

BANGLA POST

ISSUE 45 – WINTER 2024

Quarterly newspaper for Bangla
Housing Association Residents

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Season's Greetings and Best Wishes for 2025 to all our Residents and Customers

TENANTS SATISFACTION SURVEY RESULTS

BHA invited all its tenants to take part in an online satisfaction survey between 20/10/2024 and 18/11/2024 using Monkey Survey online platform. The purpose of this survey was to assess tenant satisfaction levels across key service areas, including property management, maintenance, amenities, and overall living experience. A total of 59 tenants or 25% of all tenants responded with an overall satisfaction rate of 78%. We are grateful to all tenants who took part in the survey. For the full results and analysis of the survey please visit the BHA website or scan the QR code:

www.banglaha.org.uk/_files/ugd/529ccc_52e40bdacf0d4d8aa2498911040b3165.pdf



JOIN OUR WORKSHOPS ON LIVING WELL AND HEALTHY EATING – GET £20 SHOPPING VOUCHERS

We are looking for volunteers (men and women) from community to take part in our Workshops in January/February 2025 for two-hour sessions at BHA office. If you can join, please contact Leena Khan for further information. Email: leena@banglaha.org.uk

PROPOSED RENT INCREASES FROM APRIL 2025

A 2.7% rent increase in rents is being proposed for people living in our homes from April 2025. This means rent will increase by £2.70 on every £100.

See page 3 for more information.

COST OF LIVING SUPPORT

SEE PAGE 3

DAMP, CONDENSATION AND MOULD

SEE PAGE 3

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 WhatsApp message on these numbers with your issues and we will ring you back as soon as possible.

To contact us by email:

Khadijah Ali:

csa@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

CHRISTMAS AND NEW YEAR HOLIDAYS

Our office will be closed from Tuesday 24 December 2024 at 5.00pm until Thursday 2 January 2025 at 9.00am. During this time for **emergency repairs only** and for the period 5.00pm on 24 December 2024 to 9.00am on 2 January 2025 please contact Benz Constructions Ltd on **0203 576 2669** Or Email: repairs@benzconstructionsLtd.com

For all non-emergency repairs please report them to us when our staff are back at work on the 2 January 2025 on Mobile: **07983 467 036**

OUR COMPLAINTS POLICY:

A POSITIVE PATH TO
RESOLUTION, LEARNING AND
IMPROVEMENT. SEE PAGE 4

KEEPING WELL THIS WINTER

TOP TIPS FOR STAYING WELL
THIS WINTER, SEE PAGE 5

EDITOR'S COMMENT



Welcome to the Winter and 45th edition of the Bangla Post.

We are pleased to share the results of our recent Tenants Satisfaction Survey with our residents and stakeholders. While we appreciate receiving many positive and encouraging feedback, we accept that there are areas in need of further improvements. BHA staff will be working with our Resident Forum in the next few months to develop an action plan for our service improvements. You are welcome to join our Residents Focus Group. **See page 4.**

If you are struggling with your household finances and with paying your bills there are support available.

See **page 3** for Cost-of-Living Support.

Keep warm and stay safe in this winter. **See page 5** for tips on how to keep well.

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 **07983 467 036** or **07519 715 039** to let us know what you think about this newsletter.

We wish you a peaceful Seasonal holiday and a Happy and Prosperous 2025.

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

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>

Your local councils can help. Contact them as follows.



Support guide for Hackney residents
www.hackney.gov.uk/hackney-money-help



ISLINGTON

For advice on benefits, help with your bills and 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

There is a range of support available to you during this cost-of-living crisis. To make sure you get the support you need:

Tel: on **020 8496 3000** or visit:
<https://www.walthamforest.gov.uk/benefits-and-money-advice/cost-living-support>

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

PROPOSED RENT INCREASES FROM APRIL 2025 (CONTINUED FROM FRONT PAGE)

The additional funding will help us to continue to manage, maintain, repair and improve our homes and estates and our work to continually improve the service we deliver. The proposed rent increase follows the usual government's policy of increasing rents for social landlords like BHA by the Consumer Price Index (CPI) - the change in prices people pay for everyday goods and services, like groceries, fuel and clothing - as of September, plus 1%. In September 2024 CPI was 1.7%.

If you have any comments about BHA's proposed rent increase from April 2025 please contact Leena Khan
Email: leena@banglaha.org.uk

DAMP CONDENSATION AND MOULD

Report damp or mould as soon as you notice it to Bangla Housing on mobile numbers. **07983 467 036** or **07519 715 039**

To help minimise condensation; **Open windows** regularly, especially in kitchens, bathrooms, and bedrooms, to allow moisture to escape. **Use extractor fans** (if provided) while cooking, showering, or drying clothes indoors to reduce moisture buildup. **Keep vents clear:** Ensure air bricks, ventilation holes, and fans are not blocked by furniture or clutter. Proper airflow is essential for keeping the air dry.

Manage Condensation: Avoid drying clothes indoors without sufficient ventilation. Use drying racks near open windows or in a room with a dehumidifier, or dry clothes outside when possible. Use a dehumidifier in rooms where condensation is a problem, especially during colder months when air tends to be more humid. **Close internal doors** when cooking or showering to contain moisture to certain rooms, then ventilate these areas thoroughly afterward.

Report Leaks and Damp Areas: Look out for leaks in pipes, taps, or the roof, as they can introduce moisture into the walls and ceiling, leading to damp. Report these issues immediately to us on **07983 467 036** or **07519 715 039**

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

OUR COMPLAINTS POLICY: A POSITIVE PATH TO RESOLUTION, LEARNING AND IMPROVEMENT

At BHA we are committed to providing excellent service to all our tenants and stakeholders. However, we recognize that sometimes things can go wrong. Our Complaints Policy is designed to ensure that any concerns or issues are resolved quickly, fairly, and constructively.

Our Commitment to You

We view complaints as an opportunity to:

- Understand your experience and improve our services.
- Resolve issues efficiently and fairly.
- Strengthen trust and communication between us and our tenants.

Our Positive Approach

1. **Listening to You:** We welcome feedback and will listen to your concerns with an open mind.
2. **Clear Communication:** We will provide regular updates throughout the process, so you know what to expect.
3. **Fair Outcomes:** Every complaint will be handled in a fair, impartial, and transparent way.
4. **Learning and Improving:** We use complaints as an opportunity to learn and improve our services for the future.

How to Make a Complaint

We've made it easy for you to contact us in a way that suits you:

Online: Complete our complaints form on our website.

By Phone: Call us on **07983 467 036** or **07519 715 039** to speak with a member of our team.

In Person: Visit our office and let us know how we can help.

What to Expect

Acknowledgement: We will acknowledge your complaint within 5 working days.

Resolution Timeframe: We aim to resolve complaints within 10 working days. If it takes longer, we'll keep you informed.

Appeals: If you're not satisfied with the outcome, you have the right to escalate your complaint for further review including contacting the Housing Ombudsman.

Working Together

Resolving complaints is a partnership. We ask for your cooperation and patience as we work toward a resolution that meets your needs.

Your feedback is vital in helping us create better homes, stronger communities, and improved services for everyone. Thank you for giving us the opportunity to address your concerns and make things right. For more information and for our full complaints policy, please contact Leena Khan. Email: **leena@banglaha.org.uk**



RESIDENTS FORUM MEETINGS

Our next Resident Forum meeting will be held virtually via Zoom on Thursday 16 January 2025 at 6.00pm - 7.00pm. The following items will be discussed.

- Tenants Satisfaction Survey – Feedback report.
- BHA Complaints Policy
- Estate Inspections involving residents

All Bangla tenants are welcome to join this meeting. For the link to join this meeting and for any further information about these meetings please contact Leena Khan on **07519 715 039** or Email: **leena@banglaha.org.uk**

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 communal areas:

They could prevent you or your neighbours from evacuating the property safely in an emergency. Leaving prams, pushchairs, bicycles, shoe racks etc. can cause trip hazards.

Do not smoke in the internal communal areas:

If you do wish to smoke indoors – never smoke in bed, and don't smoke in an armchair, or on a sofa. Take extra care when you are tired, taking prescription drugs or have been drinking alcohol.

Do not use a barbecue anywhere inside the building or in the balcony:

Some of our leases say you are not allowed to have barbecues. If this is the case for your property, please respect these rules. If you are using barbecue in the garden, keep it away from sheds, fences, garden furniture, trees or shrubs.

Fire caused by electrical items:

Electrical fires are common, but many can be easily avoided. Scorch marks, flickering lights, hot plugs and sockets, fuses that blow or circuit-breakers that trip for no obvious reason could all be signs of loose or dangerous wiring. If you have any doubts, get them checked by a qualified electrician. Keep to one plug per socket, rather than using extension leads and adapters.

In the event of a power cut, call 105, a free line which will put you through to your local electricity network provider who can give help and advice.

When charging phones, tablets, e-cigarettes and so on, always use the charger that came with your device as counterfeit chargers can be deadly. Many fails to meet UK safety regulations. Also, do not leave items plugged in once they are fully charged.

Faulty electrical goods can also cause fires. If you have a concern about a product, stop using it and make your concern known to the retailer, manufacturer, and local Trading Standards office. You can check whether an appliance has been recalled by visiting www.electricalsafetyfirst.org.uk/product-recalls

KEEPING WELL THIS WINTER



As the days get colder, it is important to think about ways you can keep well over the winter months. Viruses can spread much more easily in winter, and the colder weather can make some health conditions worse.

Top tips for staying well this winter

Keeping warm and vaccinated can help to prevent colds, Covid-19, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression. You may be more vulnerable if you are 65 and older, or you have underlying health conditions such as heart or kidney disease, asthma and diabetes

Stay Warm: Your room temperature should be at least 18°C. Wear several layers of clothing than one thicker layer. If you are struggling to heat your home, you can visit a number of warm spaces near you including libraries and leisure centres.

Get Vaccinated: Getting the flu and COVID-19 vaccines ahead of winter are two of the most important things you can do to keep yourself and others around you safe. You can get both for free if you are aged 65 and over, are pregnant or have a long-term health condition.

Ask your GP or pharmacist if your children can have flu vaccines. Make sure they are also up to date with their MMR, polio and other childhood vaccinations.

Check your medicine cabinet: Make sure you have enough prescription medicines. Stock up early as your pharmacy or GP practice may be closed for the holidays. Make sure the medication that you do have is still in date. Stock up on essential over-the-counter medications for common winter illnesses like coughs, colds, sore throats and general aches and pains. Ask your pharmacist for advice.

Stay healthy: Keep active and moving. Eat a healthy balanced diet. Wear shoes with good grip when you go outside to avoid slips and falls on slippery or icy surfaces.

Stay connected: Keep in touch with your friends, neighbours and family. Speak to someone if you're feeling under the weather, and don't be afraid to ask if you or they need any help.

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 HA cannot be held responsible for them.

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**.



GET YOUR FLU AND COVID-19 VACCINATIONS AND REDUCE THE RISK OF SERIOUS ILLNESS TO YOU AND YOUR FAMILY IN COLDER MONTHS

The injectable vaccines DO NOT contain porcine (pork) or any animal derived products. They are proven to be safe and can be asked for as an alternative to the (flu) nasal spray for children. You can get your winter vaccinations at a local walk-in service, or by booking online through the NHS website, or you can call 119 free of charge and speak to a translator if you prefer.

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



- Mental Health Support
- Carer's Support
- Housing Advice
- Covid & Flu Jabs
- Refreshments
- Much More!

17 JAN, 2025
2:00PM - 5:00PM

HACKNEY TOWN HALL
Mare Street, London, E8 1EA

HOLIDAY ACTIVITIES FOR FUN AND LEARNING IN LONDON



You can enjoy plenty of free attractions and activities in London. Here are 5 famous attractions you can visit with your family and friends during this holiday period.

Covent Garden: Enjoy watching the street entertainers alongside the fashionable and branded shops, restaurants and theatres. The Market Building, Covent Garden, London WC2E 8RF. Public transport: Tube: Covent Garden Train: Charing Cross

Play soldiers during a visit to the **National Army Museum.** Royal Hospital Road, Chelsea London SW3 4HT Tel. 0207 730 0717. Public transport: Tube: Sloane Square

Go on a journey through London's past and learn about the history of British currency at the **Bank of England Museum.** Bartholomew Lane, London EC2R 8AH Tel. 020 3461 5545 Public transport: Tube: Bank

Learn about the history of the river Thames at the **Museum of London Docklands.** No. 1 Warehouse, West India Quay, London E14 4AL. Tel. 020 7001 9844 Public Transport: Tube & DLR Canary Wharf or West India Quay

Take a fascinating voyage into maritime history at the **National Maritime Museum.** Romney Road, Greenwich SE10 9NF Tel.020 8858 4422. Public Transport: Greenwich Station, Cutty Sark DLR or Maze Hill Station

Enjoy your holidays!

JOKES

1. **Why do seagulls fly along the beach?**
Because it is faster than walking.
2. **What type of keys do kids love the most?**
Cookies.
3. **Who doesn't eat snails?**
People who love fast food.
4. **What do we call a line of people outside a barbershop?** A barber-queue.
5. **Why did the computers in school get sick?**
They have a virus.
6. **What is your favourite cat's colour?**
Purr-ple.
7. **How does the Pacific Ocean say "hi"?**
It waves.
8. **How do you cool down a football stadium?**
By inviting more fans.
9. **Which music tunes do planets play in space?**
The Nep-tunes.
10. **How do celebrities manage to stay cool despite the fame?** They have lots of fans.
11. **What is the smartest insect in the world?**
Spiders. They have their web.
12. **Why did the kid throw away his butter?**
He wanted to see butter-fly.
13. **What is the best gift for a sick lemon?**
A lemon-aid.
14. **When do you use peanut butter on the road?**
When there is no jam.

WINTER CROSSWORD

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

- | | | |
|---------|----------|----------|
| Cold | Dark | Shiver |
| Snow | Gloves | Firewood |
| Ice | Overcoat | December |
| Snowman | Blanket | Flu |

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

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 নিউজলেটারে যেসব খবর রয়েছে।

নতুন বছরের শুভ কামনা। আমাদের সেবা।

নিম্নলিখিত নম্বরে আমাদের সাথে

যোগাযোগ করুন ০৭৯৮৩ ৪৬৭ ০৩৬

অথবা ০৭৫১৯ ৭১৫ ০৩৯

ছুটিঃ আমাদের কর্মীরা মঙ্গলবার ২৪

ডিসেম্বর ২০২৪ বিকেল ৫টা থেকে

বৃহস্পতিবার ২ জানুয়ারি ২০২৫ সকাল ৯টা

পর্যন্ত ছুটিতে থাকবেন। আমাদের অফিস

বন্ধ থাকাকালীন সময়ে কোন জরুরি

মেরামত কাজের জন্য এই নিউজ লেটারের

প্রথম পৃষ্ঠায় দেয়া বিবরণ দেখুন।

সম্পাদকের মন্তব্য।

জীবনযাত্রার খরচের সহায়তা। অগ্নি

নিরাপত্তা। গ্যাস নিরাপত্তা চেক। এই

শীতকালে ভাল থাকুন। বাসিন্দাদের

সভা। দরকারী যোগাযোগের নম্বর।

বাচ্চাদের পৃষ্ঠা।

এই নিউজলেটার পড়তে বা বোঝতে

অসুবিধা হলে আমাদের ০৭৯৮৩ ৪৬৭

০৩৬ অথবা ০৭৫১৯ ৭১৫ ০৩৯ নং 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.