

Wanted: tenant champions!

Four tenants from Damask Court and one from Rutland Park Mansions* have agreed to be our first tenant champions. We're now looking for tenants willing to take on this role for the rest of the properties owned by Apna Ghar.

As a tenant champion, you look out for your block and you act as a link between us and your neighbours.

Checking on services

We tell you about the standards our contractors have to meet, then give you feedback forms and ask you to report back regularly on how well your block is being cleaned.

When there are other problems – such as graffiti, dumped rubbish, abandoned cars or fly tipping – we will ask you to tell us.

A voice for tenants

You will be a point of contact for your neighbours. They can tell you if they have concerns about the state of the block.

If we're planning changes to your services, we may ask you to check your neighbours' views.

We will invite you to come and

meet the other tenant champions from time to time, so you can swap ideas. We will also train you, so you can make the most of your role.

Our first tenant champions' meeting will be on Wednesday 4 February at our office.

To find out more, phone the office on 020 8795 5405.

*Our first tenant champions are Zuhair Hadi, Babu Bhayani, Najat Daouma and Stacey Coughlan from Damask Court, and Sivakumaran Kanagalingam from Rutland Park Mansions.



Day trip 2015

After our popular day trip to Bournemouth in August last year we're planning a similar day out this year.

Ideas please!

If you have any suggestions about where we should go this year, contact Audrey Chambers on **020 3764 5083**.



Why gas checks are important

To keep you warm and safe, and to stay within the law, we have to carry out annual checks and services to all homes with gas heating and appliances.

When it's time for your home to be checked, you will get a letter saying when the contractor will call. Please phone them as soon as possible if you need to change this appointment.

At the visit, the engineer will service and inspect your gas central system, as well as safety checking any other fixed gas appliances in your home. They will then issue a Landlord's Gas Safety Record certificate.

As your landlord and/or the manager of your home, we're keen to make sure your home and family are safe. We're also breaking the law if we don't get the systems in your home checked every 12 months.

So please give access when your gas inspection falls due. If you fail to let the contractor in, we will have to take legal action and you will be charged our court costs.



Above: Gas inspections keep you and your family safe.

Share your news here

Is there something you would like to share with other tenants?

If you have a story to tell, an event to tell us about, ideas you would like to air, or suggestions for an article, we would be very pleased to hear from you.

We will interview you to get the details, then get your story written up for the next issue of *ourhome*.

Phone Andrian David on **020 3764 5081**.



Insure your belongings

Don't forget, our insurance covers the building you live in – but it doesn't cover your personal belongings.

For peace of mind, you need contents insurance to cover you for theft, accidental damage, fire, flood or water leaks.

One policy to consider is the tenant-friendly My Home scheme offered by the National Housing Federation.

To apply for cover, or ask for an information pack, phone lo-call 0845 337 2463. (But it may be cheaper to call 01628 586 189 if you're using a mobile phone.)



Out-of-hours emergency repairs

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: 0800 389 8699 or 020 7424 7370 and press option 5 (from 5pm to 9am and all weekend) – this service is provided for us by Places for People.

Asra Housing Group: 0116 257 6716

Circle 33: 08000 730 417 or 0300 456 3000

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: Use the emergency numbers for Apna Ghar properties.

Metropolitan Housing Trust: 020 3535 3535

Network Stadium Housing Association: 0300 373 3001

Octavia Housing & Care: 0800 479 0011 (Homeserve)

One Housing Group: 0300 123 9966

Peabody Trust: 0800 022 4040

Sanctuary Housing Association: Out-of-hours gas team: 0800 288 9289
Repairs: 0800 916 1525

If you live at **Damask Court**, use the emergency numbers for Apna Ghar properties.



Contact us

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

General enquiries (including repairs)

Phone: 020 8795 5405

Fax: 020 8795 5755

Email: agha@apnaghar.org.uk

Direct lines

Andrian David: 020 3764 5081

Audrey Chambers: 020 3764 5083

Amarjit Gujral: 020 3764 5082

Website: www.agha.org.uk

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



Not down the loo, please!

Toilets are designed for human waste and loo paper only. Please don't throw anything else down yours.

Recently, we were called out to a block of flats, after tenants reported that their drains were blocked and their toilets were backing up.

Our contractor found the cause – the drains were blocked with wet wipes and baby wipes.

10 things that should never be flushed

- Wet wipes – they don't break down like toilet paper.
- Cotton balls, cotton buds, sanitary towels and tampons.
- Pills you no longer need. They can get into the groundwater and harm wildlife.
- Nappies.
- Cigarette ends. They are full of toxic chemicals that can end up in the water supply.
- Plasters.



- Paper towels.
- Dental floss.
- Fats, oil and grease. They solidify when cold and cause blockages in the sewers.
- Cat litter. As well as causing blockages, cat waste can pollute the water system with toxins and parasites.

Don't add to your service charge. Avoid blockage call-outs!

Helping you access the internet

We're planning to open an IT area for tenants in the near future.

Not everyone has a computer – which can make life difficult.

To help tenants get connected, we have decided to set aside three computers for you to use at our offices, so that you can access the internet.

You will be able to:

- make benefit claims
- search and apply for jobs
- find cheaper energy and other deals, and
- get the chance to practise and improve your IT skills.

Watch this space for news about the launch of this new service!



Survey prize draw winners

Three lucky residents won shopping vouchers worth £50 in our recent prize draw.

Mr Abdullahi from Harrow, Mr Hainsworth from Newham and Ms Carr in Islington, all took the time to complete our latest satisfaction survey. A big thank you to everyone who took part.

We will be using the feedback you gave us to help plan and improve our services. If you said you would like to get involved with our work, we will contact you soon.



Two computers going spare

We have two secondhand computers at our office to give away.

If you are interested, phone the office on **020 8795 5405**.

Contents

Wanted: tenant champions	2
Day trip 2015	2
Why gas checks are important	3
Share your news here	3
Insure your belongings	3
Not down the loo, please!	4