

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.gha.org.uk

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



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, until 30 October 2014: 033 3000 3000 (from 6pm to 8am and all weekend)

Apna Ghar, from 31 October 2014: 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: 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 until 30 October 2014:
0800 015 6536

London & Quadrant Housing Trust from 31 October 2014: Use the new emergency numbers for Apna Ghar properties

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). However, please note that from 14 January 2015, you should use the new emergency numbers for Apna Ghar properties.

A great day by the sea

Sea, sand and ice cream... and an unexpected stop at Fleet Services!

On 28 August, 17 residents – seven of them children and babies – came to Bournemouth on our residents' day trip. They were accompanied by Tenancy Services Officer Audrey Chambers and three volunteers.

As well as all the normal fun of being by the seaside, our day-trippers enjoyed a free air show over the beach, with the Red Arrows and helicopters taking part. The Royal Naval Fleet was also in the harbour.

"It was drizzly and foggy at first, but the afternoon was really clear and warm. Some of the kids took a dip," says Audrey.

"We all had a great day – even when the coach broke down outside Fleet Services and we had to have a change of coach!"

Resident Ursula Arendorf was pleased with the minibus we laid on for wheelchair users.

She later told us: "Just to let you know how much Alex, me and



Flats 4 and 7 enjoyed the trip to Bournemouth yesterday. The air show was spectacular... and the weather was good too, except for the short shower. Thank you very much for arranging it and looking after us."



Getting rid of large items of rubbish

When you have large items to get rid of, such as old furniture or fridges, please don't dump them or leave them by the bins.

Your local council will collect your items if you phone them, or fill out a form on their website.

■ **Brent Council** will collect up to five items, three times a year (April to March) for free – phone 020 8937 5050.

■ **Ealing Council** charges £20 to collect up to eight items (£25 for a fridge) – phone 020 8825 6000.

■ **Hackney Council** will collect



up to five items, four times a year for free – phone 020 8356 3000.

■ **Haringey Council** will collect most household items

for free – phone 020 8885 7700.

■ **Harrow Council** charges for collection, but charges less if the item can be recycled or if you qualify for a lower rate – phone 020 8901 2600.

■ **Islington Council** will collect up to five items, three times a year for free – phone 020 7527 2000.

■ **Newham Council** will collect up to six items at once for free – phone 020 8430 2000.

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Hospital changes in west London

A&E services have changed in west London – now that the accident and emergency departments at Central Middlesex Hospital and Hammersmith Hospital have closed.

There are now fewer A&Es and more ‘Urgent Care’ centres.

A&E (accident and emergency)

A&E departments are run by specialist doctors and nurses, who treat major, life-threatening illnesses and injuries including:

- loss of consciousness
- persistent severe chest pain
- breathing difficulties and choking
- severe bleeding that can't be stopped.

In an emergency dial 999

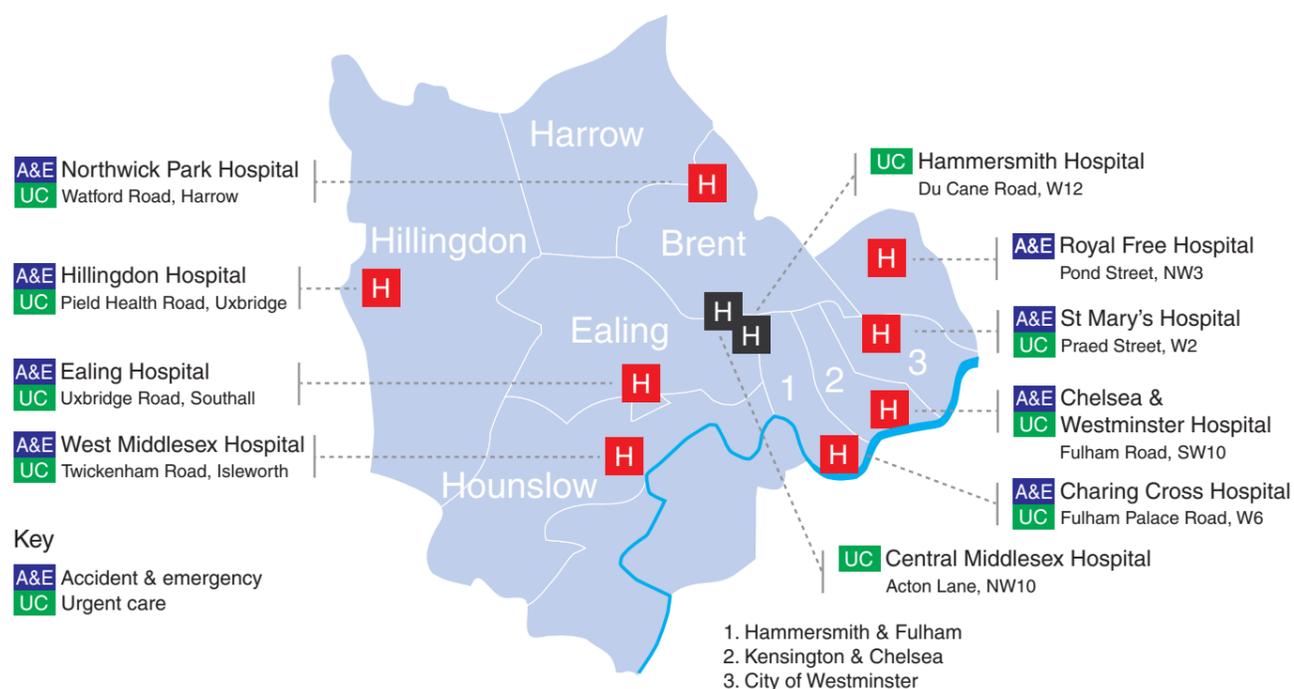
An ambulance crew can start treating you as soon as they arrive. They will take you to the right hospital for your condition, so that you get the best possible treatment.

Urgent care centres

Urgent care centres are run by GPs and nurses for patients who can't wait for an appointment with their GP.

Use an urgent care centre for:

- sprains and strains of ankles, wrists and knees
- minor burns of small areas
- cuts – including cuts that may need stitches
- minor infections, such as ear, nose and throat
- minor broken bones, such as toes, fingers, collarbone
- x-rays.



Where to go for urgent or emergency care in west London

Departments all open 24 hours a day, seven days a week

Arhag takes on our repairs

Arhag Housing Association will be providing our repairs service from 31 October, after we negotiated our own repairs contract.

We were disappointed with the repairs service we used last year, because, for several months, too many repairs were being completed late.

Things got better when we took them to task, but we decided we should take more control over our repairs in future.

We have chosen Arhag Housing Association as our provider, because we think they will give

you a better service. We will check the service is improving by using new ways to get your feedback.

To order a repair from 31 October, call our office number.

See the back page for changes to the emergency service.



Beware of naked flames

As we head into the festivity season, do remember fire safety.

In October, some of you will be celebrating the Diwali festival of lights, Eid ul Adha or Halloween. And on 5 November, it's Guy Fawkes night.

If you use candles or lamps with naked flames, please be very careful. They are one of the biggest causes of fires in homes.

- Use a heat resistant holder on a stable surface – tea lights can melt through plastic like a TV or bath.
- Keep flames away from hair curtains, furniture and clothes.
- Make sure you put out any flames when you leave the room or go to bed.
- Keep these items out of reach of children and pets.

If you're planning fireworks:

- Buy them from a reputable shop and check they have the British Standard BS 7114 on the box.
- Keep pets inside and your children safe – never give a sparkler to an under-five.
- Read and follow the instructions.
- One person should take charge and they should wear eye protection and gloves. You will need a torch, bucket of soft earth to keep the fireworks in, a bucket of water for emergencies, and suitable supports and launchers for catherine wheels and rockets.



Uzeyir wins latest prize draw



Uzeyir Keser from Damask Court has won £50 in our latest prize draw.

Uzeyir won the prize because he pays his rent by direct debit.

For a chance to win a prize, sign up to pay by direct debit. Then, next time, it could be you!

Stay on top of your rent

As we head towards the winter, please make sure you carry on paying your rent on time and in full.

In the winter, we all see our fuel and other bills rise. By December, it can be tempting to put buying presents before paying your rent.

Don't make this mistake. When people get behind with their rent, they can find it very hard to catch up later in the year. Don't risk losing your home.



If you are struggling to pay your rent, call us as soon as you can. We will be able to help you sort out a plan to pay what you owe.