



Inquilab Voice

August 2012

"Providing Homes, Creating Communities"

WHAT'S INSIDE?



Jubilee street party



New repairs service



Universal Credit explained

Summer 2012

Welcome

...to the summer issue of Inquilab Voice. Inside you can read how tenants are working together to improve their communities.

Check out page 4 to see how residents at Mint Close in Hillingdon marked the Queen's Jubilee with a fantastic street party and how local people at Lancaster Road are looking forward to their weekly coffee mornings. If you have got a great neighbour why not nominate them for an award? Check out page 3 for details.



We need you!

What do you think of this newsletter?

Parveen Gurm, aged 11, an Inquilab resident from Hillingdon wants to see more articles related to children and young people as well as crosswords and puzzles. What do you think?

Have you got any good ideas on what we should include?

Get in touch, or better still, get involved in helping us put each issue together.

Contact **Shahina Haider** on 0208 843 1263 for more details.

Contents

03	Resident involvement and Good Neighbour Award
04 - 5	Resident involvement
06	Repairs
07	Proposed Housing Benefit changes
08	Talking rubbish

Volunteer translators wanted

With such a wide mix of nationalities amongst our tenants, communication problems can occur. Although we have some bi-lingual staff on hand to help with translations we would like to increase our pool of translators. It's really important that all of our tenants can raise queries with us and understand what we are doing to address issues. If you can speak Somali, Punjabi, Tamil, Polish, Farsi or Gujarati and can act as a translator, we would love to hear from you. Please contact Shahina Haider on 0208 843 1263 for more details.

Check our progress

Watch out for mini homes throughout the magazine. They house details on our performance so you can see where we are doing well and which areas we need to improve.



100%

Antisocial behaviour cases responded to within target



Residents Experience Panel

Our Residents Experience Panel (REP) is going from strength to strength. Their role is to work with staff and board members to shape and sharpen our delivery of our services.

There are still vacancies for more residents to join the REP. If you want to find out more about joining the REP please contact Shahina Haider via email on shahinah@inquilabha.org or call 0208 843 1263 for an application pack or further information.

Congratulations

Thank you to everyone who completed a Customer Experience Survey.

Your feedback will help us to improve the service. Congratulations to the winners of our prize draw: Amina Aalim from Slough who won £100 and Gemma Franklin from Hounslow and Ismail Smail from Brent who both won £50 each.



Good Neighbour Award 2012



Good Neighbour Award 2012

Do you think your neighbour is extra special...?



Then why not nominate them for a
Good Neighbour Award

They could WIN up to £100 worth of shopping vouchers

There are three prizes to be won

1st winner will receive £100 shopping vouchers and
2nd & 3rd winners will receive £50 shopping vouchers each.

To apply please use the form with this newsletter or contact
Shahina Haider on 0208 843 1263 or email shahinah@inquilabha.org

**Closing date for nomination is
Friday 31st August 2012**

Help us to improve

We have lots of ways you can get involved and help improve our services. What about becoming a mystery shopper? Are you interested in designing our newsletter? Would you like to become an Estate Inspector and monitor your estate?

Join our Customer Advisory Panel to provide regular feedback on how we are performing and play a part in helping us improve the service for everyone.

For details about any of the initiatives on this page please visit our website www.inquilabha.org or call Shahina Haider on 0208 843 1263.





If you would like to help make the housing service better and improve your neighbourhood at the same time, there are lots of different ways to get involved – from setting up a local Residents Association to answering a quick telephone survey.

These pages give a flavour of some of the benefits of taking part.

Our Journey to Excellence



"I liked interacting with the staff and found the day very useful. I learnt more about Inquilab and how they take my feedback into consideration to improve the services they provide."

Carol Barrett from Hillingdon

A right royal knees-up!

Residents at Mint Close in Hillingdon worked together to hold a street party to celebrate the Queen's Jubilee. There was lots of fun for all ages including a fancy dress competition, bouncy castle, face painting and an old fashioned egg and spoon race. The party was organised by local residents with help from P3 charity and Inquilab.

"It was brilliant to see everyone coming together and having fun. There was a great atmosphere."

Carol Dean from P3 Charity (who helped to organise the party)



37 residents came along to our 'Journey to Excellence Open Day' which took place in Ealing at the end of June.

A chance to meet the Inquilab team

The day was a chance to find out more about us, meet the Inquilab team and discover how residents can get more involved with us to make their voices heard. Free travel to and from the event enabled lots of people to attend, and the free crèche gave parents a chance to chat to staff in peace. Translators were on hand to help everyone – even those who can't speak English – benefit from the workshops and information on offer.

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Get involved

If you missed the Open Day don't worry there are lots of other opportunities for you to get involved with Inquilab (see page 3).

Journey to Excellence Open Day



Community coffee crusaders

Residents at Lancaster Road in Southall are enjoying weekly coffee mornings for people to get together and enjoy a cuppa and a natter about their estate. The local Residents Association also held a mug decorating activity recently.

"We are excited about this coffee morning, as it is giving us a chance to meet and talk to each other about what is going on in our estate and what we would like to do to improve things."

Josephine Okello, local resident



Sounds like fun?

If your neighbourhood would benefit from trips out or activities like street parties and coffee mornings why not set up a local Residents Association? We can provide help to get the group up and running and ongoing support to ensure it's a success.

If you live in the area why not pop in for coffee on a Thursday between 10.30am and 12.00pm at The Jasmine Community Centre, Lancaster Road, Southall, UB1 1NR.

Visit our website www.inquilabha.org

Our new dedicated Property Services Administrator Zeenat Hussain is at the ready to take your calls.

To report a repair just call on 0800 055 6895 and she will give you an order number and make an appointment for the work to be carried out by Mears (our repairs partner). If it's a more complex job we'll arrange for one of our Property Services officers, Mykhal Ellis or Anthony Opoku-Owusu to visit you.

We are always looking at ways to improve the repairs service so please get in touch if you have a bright idea (or join our Resident Experience Panel - check out page 3 for details).



FREEPHONE
0800 055 6895

**REPORT
A REPAIR**



The friendly face of repairs

Repairs responsibilities

It's important to know what you are responsible for in your home and when you can call us in to fix something. Full details are listed in your Tenants Handbook on page 14 but here's an idea of the kinds of things you are responsible for:

- Any damage caused by you or your visitors
- All lightbulbs and fuses
- Batteries in smoke alarms (and don't forget to check they work regularly)
- Washing lines
- Curtain poles
- Blocked sinks
- Toilet seats and shower hoses
- Plumbing in a washing machine

Please read your Tenants Handbook for the complete list.

Calling all local building contractors

Inquilab manages over 1100 properties across the London Boroughs of Richmond, Hounslow, Hillingdon, Slough, Ealing, Harrow and Brent. We are considering using smaller, local suppliers to help deliver our repairs and maintenance service to bring local services to local people. If you are interested in working with us please contact us or visit our website for details.

Digital TV update



We have almost finished the work on digital upgrades on our communal aerials. If you live in a flat and have got a query about your aerial please talk to your Tenancy Services Officer.



97.98%

Homes with a valid gas certificate

You can also report a repair online via the tenant portal at www.inquilabha.org If you haven't logged on before contact your Tenancy Services Officer for your username and password.

Proposed changes to Housing Benefit

What is Universal Credit?

Universal Credit aims to make the benefit system simpler and encourage more people to find a job (with increased financial incentives to work). It will cover the following six benefits:

- Housing Benefit
 - Income Support
 - Jobseekers' Allowance
 - Employment and Support Allowance
 - Child Tax Credit
 - Working Tax Credit
- It will not include Disability Living Allowance (DLA) or Carer's Allowance

Who is it for?

- Universal credit will be paid to working age claimants both in and out of work. If you have dependents under 16 at home, they will be affected by changes to child benefit.
- Non dependents over the age of 16 will be expected to contribute towards the household rents.

When will it start?

It is planned to be introduced for new claims from October 2013. If you already receive benefits you are likely to be transferred to Universal Credit between April 2014 and October 2017.

For more information contact the Housing Advice Team at your local council or talk to your Tenancy Services Officer at Inquilab.

How is it likely to affect you?



- You will be responsible for the payment directly to Inquilab.
- Universal Credit will only pay rent for the bedroom you are occupying. If you have extra room/s that are not being used you will not receive Housing Benefit payment for the extra room/s.
- Single adults under the age of 25 will only be entitled to housing benefits for bed-sit accommodation or a room in shared accommodation.

Remember if you don't pay your rent you could lose your home. Contact your Tenancy Services Officer to help set up a direct debit.

Pay your rent by Direct Debit and win up to €100!

Set up a direct debit before 20th August 2012 to be entered into a prize draw with a chance of winning one £100 prize or two £50 prizes of gift vouchers. Call your Tenancy Services Officer for a direct debit form. Remember it is your responsibility to pay your rent weekly in advance so setting up a direct debit can assist you in achieving this.



And finally,

Talking rubbish!

No one wants to live on an estate surrounded by rubbish so it's important that you help to keep your local area clean. Follow our top tips below for a sparkling neighbourhood:

- Know the right day to put your rubbish out for collection.
- Make sure bin bags are tied up securely and put inside the bins provided.
- Don't leave bulky items on stairwells or in corridors.
- Take big items like sofas or mattresses to the local tip or contact your local council to find out about their bulky refuse collection service.

(Different charges apply for different boroughs).

Contact your local authority for more details on bulky refuse collections:

- Brent - **0208 937 5050**
 Ealing - **0208 825 6000**
 Elmbridge - **01372 474 775**
 Harrow - **0208 901 2600**
 Hillingdon - **01895 55 6000**
 Kennington & Chelsea - **0207 361 3001**
 Richmond & Kingston Upon Thames - **0208 876 3281**
 Slough- **0800 634 6301**



Number of leaseholders up from 51 to 63 during 2011/12

If you would like this newsletter in another language please contact us on 0208 843 1263.

Gujarati

જો તમને આ દસ્તાવેજનો કોઈપણ ભાગ મોટા અક્ષરમાં છાપેલો અથવા તેની માહિતી તમને ગુજરાતીમાં સમજાવેલી જોઈતી હોય તો, મહેરબાની કરી કસ્ટમર સર્વિસીઝને ટેલિફોન કરો: 0208 843 1263

Hindi

यदि आपको इस दस्तावेज़ का कोई भाग बड़ी लिखाई में या हिन्दी में चाहिए तो कृपया कस्टमर सर्विसेज़ को इस नंबर पर फोन करें: 020 8843 1263

Urdu

اگر آپ کو اس دستاویز کا کوئی حصہ بڑے حروف میں یا اس کی تفصیلات اردو زبان میں درکار ہیں، تو براہ کرم کسٹمر سروسز سے اس نمبر پر رابطہ کریں 020 8843 1263

Arabic

إذا كنت تحتاج طباعة اي جزئ من هذه الوثيقة بالاحرف الكبيرة او تشرح لك بالعربية الرجاء الاتصال بخدمات العميل على 0208 843 1263.

French

Si vous nécessitez une partie de ce document en gros caractères ou qu'elle vous soit expliquée en français, veuillez contacter le Service clients au 0208 843 1263

Puniabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦਾ ਕੋਈ ਹਿੱਸਾ ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਕਸਟਮਰ ਸਰਵਿਸਿਜ਼ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 0208 843 1263

Farsi

اگر شما هر قسمت این مدرک را به چاپ بزرگ و یا توضیحات آنرا به زبان خود میخواهید لطفاً با خدمات مشتریان به شماره تلفون 020 8843 1263 تماس بگیرید.

Somali

Haddii aad doonaysid qayb ka mid ah dukumeentigan oo ku qoran farta waawayn ama in laguugu macnayo luqadaada fadlan la soo xidhiidh 020 8843 1263



Inquilab Housing Association

Grove House
77 North Road
Southall
Middlesex UB1 2JL

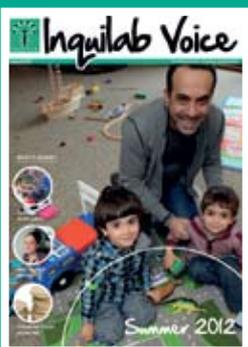
Tel: 0208 843 1263
Fax: 0208 574 6515
Email: enquiries@inquilabha.org
www.inquilabha.org

Inquilab is a charitable housing association registered under the Industrial and Provident Societies Act 1965. Reg no 25733R.

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A member of the National Housing Federation.

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Receiving an electronic copy will help us save the environment and means you can access the newsletter via your smartphone or pc.

Please return the slip or email us at enquiries@inquilabha.org

Please cut along dotted line

Yes, email me a copy in the future!

Please tick box

Name

Email address

Address

Send to: Inquilab Housing Association, Grove House, 77 North Road, Southall, UB1 2JL