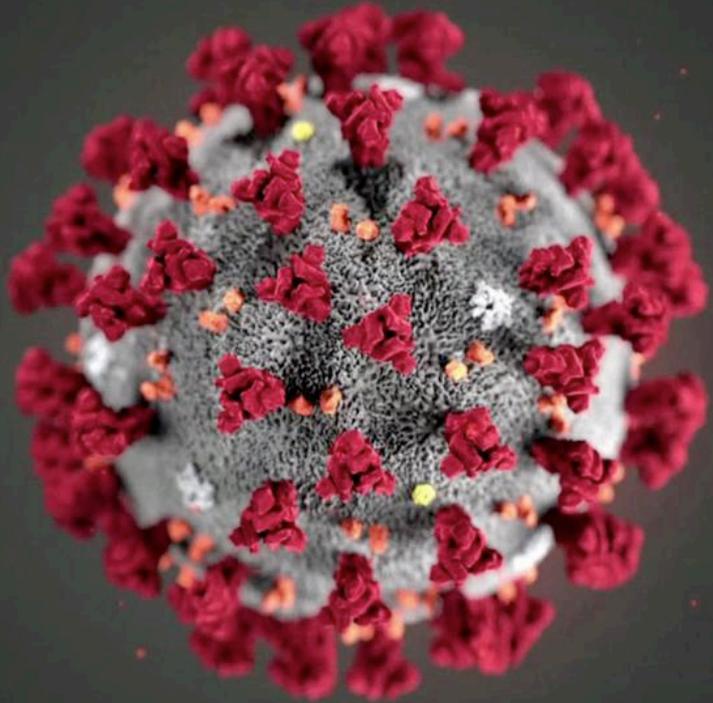


EDITOR'S COMMENT	2
RENT STATEMENTS	2
PAYING YOUR RENT	2
HOUSING BENEFITS	2
CORONAVIRUS	2
FIRE SAFETY	3
GAS SAFETY CHECKS	3
CHILDREN'S RESOURCES	3
GET INVOLVED	4
USEFUL CONTACTS	4

OFFICE CLOSURE DURING CORONAVIRUS OUTBREAK

Following recent advice from the government and in order to stop further spreading of the virus Bangla's office will be closed until further notice. Staff will be working remotely, and you can still contact us to report repairs or to discuss any urgent tenancy related matters. You can contact us on the following mobile numbers whilst the office is closed; **07983 467 036** or **07519 715 039**



KINDNESS DURING CORONAVIRUS OUTBREAK

During this critical time the elderly, disabled and other vulnerable people will be hit the hardest and they will need our support. Please check on your neighbours, family and friends who will need help with shopping, collecting prescriptions or simply want a chat. A small act of kindness can make all the difference.

UPDATE AND ADVICE ON CORONAVIRUS

For the latest update and advice on what you should do to protect yourselves and others around you from this virus, please log on to the Public Health England Website:

<https://www.gov.uk/government/organisations/public-health-england>

<https://www.gov.uk/coronavirus>

See page 3
for Do and Don't

SUMMER DAY OUT

Every year we arrange a day out for our residents and their children during the summer holiday in August. Due to the coronavirus outbreak and following consultation with Bangla Tenants Focus Group it has been decided to cancel this year's Summer Day Out.

FIRE SAFETY

As a landlord or managing agent, it is Bangla's responsibility to ensure all landlords gas or electrical appliances at your home are regularly tested to make sure they are safe. This includes any smoke or fire alarms fitted in the communal parts.

See page 3
for further information

EDITOR'S COMMENT



Welcome to the Spring edition of the Bangla Post.

The country and the world are currently going through a challenging time due to the pandemic outbreak of the coronavirus. Please listen to the news regularly and heed the advice of the government on this matter. Please stay safe and look after your family and the neighbourhood.

You can also read this and past newsletters on our website. www.banglaha.org.uk

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 16 December 2019 to 15 March 2020 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 or Universal Credit, then it is your responsibility to ensure that you provide them with your up to date information and to chase them if there is a delay in processing your claims.

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

Please make 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.

HOUSING BENEFIT OR UNIVERSAL CREDIT

If you claim Housing Benefit or Universal Credit and have received rent and service charge notices, then you must notify them immediately. If you delay, then your claim may not be backdated and for any changes you will be liable for paying any amount not covered by HB or UC. If you have any query about your claims, then please contact Fatima Begum at our office.

THERE ARE SIMPLE STEPS YOU CAN TAKE TO PREVENT THE SPREADING AND CATCHING THE CORONAVIRUS:

DO

- Wash your hands with soap and water often – do this for at least 20 seconds
- Always wash your hands when you get home or into work
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away and wash your hands afterwards
- Try to avoid close contact with people who are unwell

DON'T

- Do not touch your eyes, nose or mouth if your hands are not clean

FIRE SAFETY



As a landlord or managing agent, it is Bangla's responsibility to ensure all landlords gas or electrical appliances at your home are regularly tested to make sure they are safe. This includes any smoke or fire alarms fitted in the communal parts.

However, as a tenant you must;

- Provide access for Bangla contractors when they come to test or service these equipment's
- Not dump household items/rubbish in the communal parts
- Make sure the smoke alarms that are provided by your landlords or which you may have installed yourself, are working, by testing them at least once per month. If not, do let Bangla know as soon as possible. You must not remove the batteries unless you are changing them.

Be extra careful with electrics

- Avoid overloading sockets. Keep to one plug per socket.
- Use a proper adaptor when using a non-UK electrical appliance.
- Never put two prong plugs into three prong sockets.
- Don't use heaters for drying clothes and keep them a safe distance away to avoid them catching fire.
- Inform Bangla immediately if you are concerned about the electrics in your property. If you notice burn marks around plugs or cables for example.
- Don't fix faulty electrics yourself. Inform Bangla or call a qualified electrician.
- An extension lead, or adaptor will have a limit to how many amps it can take, so be careful not to overload them to reduce the risk of fire. Appliances use different amounts of power – a television may use a 3 amp plug and vacuum cleaner a 5 amp plug for example.

Stay safe with candles and cigarettes

- Make sure cigarettes are put out properly after you have finished with them.
- Be extra careful if you have been drinking alcohol or taking medication which may make you drowsy.
- Be careful with candles and tea lights. Avoid placing them on or near materials that could burn or catch fire – like curtains

Plan an escape route

- Plan an escape route and make sure everyone knows how to escape.
- Establish where the fire exits, and alarms are if you live in block of flats.
- Count how many doors you might need to go through to escape. It can be hard to see in smoke and you might become confused about where you are.
- Keep all exits clear even communal areas and balconies.
- Keep fire doors closed. They help to slow down the spread of fire and will give you extra time to get out.
- Keep door and window keys where everyone can find them

If you are still worried about fire safety at your home contact our Maintenance Office, Shah Uddin at Bangla on Tel 0208 985 1124. You can also contact the Environmental Health Officer at your local council for advice.

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

CHILDREN'S RESOURCES/ACTIVITY DURING SCHOOL CLOSURES

Free online resources to help beat the boredom and to keep up with school learning

<https://chatterpack.net/blogs/blog/list-of-online-resources-for-anyone-who-is-isolated-at-home>

<https://www.brainpop.com/>

<https://www.discoveryeducation.co.uk/>

<https://classroomsecrets.co.uk/free-home-learning-packs/>

<https://classroommagazines.scholastic.com/support/learnathome.html>

<https://www.bbc.co.uk/bitesize>

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 two months. You are welcome to join and attend the following Residents meetings;

Residents Meetings

Residents Forum: will meet on 5 June 2020 at 9.30am Bangla office. The agenda will include neighbourhood issues, policy reviews, forthcoming activities and dates for future meetings. All Bangla tenants are welcome to attend the above meeting.

Tenants Focus Group: will meet on 5 June 2020 at 10.30am at Bangla office. The agenda will include feedback from Residents' Forum, discussion about any upcoming workshops. All our women tenants are welcome to join and attend this and future meetings.

For further information about the above Residents Meetings please contact Leena Khan at our office on Tel. 0208 985 1124 or email: leena@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 up to 5 items	020 8356 6688	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

Don't dump rubbish around your estate

Dumping large items of rubbish at your estate is illegal and is a health and safety risk. Tenants must take responsibility for arranging their own collection. If you see someone dumping a large item, please call our office on Tel 020 8985 1124 so that we can take action. If we arrange a collection, then we will recharge the costs to the perpetrator if we know who they are.