is why we're strict about what you can and can't leave outside your property.

You mustn't use communal areas to store your possessions, dump unwanted goods or leave out items like bikes, pushchairs, wheelchairs, shopping trolleys, clothes drying racks and shoe racks. We don't allow decorative items like pictures, plants, fairy lights and candles either.

If you currently keep any of these items out somewhere you shouldn't, please remove them now. If you don't move your things, we will have to take action. This could mean taking you to court or charging you the cost of removing or disposing of them.

Finally – please don't use your loft to store dangerous items or items that could catch fire.

Fire safety – do you have a plan?

Escaping safely from a fire is different if you live in a purpose-built flat or maisonette.

Our responsibilities

Apna Ghar and the landlord that owns the building are jointly responsible for keeping it safe from fire. It's up to us to keep to current fire safety standards, provide fire safety equipment and let you know our fire plans.

We must tell you, if you ask, about our fire safety work and the latest fire assessment for your block.

Your responsibilities

You are responsible for keeping the inside of your home safe from fire and for not doing anything that might affect anyone else's safety.

As well as keeping common areas clear, you must keep your fire-resisting and self-closing front door in good condition.

You must look after fire doors and smoke alarms inside your flat – don't forget to check alarms regularly and change batteries when necessary.

You must get our permission before making any changes to your home – so we can check they are safe. (In any case, only assured tenants and assured shorthold tenants with a fixed-term tenancy have the right to make improvements.)

You should let us know if you see any fire risks in or near your home.



There are more tips about fire safety on the back page

What you should do in a fire

- If you see smoke or fire in the building, dial 999. The operator will give you advice. Unless the smoke or heat are affecting you, they may advise you to stay put. Make sure you tell them if someone in your household has mobility problems. Stay on the phone for further advice.
- If the fire is in your flat, use your own fire escape plan (see back page). Warn everyone, then leave, closing the front door behind you. If there is a lot of smoke, crawl along the floor for clearer air.
- Leave the building using the stairs not the lift, then dial 999 as soon as you are safe. Give your full address and useful information about your flats and the building.



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Financial help in difficult times

Community care grants and crisis loans were replaced last April by local schemes run by individual councils.

What's available now

Every council has its own scheme. Check online to see if you qualify, but be aware they all have limited funding, so not everyone will get help.

Any assistance will normally be given in the form of vouchers or pre-paid debit cards for specific purchases. You won't ever be offered cash.

If you need help to make a claim or appeal a decision, ring our office for advice.

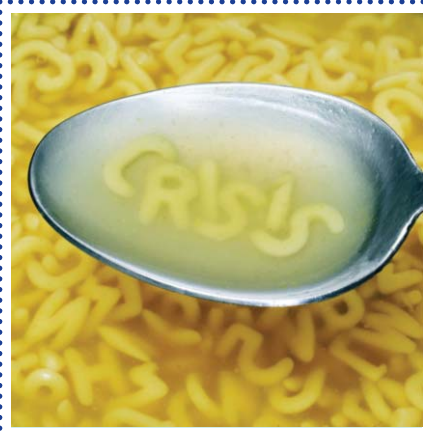
Brent: Local Welfare Assistance scheme

- **crisis payments** for people whose health and safety are seriously at risk, or who are coping with an emergency such as a fire or flood, and
- **community payments** to help vulnerable people with the costs of furniture, white goods, moving costs, some travel costs, and some clothing and footwear.

To apply call 020 8937 5796 or complete an online application via www.brent.gov.uk

Ealing: Local Welfare Assistance scheme

- **crisis payments** to help pay for food, essential clothing, pre-paid meter fuel debt, some travel expenses and essential items destroyed in a disaster, if your health and safety are at risk
- **community care grants** to help people who are being



resettled, carers, families coping with exceptional pressure and people needing help to stay out of hospital or residential care.

To apply, complete the online form via www.ealing.gov.uk – for pre-recorded information call 020 8825 6237.

Hackney: Discretionary Crisis Support Scheme

- can provide payments for:
- essential items when setting up home after an unsettled period
 - replacing shoes and clothes lost in a disaster
 - advance rent not covered by other funds
 - living expenses for a family whose money has been lost or stolen, or whose income has stopped temporarily
 - reconnecting the fuel for a family in crisis, and
 - emergency travel expenses.

You will need to ask either us or your social worker to apply for you through one of Hackney's 11 partner agencies.

Haringey: Support Fund

provides:

- **crisis awards** to help vulnerable people with living expenses when they suffer a disaster, and
- **community care awards** to help people to remain or resettle in their community.

To apply, complete an online form via www.haringey.gov.uk, or phone Haringey's Call Centre on 020 8454 7322.

Harrow: Emergency Relief scheme

is designed to assist people who need help in an emergency. You will need to apply to find out more.

To apply, download a form from www.harrow.gov.uk, complete and send it to the council.

Islington: Resident Support Scheme

– Islington's scheme is run in partnership with the Cripplegate Foundation and it aims to help residents facing exceptional hardship.

The scheme covers all their funds, including Discretionary Housing Payments, one-off payments and grants to people in need. When you apply, they



automatically look at all the funds available. They do a benefits check, offer training and employment advice, and check whether you are socially isolated.

You can apply to the scheme by calling in at the area housing office (if you get housing benefit), or through Contact Islington at 222 Upper Street, N1 1XR. If you have mobility problems, you can arrange a visit. Call 020 7527 4990 (option 4) or email them at claimit@islington.gov.uk

Newham: Community and Crisis support

offers loans you

are expected to repay within 24 months. These are:

- **community support loans** for basic necessities such as furniture, white goods and clothing if you are leaving institutional care, being resettled, fleeing domestic violence, or if you are a carer, and
- **crisis support loans** to help you pay for food, fuel, and other basic living expenses if you are an at-risk household experiencing a disaster.

To apply, phone Newham Council on 020 3373 1180.



Fancy a day trip?

Residents at our last fun day said they would like us to organise a day trip.

We're now planning a date and place to visit. Watch this space for more details!

Taking action on late repairs

We know the repairs service has not been up to a high enough standard over the past few months – with too many repairs being completed late.

We have discussed this with the repairs contractor and they have changed their reporting systems, which we hope will improve the service over the next few months.

We will be reviewing this repair contract later this year and we will select a new provider.



Join Slenky and get connected!

Slenky is an online social network aiming to give 13- to 24-year-olds the chance to get wherever they want to be – by giving them their 'shot'!

Shots are opportunities, such as:

- VIP experiences
- jobs and apprenticeships
- placements and internships
- volunteering
- training, and
- freebies and priority tickets.

Slenky also runs big events to bring young people into contact with businesses. In March, it brought youngsters face-to-face with the housing sector at a 'Social Media and Housing' event at Wembley Stadium.

The young people learned about our work and we heard about their ideas and what they want from us.

To join in, young people register at www.slenky.com, to receive and apply for featured slots. They get replies sent to their own Slenky inboxes.

Offices closed

On 26 June, our offices will be closed so our staff can take part in a training day.

If you need an emergency repair, please phone your usual number.