

BANGLA POST

ISSUE 42 – SPRING 2024

Quarterly newspaper for Bangla
Housing Association Residents

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EID MUBARAK!

To mark the end of the fasting month of Ramdan which began on 11 March and due to end on 9 April 2024, Muslims all over the world will be celebrating Eid-ul Fitr on 10 April 2024.

This is a joyous occasion for all Muslims when they go to the mosque to worship and organise get together parties with friends and relatives. It is also a time to give to the charities reflecting on peace and prosperity in the community and in the world.

We wish all our Muslim residents Happy Eid, Eid Mubarak!



HAPPY EASTER!

We wish everyone a peaceful Easter holidays.

Our office will be closed on Friday 29 March and Monday 1 April 2024. During these two days for emergency repairs only 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 Tuesday 2 April 2024 on Mobile: **07983 467 036** or **07519 715 039**

WORKING TOGETHER WITH RESIDENTS

Bangla Housing is committed to working together and engaging its residents to improve services.

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**

COST OF LIVING SUPPORT

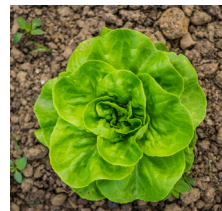
There are a lot of help and support available for people affected by the rising costs of energy, bills, food, and other essentials.

See page 3

RESIDENTS OPINION SURVEY

We are seeking our residents' opinions about our services. Please complete the survey and help us to further improve our services.

See page 4



SAVE MONEY AND GROW YOUR OWN NUTRITIONAL VEGETABLES THIS SUMMER!

SEE PAGE 6

EDITOR'S COMMENT



Welcome to the Spring and 42nd edition of the Bangla Post.

We are still going through the rising cost of living crisis with cost of everyday essential items and energy bills continuing to rise, low-income households are going through tough times. However, there is help available to those who have been impacted most. **See page 3.**

We are very keen to engage and work with our residents to give us their views and opinions about how we are doing in providing services to our residents. Please do complete and return our Residents' Opinion

Survey forms when you receive them from us. **See page 4 for more details.** 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.

Enjoy the return of the longer daylights and the warm sunny spring weather. Eid Mubarak to our Muslim residents. Happy Easter to everyone who is celebrating Easter.

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

OTHER AGENCIES

For free and impartial advice and support log onto the following websites:

StepChange – www.stepchange.org

Entitledto – www.entitledto.co.uk (benefits calculator)

Turn2us – www.turn2us.org.uk

Citizen's advice bureau – www.citizensadvice.org.uk



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

WORKING TOGETHER WITH RESIDENTS

At Bangla HA we are very keen to involve our residents to shape and deliver our services so that our residents can see and feel that we are successfully meeting the following 7 objectives.

1. **Safety** – that your homes are safe and secure.
2. **Performance** – that you know how Bangla HA as your landlords are performing in terms of carrying out repairs, dealing with complaints, health and safety issues and how it spends its money.
3. **Complaints** – that Bangla HA deals with complaints promptly and fairly.
4. **Respect** – that Bangla HA treats you with dignity and respect.
5. **Engagement** – that Bangla HA gives you the opportunity to voice your opinions and concerns.
6. **Good quality home** and neighbourhood to live in – that Bangla HA is keeping your home in good repair.
7. **Home ownership** – that Bangla HA is supporting you to take your first step to ownership, so it is a ladder to other opportunities, should your circumstances allow.

Our 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 15 May 2024 at 6.00pm -7.00pm. The following items will be discussed.

- My Tenancy – Tenants can access their rent accounts and other information using a unique ID and password via Bangla HA Website.
- Residents Opinion Survey
- Any Other Business

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**

TENANTS OPINION SURVEYS



To find out how we are doing and in seeking our residents' opinions as to how we can further improve our services, we are sending out short survey questions to our residents. We are sending a link to this survey by WhatsApp or emails. They will be anonymous and confidential. So that respondents cannot be identified.

We will collect the data and share it with our residents through this newsletter. We will also keep you informed of what we are doing to further improve our services after we obtained your opinions.

We will appreciate your co-operation with our surveys. In the meantime, if you have any queries or have any suggestions, please contact Leena Khan on **07519 715 039** or Email: **leena@banglaha.org.uk**

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"

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.

NO VOTE, NO VOICE HAVE YOU REGISTERED TO VOTE?

To be able to vote at the local, London Mayoral and Parliamentary elections you must register to vote. To register go to www.gov.uk/register-to-vote

You must be aged 16 or over; a London resident; and a British, Irish, Commonwealth or EU citizen.

You must also present one of these accepted forms of photo ID to vote in person, at the polling station:

- UK, Channel Islands or EEA driving licence
- UK, Commonwealth or EEA passport National identity card issued by an EEA state
- Biometric immigration document
- Blue Badge scheme card
- 60+ Oyster photocard or a Freedom Pass
- Identity card bearing the Proof of Age Standards
- Scheme hologram (a PASS card)
- Ministry of Defence Form 90

If you do not have any of these accepted forms of photo ID to vote, you can apply for a free Voter Authority Certificate at www.gov.uk/apply-for-photo-id-voter-authority-certificate

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**

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**.

ENJOY GARDENING AND GROW YOUR OWN VEGETABLES THIS SUMMER!



Growing your own vegetables is rewarding, healthy and saves you money. While it's a good idea to grow what you like to eat, it's best to grow crops that require little maintenance, are ready to harvest within a short time. These include crops like courgettes, beans, beetroot, tomatoes, rocket, radish and potatoes.

You can grow these vegetables in pots or in the garden. Choose a sheltered, sunny spot for growing veg. Exceptions to this rule include salad leaves and some herbs, which can bolt (run to seed) in full sun, and therefore do better in partial shade. Prepare the soil by removing weeds and adding well-rotted compost or manure, and rake level. If you don't have a large garden, you can grow salad crops in window boxes, pots or growing bags. Don't grow plants too closely together and prick out if necessary – always follow the spacing suggestions on the seed packet. Deter slugs and snails using physical barriers such as copper tape. If possible, start off vulnerable plants, such as salad leaves and courgettes, indoors, and plant them out when they're big enough to withstand attack. Use wildlife-friendly slug pellets (made using iron phosphate) as a last resort. In hot weather sprinkle water regularly so that the soil remains moist.

When your crop is ready to harvest take pictures and send them to us via WhatsApp on **07983 467 036** or **07519 715 039**. We will print some of these pictures in our newsletter. If you want to remain anonymous, that's fine. We won't mention your name or address.

Good luck and enjoy your vegetables!

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

MEASLES CASES ARE RISING IN LONDON

Catch up with vaccinations now to protect your family. Both children and adults are at risk of catching measles. To ensure full protection 2 doses of the MMR vaccine are essential. It is never too late to start vaccinating.

- Measles spreads easily through coughing, sneezing and close contact
- Measles can lead to hearing loss and serious illnesses such as pneumonia and meningitis.
- Babies and unvaccinated expectant women are most at risk of complications from measles
- Immunise children on time to reduce the risk to those that are vulnerable.

Anyone not up to date with their vaccines should make an appointment with their GP as soon as possible.

CHILDRENS PAGE

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.’

ARE YOU SPENDING TOO MUCH TIME ON YOUR MOBILE DEVICE?

When someone spends too much time on social media platforms or on their mobile device they would suffer from the following symptoms:

1. Withdrawing from face-to-face social interactions
2. Consistent anxiety, stress or feeling overwhelmed by normal routines
3. Grades begin to slip, and assignments reflect poor work or are left undone
4. Avoidance of real-life responsibilities, such as chores or homework
5. Poorly equipped or unresponsive to people in front of them
6. Phubbing—snubbing people next to them by looking down at their phone
7. Phones begin to create conflict in their closest relationships

If you detect the above signs in yourself, it's time to stop or reduce the use of your device and social media platforms before it destroys your personality. Remember a healthy, productive social life is more important than using social media platforms.

SPRING WORD SEARCH

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

SPRING SUNSHINE GREEN
DAFFODILS PLAY PARK
FLOWERS DAYLIGHT BIRDS
GARDENING WARM WALK

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

MOTIVATIONAL QUOTES

“You never change your life until you step out of your comfort zone; change begins at the end of your comfort zone.” - **Roy T. Bennett**

“When you have a dream, you’ve got to grab it and never let go.” - **Carol Burnett**

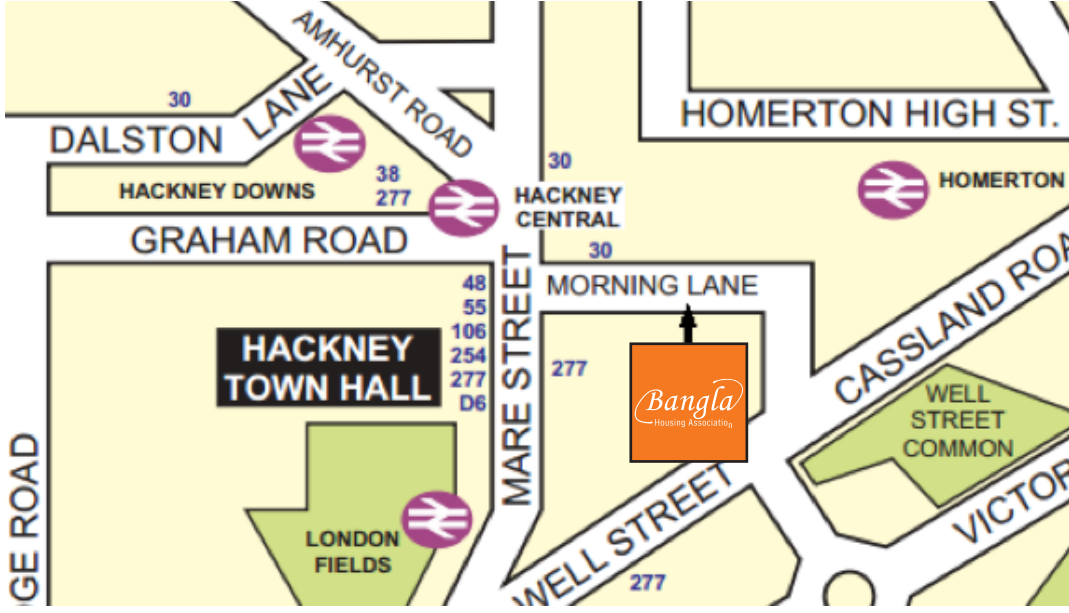
“Not having the best situation but seeing the best in your situation is the key to happiness.”
- **Marie Forleo.**

“If you have good thoughts they will shine out of your face like sunbeams, and you will always look lovely.”
-**Roald Dahl**

“Try to be a rainbow in someone’s cloud.”
- **Maya Angelou**

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।

আমাদের মুসলিম বাসিন্দা এবং ক্লায়েন্টদের প্রতি ঈদের শুভেচ্ছা। ঈদ মোবারক!
ইস্টার ব্যাঙ্ক হলিডের ছুটি: ২৯ মার্চ এবং ১ এপ্রিল ২০২৪
জরুরি মেরামত কাজের জন্য এই নিউজ লেটারের প্রথম পৃষ্ঠায় দেয়া বিবরণ দেখুন। জীবনযাত্রার খরচ সহায়তা। সম্পাদকের মন্তব্য। সাধারণ অফিস চলাকালীন সময়ে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন ০৭৯৮৩ ৪৬৭ ০৩৬ অথবা ০৭৫১৯ ৭১৫ ০৩৯

বাসিন্দাদের মতামত জরিপ।
‘মাই টেন্যান্সি’: আপনি এখন আপনার ইমেল এবং পাসওয়ার্ড ব্যবহার করে আপনার রেন্ট স্টেটমেন্ট অ্যাক্সেস করতে পারবেন।
বিস্তারিত জানার জন্য আমাদের অফিসে যোগাযোগ করুন।
বাসিন্দাদের সভা। দরকারী যোগাযোগের নম্বর।
বাচ্চাদের পৃষ্ঠা।
এই নিউজলেটার পড়তে বা বোঝতে অসুবিধা হলে 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.