

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.



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

Family Mosaic: 0300 123 3456

Genesis: 033 3000 3000 (6pm to 8am)

Guinness Partnership: 0303 123 1890 (6pm to 8am)

Islington & Shoreditch Housing Association: 020 7704 7300

London & Quadrant Housing Trust: Use the emergency numbers for Apna Ghar properties.

Metropolitan: 020 3535 3535

Network Homes: 020 3701 3589

Octavia Housing & Care: 020 3589 3078 (Meers)

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



Contact us

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

General enquiries (including repairs)
Phone: 020 8795 5405
Fax: 020 8795 5755
Email: agha@apnagar.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
21 Westmoreland Road
London
NW9 9BW



Stay warm and well this winter

Follow these tips from Age UK and NHS Choices to keep you and your family healthy during the cold weather.

Make sure you're healthy

Cope better with cold weather by staying fit and active, and getting a flu jab.

Eat properly

Give yourself the fuel to stay warm. Eat at least one hot meal a day – with a mix of fruit and veg, as well as starch. Drink hot drinks during the day and at bedtime.

Keep yourself warm

To stay warm:

- wear several thin layers rather than one thick one
- wear warming wool, cotton and synthetic fleecy fibres
- include thermal underwear, warm tights, socks and bedsocks, and
- wear lots of warm layers when you go out, including gloves and a hat.



Keep your home warm

Stay warm and comfortable by:

- keeping the rooms you use at least 21°C (70°F) during the day and 18°C (64°F) at night – use your timer and thermostat and aim to set the heating to run from 30 minutes before you get up to 30 minutes after going to bed
- keeping your bedroom window closed at night
- drawing curtains to keep the heat in, and
- stopping window and door draughts by filling gaps.

A new home for Apna Ghar

After fitting out our new offices in Queensbury, we were able to move in on 16 September.

Chief Executive Jai Dosanjh and the team are pictured outside the new offices, which are already working well for us.

Moving to a new address on a long lease will save us money and give us more security.

Disabled access

Our new home provides us with better facilities and will also be easier for you to visit – especially if you have a disability. Although our old base was on the ground floor, there were several corridors and fire doors to go through before you could get to us. Now, we have our own shop front and direct access to the street, for the first time.



Our new address

21 Westmoreland Road
London NW9 9BW.

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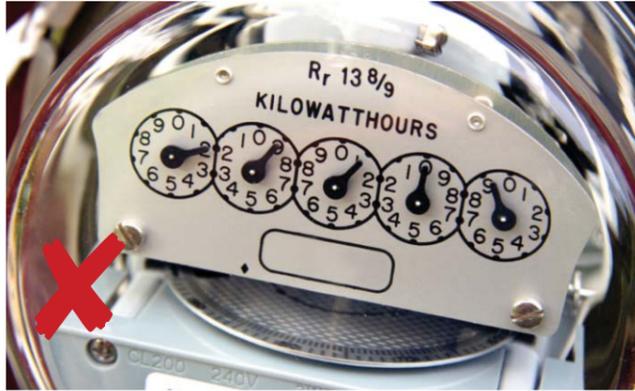
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Smart meters – coming soon

Between now and 2020, you will be able to swap to free smart meters. Call your energy suppliers – or wait for them to contact you.

Your energy supplier will take away your existing meters (including prepayment ones) – but remember to tell us first.



They will install smart meters at your home instead – at no cost to you. (Meter installers work to a code of conduct, but let us know if there were any problems.)

Helping you save money

- Smart meters don't reduce your bills on their own. But you can see how much energy you're using and how much you're spending. You can use this information to reduce your energy usage.
- Swapping energy providers to get the best deal should be easier in future.



Fairer billing

- No more estimated bills – you always know what you're paying and what you owe
- You only pay for the energy you actually use.

No more meter readings

- Your smart meter sends readings automatically using radio waves.

If you prepay for energy:

- You may be able to pay online or using a phone app – no more keys, cards or late-night trips to the shop.
- You can swap to direct debit without having a new meter installed.

Find out more online at <https://www.smartenergygb.org/en>

Office open day

We held an office open day on 8 November, inviting residents to come and visit us.



Staff raise money for charity

Chief Executive Jai Dosanjh and Lalitha Shanmugarajah, our Finance and Information Officer, are pictured above wearing their best Christmas jumpers.

Jai and Lalitha were two of the staff members who took part in our Christmas jumper day.

As well as enjoying the fun, we're pleased to report that we raised a total of £38 for Save the Children.

Help us plan a summer outing

We're keen to hear your ideas for a tenant outing this summer.

You might want another day at the seaside (our days in Southend and Bournemouth were great fun). Or you might fancy a change – perhaps a visit to a National Trust property or a trip to the theatre.

Call the office before 1 March to let us know.

