

BANGLA POST

ISSUE 24 – AUTUMN 2019

Quarterly newsletter for Bangla Housing Association Residents

EDITOR'S COMMENT	2
RENT STATEMENTS	2
PAYING YOUR RENT	2
REPORTING REPAIRS	4
GAS SAFETY CHECKS	4
GET INVOLVED	6
USEFUL CONTACTS	6
CHILDREN'S PAGE	7



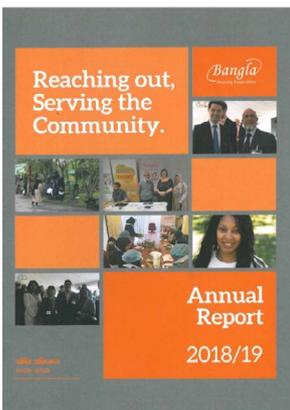
SUMMER DAY TRIP TO HEVER CASTLES



On 7 August 2019, Bangla organised this year's summer trip to Hever Castles and Gardens in Edenbridge, Kent. Over 50 tenants and their children travelled by coach to this magnificent and historical tourists' venue. Everyone enjoyed the day out admiring the 700-year-old castle with the rooms containing fine furniture, tapestries, antiques an important collection of Tudor paintings and two payer books inscribed and signed by Anne Boleyn.

Continued on page 3

BANGLA ANNUAL REPORT FOR YEAR 2018/19



It gives highlights of Bangla's achievements and performance results over the past year. You can read this report on Bangla website: www.banglaha.org.uk

If you would like a hard copy of the annual report or if you have any comments about it, please contact Leena Khan at our office.

RUTH GEORGE PRAISED AT BANGLA AGM

Bangla Housing Association's Annual General Meeting was held at its offices on 12 September 2019.

Chair, Ruth George presented the annual reports and Treasurer, Margaret Aboraa presented the accounts for year ending 31 March 2019 which were approved by the members.

Following the AGM Bangla Board and staff paid tribute to the outgoing Chair, Ruth George. Ruth served on Bangla Board for over 9 years of which 4 years as the Chair. Bangla Chief Executive, Bashir Uddin presented graphics illustrating Bangla's position compared to now and when Ruth joined Bangla over 9 years ago. It was gratefully acknowledged that Ruth's dedication and leadership played a major role in Bangla's achievements to date.



Above: Bangla members and staff presented the retiring Chair, Ruth George (in the middle) with a hamper of memorabilia and a bouquet of flowers following the AGM held on 12/09/2019

FIVE A SIDE FOOTBALL COMPETITION

PAGE 7 - CHILDREN'S PAGE

FIRE SAFETY

PAGE 5

NEW BANGLA TENANT BOARD MEMBER

PAGE 3

EDITOR'S COMMENT



Welcome to the Autumn edition of the Bangla Post.

We hope you enjoyed the hot weather this summer. Bangla held its AGM on 12 September 2019 and members paid tribute to the retiring Chair, Ruth George for her long and dedicated services to Bangla. You can read our annual report for year 2018/19 by logging into our website: www.banglaha.org.uk. We hope you will find it informative.

Your rent statements are sent with this newsletter. Please do check them and if you have any query then contact Fatima Begum at our office. It is important that your rent account is up to date to avoid any repossession action.

We hope you will find this newsletter informative and interesting. As always, we welcome your comments. Please drop me an email: bashir@banglaha.org.uk or ring us on 020 8985 1124 to let us know what you think about this newsletter.

RENT STATEMENTS

Your Rent Statements for period 1 July 2019 to 6 October 2019 are sent with this newsletter. Please check them and if you have any query then contact our office.

If you are behind with your rent payments and if you do not make an agreement with us to clear the debt or if you do not keep to any agreements made to pay off your arrears, then you could risk losing your home

If you have any problem with paying your rent, then please contact Fatima Begum at our office. If you are claiming Housing Benefit, then it is your responsibility to ensure that the Housing Benefit Office has your up to date information and to chase them if there is a delay in processing your Benefits. If you claim Universal Credits (UC), make sure to include your rent under housing costs.

PAYING YOUR RENT

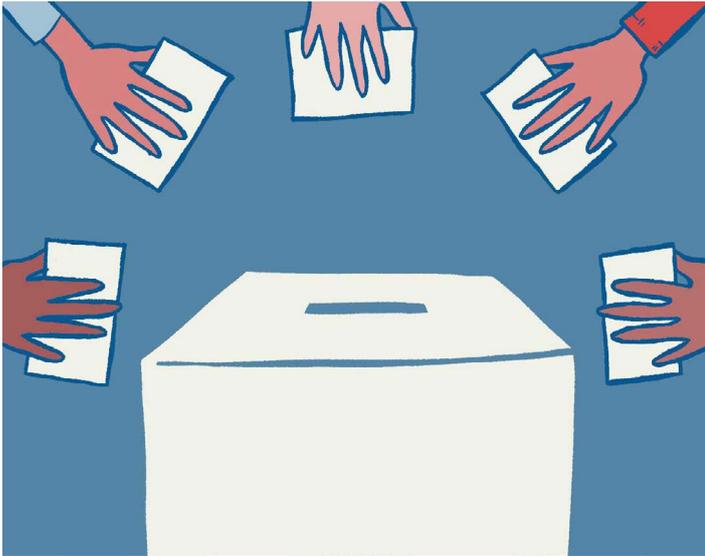


You can pay your rent in the following ways;

- 1) Using a rent card – you can pay your rent at any post office or any shops displaying Pay Point signs. If you need a rent card please ring our office on Tel 020 8985 1124
- 2) By bank Standing Order – contact our office for a form
- 3) By Cheques or postal orders made payable to 'Bangla Housing Association' and sent to our office
- 4) Paid Directly into our Barclays Bank Account: -
A/C No. 60899089 Sort Code: 20.46.57

Don't forget to mention your address with the payment.

NEW TENANT BOARD MEMBER



Shanaz Begum has been elected to represent the tenants on the Bangla Housing Association's Board of Management for year 2019/20. Shanaz replaced Gulcin Ozdemir.

In the summer 2019 issue of the *Bangla Post* we invited nominations from tenants. As there has been only one nomination of Shanaz Begum, she has been elected unopposed. Shanaz also is an active member of the Bangla Residents Forum. Congratulations and our best wishes to Shanaz

You can contact your tenants' reps via email: info@banglaha.org.uk

SUMMER DAY TRIP TO HEVER CASTLES

Continued from front page

Our tenants and children also enjoyed the playground, water and yew maze, miniature model houses and paddled on the boating lake.



Above: Some pictures of our tenants and children taken at the Hever Castles and rooms displaying historical furniture and tapestries

ARE YOU ON LOW INCOME OR CLAIMING BENEFITS?



If your housing or other benefits have been reduced or you if your earned income has reduced, then contact Fatima Begum at our office on 020 8985 1124. Fatima will do an assessment and see if she can help you to get more benefits.

REPORTING REPAIRS



If you need to report any repairs, please inform Bangla by any of the following ways:

- Visit our office during office hours
- Tell us when we visit your home
- Tel. 0208 985 1124
- Text: 07983 467 036
- Email: shah@banglaha.org.uk
- Log on: www.banglaha.org.uk

When our office is closed and for **emergency repairs** only please contact TSG on: 0800 030 4309 or 0800 111 4044. When reporting please say you are a Bangla Housing tenant then say your address.

Please **do not** contact your main Landlords to report any repairs as you may be recharged for the call out.

GAS SAFETY CHECKS

Landlords are required to carry out gas safety checks annually. When we contact you to give access for these inspections please keep the appointment and help us to keep your home safe. If you have any query about gas safety inspections at your home, please contact our office on 0208 985 1124.

Please note: If you smell gas contact Transco immediately on 0800 111 999



KEEPING COMMUNAL AREAS CLEAR

Please do not leave items in communal areas, such as stairwells and corridors, as these pose a risk in the event of a fire. We recently wrote to all residents to explain that we would be using contractors to remove any unclaimed items from communal areas, including bicycles and prams. Any items removed will be disposed immediately and Bangla cannot be held responsible for them.

PAY LESS FOR YOUR ENERGY

Do you want to pay less for your energy? Call free on 0800 0014 706 or visit www.myhomeenergyswitch.org.uk or contact Leena at our office on 020 8985 1124.

Bangla's responsibilities:

- To keep stairs, hallways, steps and pathways free of slipping and tripping hazards and in good repair
- To make sure tenants are not leaving their belongings in communal areas. They can block access and make a fire more serious.
- To check that locks and door entry systems work properly.
- To keep refuse areas clean and tidy.
- To make sure automatic fire detection systems work properly.
- To keep common areas well lit.
- To complete Annual gas checks.

Tenants' responsibilities:

- Must keep communal areas clear of personal items including balconies.

This is because they can:

- Cause a fire and produce toxic fumes.
- Make a fire more serious or spread more quickly
- Get in the way of people trying to escape from a fire
- Make it harder for the fire crews

Please note: we will always take action if we find your belongings are left in the communal areas.

This means you **must not** at any time leave any furniture, bikes, buggies, laundry, shoes, doormats, plant pots or other items outside your flat. We will remove anything we find and dispose of it.

Please **do not** leave rubbish outside your door – take it straight down to the communal bin store. Please do not leave rubbish bags on the floor or outside the bin room. Make sure you put them inside the bins.

You **must not** have barbecues or leave other materials that can catch fire easily, on the balcony.

Every tenant needs content insurance

Your landlords insure the buildings that you live in but not your personal items.

We recommend you taking contents insurance to cover your belongings in case of fire, theft, vandalism, leaks or accidents.

You can find cheap insurance by;

- Searching comparison websites like www.confused.com or www.gocompare.com
- Checking out the My Home scheme provided by the National Housing Federation with Thistle Tenant Risks. Phone 0345 450 7288 or go to www.thistlemyhome.co.uk



Smoking is a fire hazard too!

- Smoking in internal communal areas is against the law.
- For safety reasons smoking outdoors is safer than smoking in your home.
- Dispose of cigarette butts carefully as they could start a fire.
- Never throw them out of the window, which can be dangerous and could start a fire.
- Be considerate. Pick up your own cigarette butts. Don't leave them for someone else to clear up.

GET INVOLVED AND HAVE YOUR SAY!



At Bangla, we want to provide excellent services and would like your help to achieve this. To do this we offer a range of ways for you to get involved. We currently have two residents on Bangla Board of Management. There are two residents' groups; the Residents' Forum and Tenants Focus Group which meet at Bangla office every three months. You are welcome to join and attend the following Residents meetings:

Residents Forum: Next meeting will be held on 22nd November 2019 at 9.30am at Bangla office. The agenda will include neighborhood issues, policy reviews and feedback from Bangla Board meetings. All Bangla tenants are welcome to attend this meeting.

Tenants Focus Group: Next meeting will be held on 22nd November 2019 at 10.30.am at Bangla office. The agenda will include feedback from youths five a side football and summer day trip and any other forthcoming activities including. All our women tenants are welcome to join and attend this meeting.

For further information about the above Residents Meetings please contact Leena Khan at our office.

Joint inspections of Communal Areas: Do you live in a block or where we provide communal services, like estate cleaning and gardening? We are looking for residents to join us when we do our monthly estate inspections. These only take about 15 minutes and will help us to improve our services. If you can join and for further information, please contact Shah Uddin on 0208 985 1124 or email: shah@banglaha.org.uk

USEFUL CONTACT NUMBERS

	Hackney	Islington	Waltham Forest
Service Centre	020 8356 3000	020 7527 1900	020 8496 3000
Housing and Council Tax Benefit	020 8356 3399	020 7527 4990	As above
Council Tax Queries	020 8356 3154	020 7527 2633	As above
Domestic Violence Unit	0800 056 0905	0808 2000 247	0208 558 6228
Noise reporting	020 8356 4455	020 7527 3258	0208 496 3000
Racial Harassment Unit	0800 056 0905	0207 230 2229	0208 496 3000
Victim Support	0800 056 0905 0208 356 4457	020 7272 0784	0208 503 6226
Rubbish Collection/ Recycling	020 8356 6688	020 7527 2000	0208 496 3000
Bulky Waste/Street Cleaning	020 8356 6688 up to 5 items	020 7527 4900	0208 496 3000
Parking Enquiries	0208 357 8877	020 7527 2000	0208 496 3000
Police	020 7739 1212	020 7704 1212	020 8520 3211
Gas Leaks	(TRANSCO) 0800 111 999	(TRANSCO) 0800 111 999	(TRANSCO) 0800 111 999
Sewage	(Thames Water) 0845 920 0800	(Thames Water) 0845 920 0800	(Thames Water) 0845 920 0800

CHILDREN'S PAGE

YOUTHS FIVE A SIDE FOOTBALL COMPETITION



Five-a-side football competition for youths and children aged 14-18 years will be held at:

Venue: Victoria Park,
Queens gate, Victoria Park
Road, London E9 5DX

Date: Wednesday 23 October 2019

Time: 2.00pm to 4.00pm

To enter your team and for further information please contact Shah Uddin at Bangla office on 020 8985 1124. Email: shah@banglaha.org.uk

WORK EXPERIENCE OPPORTUNITY AT BANGLA



We take on local secondary schools and college students for their one or two-weeks' work placement as part of their studies. If you are in year 10 at a secondary school or studying at a college and you are looking for your work experience, then ask your tutor to contact Bangla on Tel 0208 985 1124.

Here is a statement from Miguel Monteiro from Highbury Grove school following his one week's work experience placement at Bangla in September 2019.

'One of the main things I have learnt is to treat clients or tenants with respect, kindness and helpfulness. I learned many useful office skills like filing documents, using a printer, franking letters and using the shredder. I also carried out some repair's satisfaction surveys by telephone.

This work placement gave me a sense of responsibility by entrusting me to work among professionals in the office. I would like to thank everyone at Bangla for giving me this opportunity.'

INSPIRATIONAL QUOTES!

1. 'If you have good thoughts, they will shine out of your face like sunbeams, and you will always look lovely' – Roald Dahl
2. 'You must be the change you wish to see in the world' – Mahatma Ghandi
3. 'It always seems impossible until it is done' – Nelson Mandela
4. 'All your dreams can come true if you have the courage to pursue them' – Walt Disney
5. We know what we are but know not what we may be' – William Shakespeare
6. 'Preparation is the key to success' – Alexander Graham Bell.

AUTUMN WORD SEARCH

Can you find the following words in the grid below?

Leaves, Coats, Fall, Brown, Pumpkins, Autumn, Season, Orange, Apples, Harvest, Corn, Yellow

T	H	L	C	N	W	O	R	B	R
W	K	E	M	G	Q	L	X	S	P
A	H	A	R	V	E	S	T	Z	M
U	Z	V	C	B	T	U	A	I	P
T	D	E	C	F	L	Y	P	Z	N
U	M	S	T	A	O	C	P	B	O
M	H	Y	V	L	Q	O	L	R	S
N	N	L	W	L	X	R	E	G	A
P	U	M	P	K	I	N	S	O	E
A	S	D	F	G	H	J	K	L	S
Z	W	O	L	L	E	Y	X	C	V
B	N	M	K	E	G	N	A	R	O

DIRECTION TO BANGLA OFFICE

CONTACT US



Our office is at 100 Morning Lane, London E9 6LH

(see map above)

It is about 5 minutes' walk from Hackney Central Station and Mare Street.

It is about 5 minutes' walk from Hackney Central Station and Mare Street.

Bus routes along Mare Street:

38, 48, 55, 106, 254, 277 and D6

Bus routes along Morning Lane:

30, 236, 276 and W15

Bangla Housing Association

100 Morning Lane
London E9 6LH

T 020 8985 1124
F 020 8533 5973
E info@banglaha.org.uk
www.banglaha.org.uk

Office open

Monday to Friday
9.00am to 5.00pm

When closed

For emergency repairs ring our office number given above and follow instructions given in the answer machine.

CAN WE HELP?

You can ask for this document in large print, on audio tape or in another language. Please contact us on 020 8985 1124.

আপনি এই ডকুমেন্টটি বড় হরফে, অডিও টেপে বা অন্য যে কোন ভাষায় অনুরোধ করতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৯৮৫ ১১২৪ নম্বরে।

Haddaad u bahan tahay warqad far waa weyn ama CD afkaaga ah fadlan nagala soo hadal numbarkaa 020 8985 1124

Bu belgeyi büyük baskı, ses bandı veya başka bir dil olarak isteyebilirsiniz. 020 8985 1124 'ü arayarak bize ulaşın.

এই নিউজলেটারে যেসব খবর রয়েছে

সম্পাদকের মন্তব্য।

আপনার গত তিন মাসের রেন্ট

স্টেটমেন্ট ও আপনার রেন্ট কি

ভাবে প্রদান করতে পারবেন।

বাংলার বার্ষিক সাধারণ সভা।

আমাদের ওয়েবসাইট

www.banglaha.org.uk এ এই

বছরের (২০১৮/১৯) আমাদের

বার্ষিক প্রতিবেদনটি পড়তে

পারেন।

রুথ জর্জ বাংলা এজিএম-তে

প্রশংসিত।

হেভার ক্যাসলে গ্রীষ্ম দিনের

ভ্রমণ।

নতুন টেন্যান্ট বোর্ড সদস্য।

অগ্নি নিরাপত্তা।

মেরামতের জন্য রিপোর্ট করা।

গ্যাস নিরাপত্তা চেক।

আপনি কি বেনেফিট ক্লেইম

করেন?

জড়িত হন এবং আপনার বক্তব্য রাখুন!

দরকারী যোগাযোগের নম্বর।

বাচ্চাদের পৃষ্ঠা।

এই নিউজলেটার পড়তে বা

বোঝাতে অসুবিধা হলে আমাদের

অফিসে এসে অথবা ০২০ ৮৯৮৫

১১২৪ নং এ ফোন করে

আমাদের জানান।