

BANGLA POST

ISSUE 43 – SUMMER 2024

Quarterly newspaper for Bangla
Housing Association Residents

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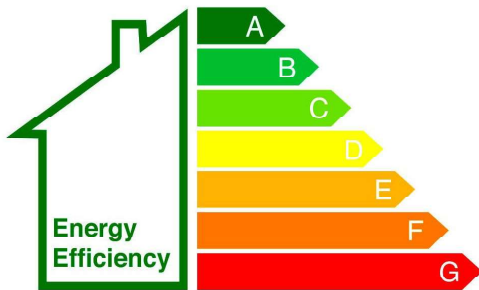


ENERGY EFFICIENT HOMES

Banga HA is committed to reducing carbon emissions from all of its homes with a target of EPC rating at C or above by 2026. Currently 19 of our properties are below EPC rating C.

It is going to cost BHA over £200,000 to do this work. The Government is providing half of this cost as a grant. But BHA has to find over £100,000 to pay for the rest of the cost. Our lenders Unity Bank has agreed to provide this funding at a favourable interest and repayment rate as part of their pledge to help fight climate change.

BHA joined a consortium of 9 housing associations to deliver this work programme by end of 2025 achieving cost saving, efficiency and value for money.



COST OF LIVING SUPPORT

There are a lot of help and support available for people affected by the rising costs of energy, bills, food, and other essentials. **See page 3**

Do you Claim Universal Credit?

'Plan ahead if you claim Universal Credit (UC) and get support with housing costs. **See page 5**

**BANGLA TENANT
BOARD MEMBER
ELECTION**

SEE PAGE 4

**NOMINATIONS
INVITED FOR ABRUS
ALI BANGLA HA BEST
TENANT AWARD 2024**

SEE PAGE 4

OUR SERVICES

Our telephone lines are available between 10.00am-4.00pm Monday to Friday. You can contact us on any of the two following mobile numbers. **07983 467 036** or **07519 715 039**

You may also text us or send a WhatsApp message on these numbers with your issues and we will ring you back as soon as possible.

To contact us by email:

Shah Uddin: **shah@banglaha.org.uk** (repairs)

Fatima Begum: **fatima@banglaha.org.uk** (rent)

Leena Khan: **leena@banglaha.org.uk** (other tenancy matters)

During out of office hours: Contact Benz Constructions Ltd on **0203 576 2669**

Or Email: **repairs@benzconstructionsLtd.com**

BHA COMMUNITY PROJECTS

We are currently involved in two important partnership projects:

Amar Bari, Amar Jibon

or My home, my life a 3-year research project



London Bangladeshi Health Partnership (LBHP)

a multi-agency Health partnership project **See page 5**



RESIDENTS OPINION SURVEY

Please take part in our Survey to help us improve our services. Please fill in the survey form when you receive an invitation via WhatsApp or email with a link to the survey form.

EDITOR'S COMMENT



Welcome to the summer edition of the Bangla Post.

We hope you are enjoying the summer weather and looking forward to the summer holidays. If the weather gets too hot, keep cool and stay healthy. For tips on how to keep cool **See page 5**

We know many families are still impacted by the rising cost of living. There is help available. **See page 3.**

Please take part our resident's opinion survey. You will get an invitation to take part in our residents' opinion survey with a link to the online survey form via WhatsApp or email.

Please complete and submit the form as soon as possible. It will only take few minutes to fill in the form.

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.

We hope you have a safe and fun filled summer.

MY TENANCY

You can access your rent account and other tenancy information by logging onto **My Tenancy** on the Bangla Housing Association's website. If you have not already registered for this service, please follow the instructions given below. You will need your email address (please make sure you update this with us).

1. <https://banglaha.mytenancy.co.uk>
2. Click on Sign Up
3. Enter Email Address
4. Enter Password
5. Landlord – Bangla HA
6. Enter tenant ref from Pyramid

If you would like to have your rent statement sent to you or if you have any problem with paying your rent, then please contact Fatima Begum on **07519 715 039** or email: fatima@banglaha.org.uk

PAYING YOUR RENT



To avoid accruing rent arrears we urge you to continue to pay your rent. If you are facing financial difficulties, please contact Fatima Begum on **07519 715 039** or email: fatima@banglaha.org.uk

You can pay your rent in the following ways.

- 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 **07519 715 039**
- By Bank Standing Order – See our Bank details given below.
- Internet Banking: Paid directly into our Unity Trust Bank Account: -

Bangla Housing Association Ltd
Unity Trust Bank – Rent Account
Sort Code: 60-83-01
Account No: 20494421

Please use your property code or first line of your address as reference.

COST OF LIVING SUPPORT



Help for households is a fund to help people with the rising costs of energy, bills, food, and other essentials. The government provides more information about eligibility and other support measures on its website. <https://helpforhouseholds.campaign.gov.uk>

Support guide for Hackney residents

Hackney Council has worked with a range of partners to develop a comprehensive guide outlining the help and support available to residents during the cost-of-living crisis.

This guide gives information on financial support for:

- everyone
- households on low incomes
- disabled residents
- pensioners
- council tenants and leaseholders
- businesses

To access this guide, log onto below Hackney website: www.hackney.gov.uk/hackney-money-help

BENEFITS AND MONEY ADVICE

There are several helpful tools in the Benefits and advice page on our website. Please log onto the link below to find out more.

www.banglaha.org.uk/benefits-money-advice



ISLINGTON

If you live in Islington and If you're worried about money, we can give you friendly advice on benefits, help with your bills and give other advice on ways to make your money go further in these difficult times.

Call us on **020 7527 8222**

Email: heretohelp@islington.gov.uk

Visit our website:

www.islington.gov.uk/benefits-and-support/cost-of-living-support



Waltham Forest

For the residents of Waltham Forest

Your crisis, our action: cost of living support: Struggling with the cost of living? We're taking action, together.

If you need advice or support to pay your bills, heat your home, get quality food that's right for you and your family, or access the right type of benefits, there is a range of support available to you. We're focusing on these four areas to make sure you get the support you need:

Tel on **020 8496 3000** or visit:

www.walthamforest.gov.uk/benefits-and-money-advice/your-crisis-our-action

BANGLA TENANTS WELFARE FUND

If you are struggling with cost-of-living crisis and need further advice and one-off financial assistance, please contact Fatima Begum on **07519 715 039** or email: fatima@banglaha.org.uk

BANGLA TENANT BOARD MEMBER - ELECTION

Every year in July the tenant Board member has to stand down, but they may seek re-election by all Bangla tenants. Your current representative and the Tenant Board member is Shahnaz Begum. Shahnaz is seeking re-election and is looking to serve in the Bangla Board for another year for as long as Bangla tenants would support her.

However, you may nominate yourself or another Bangla tenant for this position. To do so and for any further information please contact **Bashir Uddin** on 07519 715 039 or Email: bashir@banglaha.org.uk. The closing date for nominations is **31 July 2024**.

If there are no other nominations, then Shahnaz Begum will be re-elected as the tenant representative for another year up to July 2025. However, if there are other nominations then there will be a ballot to decide the tenant representative on the Bangla Board for one year up to July 2025.

ABRUS ALI BANGLA HA BEST TENANT AWARD

Continued from page 1.

Late Abrus Ali was a tenant of Bangla HA who served on the Bangla Board for 17 years and have passed away in May 2021. In his memory, Bangla set up an annual award for Best Bangla tenant (s) for each year starting from 2021. The award will comprise of a certificate and a gift hamper presented by the chairman of Bangla HA at the Bangla Annual General Meeting held in September of each year. The Best tenant will be selected by a panel comprised of two Board members and the Bangla Chief Executive. Any Bangla tenant and staff can nominate a Bangla tenant for this prestigious annual award named

Abrus Ali Bangla Best Tenants Award.

You can send in your nominations to Bangla HA by email to: bashir@banglaha.org.uk or by a letter sent to Bangla office and addressed to Bashir Uddin by 31 August 2024. You must mention the name and address of your nominee and in no more than 200 words state why they deserve this award. You must also ask your nominee for their permission before you send their nominations.

FIRE SAFETY

While Bangla HA is responsible for ensuring your buildings are safe and meet all fire regulations, as residents, there are also many precautions you can follow to help minimise the risk of fire.

- ✓ Do not leave any items in the communal areas.
- ✓ Do not smoke in the internal communal areas.
- ✓ Do not use a barbecue anywhere inside the building or in the balcony.
- ✓ Do not use faulty electrical items.
- ✓ Do not leave the kitchen unattended when cooking.
- ✓ Be careful when using lit candles.
- ✓ Make sure your smoke alarms are working.
- ✓ If you are concerned about fire safety at your home, please contact Bangla on 07519 715 039.



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 Shah Uddin on **07983 467 036** or email: shah@banglaha.org.uk

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



DO YOU CLAIM UNIVERSAL CREDIT?

Plan ahead if you claim Universal Credit (UC) and get support with housing costs.

From 1 April 2024, we will enter a financial year with 53 rent weeks. Unfortunately, UC is not set up to cover the additional week. This will mean a shortfall in UC housing cost payments by one week so you will be responsible for paying this. We advise the following options:

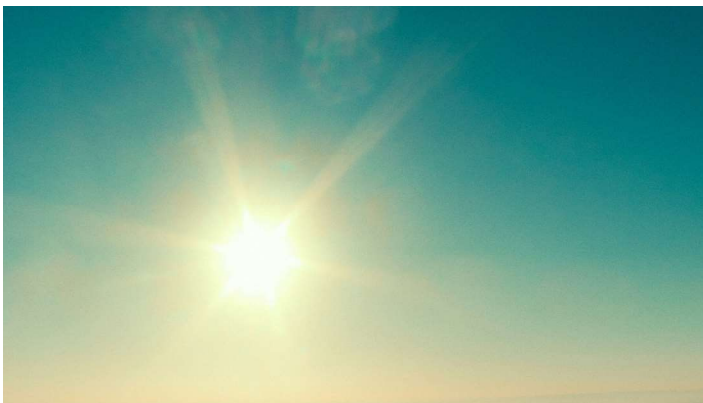
- Option 1: Pay an additional top up amount each week to cover the shortfall.
- Option 2: Pay a week's rent by the end of the financial year to cover the shortfall.

If you claim Housing Benefit or Universal Credit

and have received rent and service charge notices, then you must immediately inform the local Housing Benefit department of the new rent. If you pay by standing order, remember to advise your bank of the new rent level. If you delay, then your claim may not be backdated. 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 on **07519 715 039** UC claimants must complete the "confirm your housing costs"

TIPS ON HOW TO KEEP COOL DURING HOT WEATHER

- ✓ Plan ahead to avoid the heat.
- ✓ Schedule activities to cooler times of the day
- ✓ Drink plenty of fluids and avoid excess alcohol.
- ✓ Wear sunscreen, hat and sunglasses
- ✓ Close blinds and curtains during the day
- ✓ Go indoors and outdoors whichever feels cooler.
- ✓ Avoid closed spaces like stationary cars
- ✓ Be on the lookout for signs of heat related illnesses.
- ✓ Look after yourself and check in with others.
- ✓ Stay safe when swimming.
- ✓ Get help. Call NHS 111 or in an emergency 999



BHA COMMUNITY PROJECTS

Continued from page 1

Amar Bari, Amar Jibon or My home, my life Research Project

BHA working in partnership with The Open University and Housing LIN and funded by The Dunhill Medical Trust. This 3-year research will explore diversity and inclusion in later life living environments and communities focusing on the Bangladeshi community.

Using co-researchers and advisors recruited from the community and supported by a group of professionals. Data collected through in-depth interviews with 80 Bangladeshi 50+ men and women (Probins) and 10 multi-generational families in the London Boroughs of Hackney, Tower Hamlets, Newham, and Redbridge.

The research is expected to complete in late 2025 and the final report published in early 2026. This research will inform local and national housing, development and care professional and policy makers.

London Bangladeshi Health Partnership (LBHP)

BHA is the anchor organisation in this multi-agency Health partnership project. Developing a strategic workplan responding to health priorities of Bangladeshi communities in London. Funded by the NHS, for delivering our first 6 months project, LBHP recruited a part time Health Coordinator, Sara Karim on 20/05//2024 who is based at BHA.

DO NOT 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 us on **07983 467 036** or **07519 715 039** 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.

Bulky Waste Collections

Councils usually provide this service for a small charge. For Hackney residents on HB the council will provide this service free of charge. For bulky items, such as fridges, cookers and furniture please contact your Council on the following numbers: Hackney: **020 8356 6688**, Islington: **020 7527 2000**, Waltham Forest: **020 8496 3000**

OUR SERVICE COMMITMENTS

We aim to serve our tenants with our best ability, and we believe all our tenants deserve a good service from us.

If you are not happy with any aspects of our services, we would like to hear from you. Please contact Leena Khan on 07519 715 039 or Email: leena@banglaha.org.uk

You can also ask for a copy of our complaints policy.

Residents Meetings

Our next Bangla Residents Forum meeting will be held virtually via Zoom on Wednesday 31 July 2024 at 6.00pm -7.00pm.

Agenda items: My Tenancy – accessing your rent accounts and other information using a unique ID and password via Bangla HA Website. Residents Opinion Survey – participate in the survey help us improve our services

To join this meeting and for any further information please contact Leena Khan on 07519 715 039 or Email: leena@banglaha.org.uk

SOCIAL HOUSING FRAUD

Social Housing Fraud is often referred to as Tenancy Fraud and there are several types. Here are some of the most common ones:

Unlawful subletting - where a tenant rents out their home without the knowledge or permission of the landlord.

Obtaining housing by deception - where a person gets a home by giving false information on their housing application.

Wrongly claimed succession - where the resident dies, and someone tries to take over or succeed the tenancy when they are not entitled to.

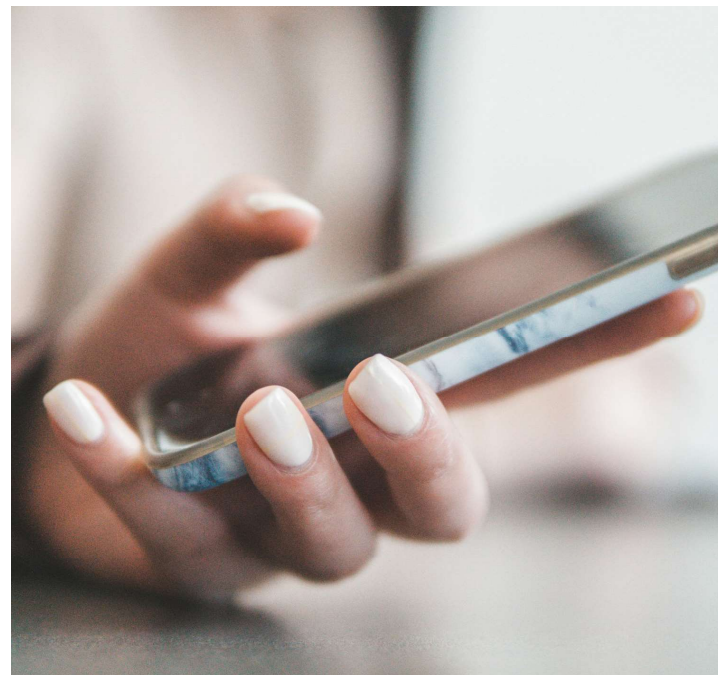
Key selling - where a resident is paid to pass on their keys in return for a one-off payment.

Unlawful assignment - where a resident stop using their tenancy as their main or principal home, allowing another person to live there without permission from the landlord.

BHA takes tenancy fraud very seriously and will take action to regain possession of properties and recover any unlawful profits made by residents wherever we find evidence of tenancy fraud.

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
Sewerage	(Thames Water) 0845 920 0800	(Thames Water) 0845 920 0800	(Thames Water) 0845 920 0800



CHILDRENS PAGE

FREE SUMMER HOLIDAY ACTIVITIES FOR FAMILIES



Explore London with Draco the Dragon. Three carefully chosen child-friendly routes, the self-guided City of London Children's Trail, makes exploring on foot even easier for families.

See towering modern skyscrapers and mysterious medieval buildings. Find fabulous world-class museums and the world-famous Tower Bridge. Discover iconic landmarks and hidden gems.

Each trail takes approximately 45 minutes to complete and features three famous landmarks (plus two hidden gems along or near to the route).

To make things even more exciting, there are activities and stickers included with the map - bring your own pen or pencil! The activities are fun creative ways for children aged 5-11 to learn a little bit more about the buildings around them - perfect for young explorer

Where to get the Children's Trail map

Pick up a copy of the map with activities and stickers from the City Information Centre, St. Paul's Churchyard, London EC4M 8BX next to St Paul's Cathedral. The visitor advisor team at the CIC can also answer any questions you have about the city and help you get ready for your adventure.

WORDS OF WISDOM

"If you want to lift yourself up, lift up someone else."

— **Booker T. Washington**

"Don't count the days; make the days count."

— **Muhammad Ali**

SUMMER WORD SEARCH

Can you find the following 12 words in the grid below?

HOLIDAY	PICNIC	MUSIC
SEASIDE	TREES	WATER
FLOWERS	FRUITS	BIRDS
SUNSHINE	FUNFAIR	ICE CREAM

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

WORK EXPERIENCE AT BHA

We had to stop taking on students for work experience placements at our office due to the Covid-19 pandemic. We have decided to restart offering this opportunity to our young people.

If you are in year 10 at a secondary school or studying at a college and you are looking for one or two-weeks work experience placement as part of your studies, we can help you. If you are interested, then ask your tutor to contact us on **07983 467 036** then we can arrange your work experience placement at Bangla.

Here is a statement from Cristina Lastovici from B6 College following her work experience placement at Bangla in October 2019.

'During my work placement at Bangla, I met new people. They have been very helpful and kind. Tahmina and Shah helped most.

I learnt many new skills which will help me in my future jobs. Not everyone has this chance. I want to say thanks to Bashir and Fatima as well for their help. Overall, it was a good week for me. Many Thanks to everyone at Bangla.'

DIRECTION TO BANGLA OFFICE

CONTACT US



You can contact us on the following numbers 10.00am-4.00pm Monday to Friday and email.

You can visit our offices by appointments only.

Mobile: 07519 715 039

Mobile: 07983 467 036

Web:
www.banglaha.org.uk

Email:
info@banglaha.org.uk

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.

Bus routes along Mare Street:

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

Bus routes along Morning Lane:

30, 236, 276 and W15

এই নিউজেলটারে যেসব খবর রয়েছে।

বিদ্যুৎ সাশ্রয়ী বাড়ি। আমাদের সেবা সমূহ। বিএইচএ কমিউনিটি প্রকল্প। জীবনযাত্রার খরচ সহায়তা। বাসিন্দাদের মতামত জরিপ। সম্পাদকের মন্তব্য। অফিস চলাকালীন সময়ে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন ০৭৯৮৩ ৪৬৭ ০৩৬ অথবা ০৭৫১৯ ৭১৫ ০৩৯ বাংলা বোর্ডের টেনান্ট সদস্য নির্বাচন। আক্ৰস আলী বাংলা শ্রেষ্ঠ টেনেন্ট অ্যাওয়ার্ড ২০২৪ এর জন্য মনোনয়ন আহ্বান। সামাজিক হাউজিং জালিয়াতি।

‘মাই টেন্যান্সি’: আপনি এখন আপনার ইমেল এবং পাসওয়ার্ড ব্যবহার করে আপনার রেন্ট সেটমেন্ট অ্যাক্সেস করতে পারবেন। বিস্তারিত জানার জন্য আমাদের অফিসে যোগাযোগ করুন। আপনার ভাড়া পরিশোধ করা। বাসিন্দাদের সভা। দরকারী যোগাযোগের নম্বর। বাচ্চাদের পৃষ্ঠা। এই নিউজলেটার পড়তে বা বোঝতে অসুবিধা হলে ০৭৯৮৩ ৪৬৭ ০৩৬ অথবা ০৭৫১৯ ৭১৫ ০৩৯নং এ ফোন করে আমাদের জানান।

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.