



Look after your smoke alarm

In a fire, a working smoke alarm can save lives.

We recently discovered that some tenants have been taking the batteries out of their smoke detectors, instead of replacing them. Please don't tamper with your alarm – you could put your life at risk.

Improving gas safety in your home

We will be putting carbon monoxide detectors in all of the homes we own, when we carry out your next gas safety check.

Faulty boilers and other appliances sometimes produce carbon monoxide gases, which are colourless and odourless, but extremely dangerous.

As many as 50 people die from carbon monoxide poisoning in the UK every year.

The good news is that our regular gas safety checks make this very unlikely. But we are adding in detectors as a second line of defence.



Update on Universal Credit



By the end of June, your benefit claim will be for Universal Credit if:

- you are single and childless (wherever you live), or if
- you are a family with one or two children and your jobcentre is Acton, Alexandra Park, Barnsbury, Ealing, Finsbury Park or Harrow.

Universal Credit for small families comes to Stratford in July, Hackney and Haringey jobcentres in October and Wembley in December.

Larger families will claim Universal Credit from November. Existing claims will begin switching from July 2019.

Are you prepared?

Under Universal Credit you get one payment into your bank account and it is up to you to pay your rent. There is a six-week wait before payments start and the benefit is paid in arrears.

We strongly recommend getting ahead with your rent now, with small extra payments, so that you are ready for the change.

Treatment in the NHS Migrants still have rights

In 2014, the Government brought in a new law so they could start charging some migrants for using the NHS. Here is what the changes mean.

Healthcare surcharge

People with work or study visas pay £150 (students) or £200 (workers) each year for full use of the NHS. So do family members. (These charges are set to double later in 2018.)

Overseas visitors

Overseas visitors are charged 150% of the cost of hospital treatment. You will also be charged in advance when staff like midwives provide services outside the hospital.

Some services are still free.

Free NHS treatment

You have free use of the NHS if:

- you're a UK citizen, living in the UK, or a UK pensioner living in an EEA country or Switzerland
- you're a UK citizen working abroad for our Government
- you're settled here, with indefinite leave to remain



- you have applied for indefinite leave to remain, or
- you come from an EEA country.

You will also get free treatment if:

- you're an asylum seeker, failed asylum seeker, or if you are detained
- you were a victim of modern slavery or trafficking
- you need treatment after torture, FGM, domestic or sexual violence
- you are a 'looked-after' child.

And some services are still free for everyone.

You do NOT have to show your passport to use these services.

Housing Association Pledge to Migrants

A year ago, Apna Ghar signed up to a migrant support charter, along with 28 other housing associations.

We promised to provide a safe environment for migrants, to train our people, help to raise understanding and break down prejudice.

You can see a GP (family doctor). You need to register first.

Treatment for serious infectious diseases is free – including tuberculosis and HIV.

Contraceptives are still free from family planning clinics.

Treatment in A&E is free. (You will be charged if you're admitted to hospital.)

Treatment for serious mental health problems is free.

Employment support – just for you

Looking for a job or change of career? Want to start a business? Here is the support you need.

Rise into Employment is an award-winning employability course, developed for Arhag

Housing Association by Olmec, which is a social enterprise.

There are six weekly sessions of free group learning and support, followed by four weeks in a work placement. The course is open to any resident aged 16 or older.



The support is friendly and personal, while working as a group will help to boost your confidence and skills.

To find out more, call the office.

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: 01772 666029 and press option 5 (from 5pm to 9am and all weekend) – this service is provided for us by Places for People.

Family Mosaic: 0300 123 3456

Notting Hill Genesis:
0845 603 0714 (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

PA Housing Group:
0116 257 6716

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



No access for gas checks? No more gas supply!

In future, if you fail to give us access for your annual gas safety check, you may have your gas cut off.

We are legally responsible for ensuring that gas boilers and appliances in the properties we own are safety checked and serviced each year.

We have to keep copies of the CP12 paperwork to prove we have done this.

To keep you and your family safe, we send an appointment for your check. If you are not

in on their third attempt, we have told our contractors to cap your gas supply.

You can change the appointment, once only – providing the CP12 on your home is still current.

But if you fail to give access for an appointment you changed, we will recharge you the cost of the visit.



Ursula Arendorf passes away

We are sad to report the death of Ursula Arendorf, who was a tenant Board member for Apna Ghar for six years from 2012. Ursula became our tenant the previous year.

Ursula was formerly a PA/ Secretary at Marks & Spencer and the Secondary Heads Association.

She previously lived at the same address in Kilburn for 41 years and didn't really want to move home.

However, after undergoing an amputation, Ursula became a wheelchair user and struggled to manage.

In an interview for the Annual Report in 2014, she recalled that this led to her spending four months in a care home, which cost her £4,000. She was then put forward for an Apna Ghar flat by the council.

Ursula said: "The flat's very nice and they're brilliant, because it's a small association. It's caring and you know all the staff."

Ursula said she was very pleased when we asked her to serve on the Board. She found it interesting to get an insight into how things are run. She said: "I feel like I can be a bit of use to them. They like to have a resident, because we know how things are."

Board Chair Nitin Parmar said: "Ursula served our board for six years with dedication and commitment, providing a balance



Above: Ursula Arendorf was our tenant Board member from 2012-18.

to the team. She had a very positive, calm and pleasant manner about her. We will miss her contributions and the value she brought to Apna Ghar."

Chief Executive Jai Dosanjh said: "On behalf of the staff and Board of Apna Ghar, I would like to send our condolences to Ursula's family and friends."

Get involved

If you would like to get involved in our work, please call the office on 020 8795 5405. We are constantly looking out for possible 'tenant champions' to speak for their blocks.

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