

Tel: 020 8795 5405
E-mail: agha@apnagar.org.uk

Fax: 020 8795 5755
www.gha.org.uk

Opening Hours: Monday to Friday 9.00am to 5.00pm

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| Emergency Repair Numbers
(Apna Ghar managed properties) | FAMILY MOSAIC HA
Out of hours: 0300 123 3456 | NORTH LONDON MUSLIM HA
Out of hours: 020 8815 4200 |
| A2 DOMINION HOUSING
Out of hours: 0800 316 9880 | GENESIS
Out of hours: 020 8451 8000 | OCTAVIA HOUSING & CARE
Out of hours:
Homeserve: 0800 479 0011 |
| APNA GHAR (Connaught Rd,
King George Crescent, Larkspur &
Sedum Close, Pound Lane, Rutland Park
Mansions)
Out of hours: 020 8451 8000
Heating: J O'Connor 0208 363 3222 | GUINNESS PARTNERSHIP
Out of hours: 0300 111 321
(6pm to 8am) | ONE HOUSING GROUP
Out of hours: 0300 123 99 66 |
| APNA GHAR (Court Gardens,
Orleston Mews, Tottenham Road)
Out of hours: 0845 769 7695 | ISLINGTON & SHOREDITCH HA (ISHA)
Out of hours: 020 7704 7300 | PEABODY TRUST
Out of hours: 0800 022 4040 |
| ASRA HOUSING GROUP
Out of hours: 0116 257 6716 | LONDON & QUADRANT HT
Out of hours: 0800 015 6536 | SANCTUARY HA
Out of hours: 0800 781 4823 |
| CATALYST HOUSING
Out of hours: 020 8937 1234 | METROPOLITAN
Out of hours: 0845 070 7711 | SHIAN HA
Out of hours: 020 8356 2300 |
| CIRCLE
Out of hours: 0800 073 0417 | NETWORK STADIUM HA
Out of hours: 0300 373 3000 | |

And now for something else..... Naidex Event – for anyone affected by disability

When? 17-18 October 2012

Where? Excel Centre, London

This is an opportunity for you to test and compare the latest products, meet experts, gain valuable advice and share experiences with others as well as to indulge in some retail therapy.

Register for Free Entry at www.naidex.co.uk/south with priority code EX1.

Newsletter - Win £20 gift voucher

We hope you enjoyed reading our latest edition and like the new look. Your comments and suggestions are always welcome.

We are looking for a name for our Newsletter so get your thinking caps on! If we like your suggestion and use it we will give you a £20 gift voucher... so, what are you waiting for?

Please send your ideas to gha@apnagar.org.uk or phone us on 020 8795 5405.

Ealing Jobs Training & Advice Fair

When?
Wednesday 24 October 2012.

Time?
10am—4pm

Where?
Victoria Hall, Ealing Town Hall

Why should you go?
To meet employers with vacancies in a variety of sectors and to find out about Training & Apprenticeship opportunities.
All Ealing Job seekers welcome. Remember to take copies of your CV.

MEETING HOUSING AND SUPPORT NEEDS OF DISABLED PEOPLE

Celebrate Safely

In London we have a diverse community enjoying a wide range of festivals and celebrations. The possibility of a fire is the last thing on our minds but many events including Guy Fawkes Night, Christmas, Diwali, Eid, Hanukkah, Chinese New Year and New Year's Eve bring their own specific fire risks.



Safety Advice:

- It's easy to forget safety when you've had a few drinks, so if celebrating with alcohol take extra care. Never cook when you have been drinking alcohol.
- If you are using decorative lights make sure they meet British Standards and are in good working order.
- Make sure decorative lights are turned off at night and when you go out.
- Make sure the plug for the decorative lights has the right size fuse (refer to the manufacturers instructions).
- Candles are often used during celebrations and festivals – never leave them burning unattended or close to curtains or other objects that could catch fire.
- Keep decorations, wrapping paper and greetings cards away from decorative lights, candles, fireplaces and heaters.
- If you are using fireworks, always follow the firework code.
- If you are having a party, or inviting guests to stay, make sure they know how to escape if a fire starts. Tell your guests where you keep door and window keys. If guests are smoking, ensure cigarettes are put out carefully in a proper ash tray.
- Preparing food is a major part of most festivals, but many fires start in the kitchen. Cooking should never be left unattended and extra care should be taken when preparing deep fried food.
- If a fire does break out follow the simple rule to **“get out and stay out.”** Call the Fire Brigade (Dial 999).
- Never go back into the property to collect belongings.



“Keep Safe”

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Tenancy Strategy

Apna Ghar is developing a tenancy strategy for tenants living in its owned stock, that is, where Apna Ghar is the landlord. This is in line with the Governments requirements that all housing associations have this strategy in place.

This will not affect tenants living in properties owned by other housing associations.

The tenancy strategy will not affect existing tenants only new tenants.

Our proposal is that we will no longer offer lifetime tenancies; instead we will offer fixed term tenancies. These will be for seven years after which we will review the circumstances of the tenant and their household to see whether they can continue to live at the property or whether they will be required to move.

The type of information we intend to take into account when reviewing a tenant's circumstances would include whether they still need the same number of bedrooms as when they first received their tenancy; or if it a disabled property, whether this is still needed by the tenant or a member or their household.

Other factors we would take into account when making a decision whether or not to renew a tenancy would be whether there were any arrears, tenancy breaches including anti social behaviour.

The tenancy strategy is an important document which changes the type of tenancy we issue to new tenants. As such we seek your comments on our proposals.



If you wish to discuss this further, or send comments please contact the Supported Housing Manager, Jyotika Patel

Finding a local tradesperson

You may need to call a professional to carry out work in your home. It is important that you take precautions to make sure you remain safe and avoid being ripped off.

Here are some tips to keep safe:

- Say no to unexpected doorstep callers
- Get recommendations from family or friends or call TrustMark (see below)
- Get several quotes to make sure you are getting value for money
- Always ask for proof of identity and check carefully
- If you have any doubts do not let them in
- Don't feel pressured into buying goods or services you don't want or can't afford

TrustMark is government backed initiative that helps people find local tradespeople who are trustworthy and reliable. Visit www.trustmark.org.uk or call 01344 603 804 for more details

Council Tax changes - Hackney consultation

In April 2013 Council Tax Benefit will be replaced by a new localised support scheme. The Government's proposals have three stated objectives:

- (a) creating incentives to get more people into work;
- (b) protecting the most vulnerable people;

(c) being fair to those claiming benefit and also to the taxpayer.

We encourage you to have your say on this consultation. Please complete survey at www.hackney.gov.uk/cts-consultation

by 22 October 2012

Interview with Lady Carolle Black

Apna Ghar Service User Lady Carolle Black has had a distinguished and illustrious career in the entertainment industry spanning over 40 years. A skilled agent and manager, she is known as Mother of the Stars as she has been instrumental in guiding the careers of many of today's solo artists and bands. She is a consummate professional with a wealth of knowledge about the music and entertainment industry. With her expertise and highly developed networking skills she has given guidance to many of the stars.

She has been manager to superstar artists such as Stevie Wonder, Lionel Ritchie, Gabriel, Alexandra Burke and JLS to name but a few. "There are too many artists to account for" says Lady Carolle. There have not been many stars that she hasn't worked with at some point.

"I have entertained people from all walks of life" said Lady Carolle when telling me about her life. She spoke fondly of her love and passion for talented people and the good times she has had in the music industry. Lady Carolle said that she enjoyed giving artists a platform and assisting them to launch successful careers. A perfect example of this was artist Alexandra



Lady Black pictured on the right at our fun day

Burke who won X Factor 2008 Competition and JLS who were the runners up.

"I have a knack for spotting unique talent" said Lady Carolle. This has definitely been proven right as she managed Alexandra Burke for ten years up until she was age 20 and JLS before they found success.

Lady Carolle still contributes her knowledge of the music industry to the younger generation by organising talent competitions for them. She has hosted popular show cases for both signed and unsigned artists in London West End clubs. She enjoys encouraging young people to realise their dreams.

The very talented and well-connected Lady Carolle, is truly Mother of the Stars. *Interviewed by Ravelle Suban*

Free Home Fire Safety Visit

The Fire Brigade will visit you at home to offer advice on how to make your home safe and where appropriate fit a smoke alarm for free. They will visit people at high risk of fire, which includes older people, especially those living alone, those with mobility, vision and hearing impairment, mental health services users and those liable to intoxication through alcohol/drug use. A combination of these factors will significantly increase the risk from fire.

You can book a visit on line at

<https://www.london-fire.gov.uk/HomeFireSafetyVisit.asp>

or contact your Supported Housing Officer or Housing Officer who will arrange this.

