



**Homes for
Islington**

improving housing through partnership

Issue 19

Winter 2008

news

Sporting success



Keep warm this winter

এই শীতে গরম রাখুন

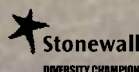
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Is diirinta xiliga-qaboobaha/ jilaalka

Manténgase caliente este invierno

Bu kiş kendinizi sıcak tutun



Five Star Health & Safety
Management System Audit
BRITISH SAFETY COUNCIL



INVESTOR IN PEOPLE



contents

What's new2	Board meetings.....4	Blooming marvellous6	Contact details10
Combating antisocial behaviour...3	Gas safety.....4	Domestic violence6	Pay your rent10
Fun for all the family.....3	Digital switchover5	Community centres6	New homes are being built!.....11
Who will be your caretaker of the year?.....4	Community Alarm Service.....5	Junior swoops to the rescue7	Ali is apprentice of the year!.....11
	Have a greener Christmas this year...5	Christmas opening hours.....7	Keep warm this Winter.....12
		Whitbread Estate party.....7	Get involved.....14
		Sporting success8	You said we did15
		EC1 Elite!8	Performance news.....16
		Snapshot9	

What's new

Islington news round up

Signpost - a newsletter in British Sign Language (BSL)

Islington has launched a bi-monthly newsletter in BSL called Signpost, which covers topics such as health, housing and interpreted events for Deaf residents. Deaf people have issues with literacy (the average reading age in English is about 7), therefore having a newsletter in BSL, their own language, is invaluable.

Islington has a very active Deaf community. A core group of about 200 BSL users regularly access the Sign Language Interpreting service (provided free) in Islington. The newsletter is made in-house, and is signed by Deaf presenters who live in Islington. The first version is signed by Gerard Maguire, an Islington resident.

You can view the November edition in BSL here (the English text version appears next to the video):

<http://www.islington.gov.uk/signpost>

If you would like to have something placed in the next issue of 'Signpost' please email signpost@islington.gov.uk

New look reception centres unveiled

Reception centres are the temporary housing units where many council tenants stay whilst waiting for permanent accommodation. Recently the reception centres have been refurbished. They have been modernised and redecorated,



Sinead Howard and her daughter Aine at Herongate reception centre

the heating and hot water supplies have been upgraded and the lifts have been refurbished or renewed. This means that all the units now have their own kitchen facilities and no longer have to share bathrooms.

UK housing award

Homes for Islington has won a UK housing award for work around the Government plan called "Every Child Matters". We provide activities for young people on our estates, such as sports and homework clubs. This gives young people the chance to enjoy and achieve outside school, stay healthy and tackle anti-social behaviour. We worked with local residents, Arsenal Football Club, Islington council and Sports Activities for

Everyone to provide these activities.

Free DIY training for women

If you're a woman and fancy developing your DIY skills then we have good news. Homes for Islington, Circle 33 Housing Trust and Women and Manual Trade (WAMT) are offering DIY workshops for women. There will be a series of one-day workshops in basic DIY with a view to helping you find work. So, to develop your carpentry, painting and decorating skills and more, please contact Mark Rogers at Circle 33 Housing Trust on 020 7447 3070.

Working with a voluntary sector group? Need expertise and skills?

IVAC training offers low-cost, high-quality training from November 2008 to June 2009 for all those working in small voluntary sector organisations based in Islington.

For more information download our training brochure from the IVAC website at www.ivac.org.uk call 020 7359 2963 or email development@ivac.org.uk.

Combating antisocial behaviour

How we're working with you to tackle ASB

Witness service

Islington's Witness service is here to help witnesses of crime or antisocial behaviour through the process of being a witness. A recent case shows the support they can offer.

A resident who had reported antisocial behaviour was referred to the service for support. We made contact with the witness straight away to offer support and prepare her for court.

After the court date had been set it was postponed. We alerted the witness to this and reassured her that it was normal for a case to be postponed.

On the day in court we arranged for the witness waiting room to be reserved for the witness, away from intimidation by the people accused of antisocial behaviour. While we waited we asked the barrister to explain the case.

The people accused were given orders not to carry on acting antisocially. We asked for copies of this information to be sent to the witness and ourselves to make it easy to tell if the orders were broken. The orders were broken and we went back to court with the witness. The judge ruled a further six months on both orders. The witness was pleased with the outcome and there have been no more incidences.

For more information on the service contact your area housing office. (Contact details on page 10.)

Drug closure orders

Homes for Islington has worked with local Safer Neighbourhood Teams to close a crack house on the Andover Estate following a police raid and to obtain a drug closure order on a flat in Kimble House.

Arsonist given ASBO

A resident from the Triangle Estate was given an interim antisocial behaviour injunction for urinating in a stairwell and setting fire to rubbish bags. The resident was charged with two counts of arson with reckless endangerment.

Acceptable behaviour contracts

Homes for Islington's out of hours antisocial behaviour team caught some young people trying to set fire to a phone box in Highbury and called the fire brigade and the police and took the young people's details. The young people have signed acceptable behaviour contracts.

If you are worried about antisocial behaviour then you can contact your area office (contact details on page 10) and ask to speak to the antisocial behaviour team.

Outside office hours our out of hours antisocial behaviour team works between Sunday and Thursday from 4pm to midnight and on Friday and Saturday from 5pm to 1am. If you want to report antisocial behaviour between these hours contact them on 020 7527 7272.

Fun for all the family

Homes for Islington's Holland Walk Free Family Fun Day has now been and gone! It was a brilliant day and there were smiles all round.

Residents were able to have complimentary massages, bouncy castle fun, free food and drinks, and much much more! There was a wealth of information, expert advice and freebies available too.

Key to the success of this year's event was the support and sponsorship that we received. By working with local businesses, agencies and services we were able to deliver a fun-packed afternoon, which everyone enjoyed. We'd like to say thanks to everyone who contributed and to all the residents that came on the day!

We are ever grateful for this kind of help and look forward to next year's fun day.



The mayor and a young resident are introduced

Who will be ■ your caretaker of the year?

If there's a caretaker who always goes the extra mile then nominate now!

Now is your chance to nominate for the Caretaker of the Year 2009. If you think your caretaker has excelled in the past year and should be nominated for an award fill in the form below and drop it into your nearest area housing office or send it back to us at:



Ali Bey-Osman, caretaker of the year 2008

Caretaker Awards, Communications, 4th Floor, Highbury House, 5 Highbury Crescent, London N5 1RN. Alternatively, email: communications@homesforislington.org.uk.

Remember to include the caretaker's name, the estate or area where they work and, on a separate sheet, why you think they should get the award. The closing date for nominations is 30 January 2009. There will be one winner and two runners-up who will be announced in a future issue of HFI News and on the 'What's New' page of the HFI website at: www.homesforislington.org.uk

Prize draw

If you make a nomination, leave your name and contact details and you will also be entered into our £50 voucher prize draw.

name of caretaker.....

name of estate.....

your name

your address

.....

your contact number

■ Board meetings

When and where

Homes for Islington's ordinary Board meetings and Sub-board meetings are open to the public. All meetings take place at

**6.30pm at Highbury House,
4 – 5 Highbury Crescent, London N5 1RN
on the dates below.**

Board meetings	
Monday	15 December 2008
Monday	16 February 2009
Contracted services sub-board meeting	
Tuesday	10 February 2009
Managed property sub-board meeting	
Wednesday	11 February 2009

If you have any questions or need help, such as a sign language interpreter or an induction loop, please contact Governance Team, Highbury House, 4 – 5 Highbury Crescent, London N5 1RN, call 020 7527 6148 or email governance.team@homesforislington.org.uk.

■ Gas safety

Keep your home safe

All Home for Islington tenants' gas appliances have to be checked at least once a year. This is required by law in order to keep people's homes safe. You must co-operate by giving access to your home for these important safety checks.

■ Digital switchover

When will your television aerial be converted?

Between 2008 and 2012, television services in the UK will go completely digital. The old analogue television signal will be switched off and viewers will need converted or upgraded TV equipment to receive digital signals, whether through their aerial, by satellite, cable or broadband. This is called the digital switchover.

Islington's programme to convert to digital

Homes for Islington is currently a fifth of the way through a programme to make sure we have changed all the existing communal aerials to a power amplified digital aerial in time for the switchover. This new aerial will mean you can watch television once the switchover has taken place.

At the same time as doing this we are installing a communal Sky Satellite dish on each building. Any subscriber to a Sky television package will simply connect their set top box to the new wall socket that is to be installed, and will be able to use



Community ■ Alarm Service

Help at the touch of a button

Islington council's Community Alarm Service offers help and security at the touch of a button, with an easy-to-use alarm system.

If you need help in your home, you can contact a member of our experienced team, who will establish the assistance you need. As the service is available 24 hours a day, 365 days a year, it gives you peace of mind and can reduce feelings of isolation.

The system works by giving you a discreet alarm button that you can wear as a necklace, wrist strap or brooch. This is connected to our call centre so you can contact us easily and quickly.

To find out more or to apply for the scheme, call 020 7527 5456 or visit www.islington.gov.uk/communityalarm.

the communal dish.

We will then be taking down satellite dishes. If you have a satellite dish for another channel you will need to apply for planning permission from your local area housing office before putting it up again.

What will happen?

About one month before work starts to your block, we will write to you to let you know that work will begin soon. Once the external cable is set up, Sky will write to you to set up an appointment so that they can fit an internal wall socket.

For further information

If you have any questions please contact Martin Dennis by emailing martin.dennis@homesforislington.org.uk or by calling 020 7527 7834.

Have a greener ■ Christmas this year

Islington Green Living Centre can help you have a greener Christmas

Come and visit to find out how to reduce rubbish and save money this Christmas.

Green Christmas Day

Join us for some festive fun at our Green Christmas Day on Monday 22 December 2008, from 2pm to 5pm. Green Santa will be dropping by with some great giveaways and useful tips to make your Christmas a greener one.

- Christmas crafts for children
- Ideas and tips for recipes for leftovers
- Mince pies and orange juice

All ages are welcome to attend this event, children must be accompanied by an adult.

The event takes place at Green Living Centre, 222 Upper Street, Islington N1 1XR.

For more information phone 020 7527 6726 or email greenliving@islington.gov.uk.

Domestic violence

Don't suffer in silence

Domestic violence is an often hidden crime but it affects many people. Home Office statistics show it accounts for 15% of all violent crime and amounts to 35% of violence against women and 5% of violence against men. The incidence of domestic violence often increases over the festive period.

Are you afraid of someone you know or live with?

If you or someone you know is experiencing domestic violence you don't have to suffer in silence. There are many organisations that can help you. Homes for Islington has a tenancy management adviser at each local area housing office specialising in helping residents who are experiencing violence or abuse from their partner, ex partner or family member. We can put you in touch with specialist organisations and help you explore your options.

For information, advice, support or emergency refuge accommodation call:

24 hour National Domestic Violence Helpline0808 2000 247

In an emergency you should contact the police directly on 999.

Remember: You are not alone. Help is available.

Useful telephone numbers

Islington Women's Aid020 8269 2121

Islington Victim Support020 7700 6014

Websites

www.victimsupport.co.uk

www.islington.gov.uk/domesticviolence



Library at the Andover Estate community centre

Community centres

Are you making the most of yours?

When did you last use your local community centre? Homes for Islington manages 51 community centres and rooms across the borough, which are located within the heart of neighbourhoods. All centres are run by volunteers in local community groups and tenant associations. This means that local people can decide how the centres are used.

Community centres are very important. They offer a focal point for neighbourhood activities and a base for community groups to use for lots of different activities. Take a trip to your local centre. You could find playgroups, health groups, dancing, martial arts, lunch clubs, youth clubs and much more.

Several of the community centres are also available for private hire. They are suitable for activities such as children's parties, wedding receptions and conferences, and can provide a much cheaper and convenient alternative than hiring spaces in commercial buildings.

If you are looking for a local space near you to hold a group activity, meeting or event in, you can look for your nearest centre on the Homes for Islington website by clicking on 'Your Housing Area' then 'Community Centres on Housing Estates' on the list on the left hand side of the page.

Alternatively, you can visit your local Area Housing Office for advice on your nearest centre, or simply call your local Community and Service Development Officer. (Contact details are on page 10.)



Junior swoops to the rescue

A hawk is cleaning up King Square and the Finsbury Estate

Homes For Islington has been trying a new way of dealing with the pigeons that cause mess and inconvenience on King Square and the Finsbury Estate. Introducing Junior the harrier hawk!

Previous attempts at controlling the problems caused by the pigeons included putting up bird netting. However, this failed to reduce the number of pigeons and made residents feel claustrophobic. Junior's twice weekly visits to the estate have, however, proved a great success.

Junior is specially trained to fly towards flocks of pigeons to scare and disperse them, but not to harm them in any way. Over time, the pigeons learn to associate the area with danger and leave for good.

Pigeons can cause several problems including carrying a range of infectious diseases such as tuberculosis and salmonella, as well as their droppings and feathers creating slippery surfaces on concrete and carrying parasites. Some residents had also complained that the pigeons had flown into their homes through open windows!

Junior has just completed a seven week trial period, which saw a reduction in the number of pigeons by week three. The success of the experiment is such that the trial is now being extended for a full six month period.

Sharron Kelly, Chair of Finsbury Tenants and Residents Association said: "We are impressed with the trial use of the hawk on the Finsbury Estate to address pigeon problems. This is something our TRA has urged HFI to consider. Unlike netting and spiking, which requires on-going cleaning, repairs and inevitable replacement; this is a clean, effective and sustainable alternative."

Christmas opening hours

When will we be open?

Homes for Islington's repairs service HFI Direct (0800 694 3344) will close on 25 and 26 December and 1 January.

HFI Direct will be open 27 December from 8am to 12 noon and 8am to 8pm on 29 to 31 December and 2 January.

If you have an emergency repair to report when HFI Direct is closed, please ring the freephone number above and you will be put through to the emergency repairs out-of-hours service.

Our area offices will be closed from 25 December and will reopen on 5 January 2009.



Whitbread Estate party

Barbecue success!

A very warm and sunny July evening played host to a party for all the residents of the Whitbread Estate. This has become an annual event in the calendar of the estate's Tenants' and Residents' Association (TRA) and was organised by the tireless members of the TRA committee, lead by Dennis Kleinberg.

Last year, the TRA successfully applied for funding from HFI's community fund and this has helped fund the residents' party, as well as the creation of some wonderful garden areas. Long may it continue!

If you are interested in starting up a TRA for your estate and helping to improve your estate environment, or organise social events, please contact the Community and Service Development Officer in your local area housing office. (Contact details on page 10.)

Blooming marvellous!

Islington in Bloom competition winners

Congratulations to all the winners of this year's Islington In Bloom competition. Homes for Islington (HFI) sponsored the "Best Garden on an HFI Estate" category. Congratulations go to the winner... Mrs Marikou Tsirotou of Annesley Walk. It wasn't an easy decision with so many fine entries, but we're sure those of you who have seen the garden would agree with the verdict.

There will be a competition in 2009, so start thinking about how you could make your garden a winner next year!

■ Sporting success!

Islington's young people are achieving great results in sport and education

Over the summer holidays, young people from four estates took part in football and computer skills courses. The estates taking part were

- Highbury Quadrant
- Tollington
- Harvist
- King Square

Nearly 50 young people took part in the activities which included a trip to the Emirates Stadium, where Arsenal football club plays. Healthy lunches were also part of the package. The young people enjoyed themselves and their parents said they were pleased with the activities.

Kick Racism Out of Football

The annual Kick Racism Out of Football tournament took place on Friday 31 October at the Market Road football centre. It was a great success and a record 200 young people took part!

There were two competitions. One for school years seven and eight, and one for school years nine and ten. The winners for years seven and eight were the YoungUns, runners up were



Kick racism out of football tournament

FC Wakefield and the top goalscorer was Ayanda Masura. The winners for years nine and ten were CYP (Copenhagen Youth Project), runners up were TMT (Too Much Talent) and the top goalscorer was Abdirahman Ali.

The Mayor of Islington, Councillor Stefan Kasprzyk presented the winners with trophies.

The tournament was sponsored by Homes for Islington.

EC1 ■ Elite!

Young people from estates in the EC1 area took part in a football tournament sponsored by Apollo, a building company doing a lot of building work for Homes for Islington.

Kids from several estates across Islington took part in the event which raised money for under 11s football team EC1 Elite. The event raised £300 for the team which will help pay their league fees and keep them on the pitch.

The team is voluntary and funded by parents and support from local businesses.

Jessie White, Homes for Islington's Vice-chair was on hand to present the cheque to the team. Jessie said: "It's great to be able to support an event like this. The money raised will



Jessie White, Homes for Islington's Vice-chair, presents EC1 Elite with a cheque for £300

help the team and maybe we'll see some football stars of the future coming out of EC1!"

For more information on sports available for young people in Islington contact John Lane by calling 020 7527 4117 or emailing john-michael.lane@homesforislington.org.uk.

■ Snapshot

A new estate based arts programme for young people



Homes for Islington has commissioned local arts organisation All Change to run a brand new programme of arts activities for young people on Islington estates starting this Autumn. Snapshot offers young people aged 11 to 19 years old the chance to work with professional artists and take part in a range of different activities - including photography, dance, digital arts, music, drama, filmmaking, animation, creative writing and more! The programme will run until the Spring 2009 and will culminate in a special celebratory event, where young people will show the work they have created to a public audience.

Young people who take part in the project will be able to try out new activities and learn new skills. They will be able to create their own original work in a range of different media - including music, photography, film, drama and dance using professional equipment - including digital cameras, video cameras, and computers for music production and digital arts. The work they create will express their ideas about what it is like to be a young person in Islington, what they think about where they live, and the issues that matter to them.

The project will begin with a series of introductory sessions where young people will be able to meet the artists they'll be working with; try out some of the activities on offer; and find out more about the project. They will then be able to sign up for the programme, which will run weekly for 10 weeks from January. Workshops will take place in a variety of different settings - in youth clubs and community centres, and out and about on the estates where young people live. Sessions will take place after-school, evenings and weekends and will be free of charge to the young people.



The project is being delivered by All Change, a local arts charity, which has been delivering arts projects with Islington residents for over 23 years. All Change will work in partnership with Arsenal Positive Futures and Islington Young People's Services to support young people's involvement in the programme.

The aim of the project is to provide fun and positive activities for young people to get involved in, and also for them to be able to create their own artwork about issues that matter to them. The final showcase event in the spring will celebrate young people's creativity and positive achievements and show local community the issues that matter to young people now in Islington.

Look out for artwork created by young people and stories from the project in the next issue out in March 2009.

For further information about the Snapshot programme contact All Change on 020 7689 4646 or email: all.change@virgin.net.



Contact us

Central Street Area Housing Office

Central Street Area Housing Office
85 Central Street, London EC1V 8DT

Tel: 020 7527 6250

Fax: 020 7527 6207

e-mail: csha@homesforislington.org.uk

Minicom: 020 7527 6202

Holland Walk Area Housing Office

85 – 88 Holland Walk, London N19 3XS

Tel: 020 7527 7480

Fax: 020 7527 7407

e-mail: holland.walk@homesforislington.org.uk

Minicom: 020 7527 7405

Lyon Street Area Housing Office

1 Lyon Street, London N1 1DQ

Tel: 020 7527 6880

Fax: 020 7527 6814

e-mail: lyon.street@homesforislington.org.uk

Minicom: 020 7527 6830

Upper Street Area Housing Office

Northway House, 257 Upper Street

London N1 1RU

Tel: 020 7527 5300

Fax: 020 7527 5301

e-mail: upperstreet.aho@homesforislington.org.uk

Minicom: 020 7527 5301

Home Ownership Services

50 Isledon Road, London N7 7LP

Tel: 020 7527 7715/7720

e-mail: homeownership@homesforislington.org.uk

■ Pay your rent

If you're having trouble,
we're here to help

In June staff from Homes for Islington's Central Street area housing office carried out a targeted rent collection campaign on two local estates, Stafford Cripps and Turnpike House.

There were 406 residents on the estates who were behind with their rent and hadn't arranged to pay it back. Our staff visited all of them and made sure they spoke to them about their rent. During the visits staff:

- helped residents with claiming housing benefit
- agreed programmes for tenants to pay back the rent they owed
- identified three properties they thought were being sublet and arranged for this to be investigated further.

During the time the visits were going on we managed to reduce the amount of rent owed by people on the estates by £10,000. 104 people payed off the rent they owed completely. Three months later rent owed has gone down by a further £16,413. We can now use this money to pay for services like repairs and improvements to your estates.

Because visiting people who are behind on their rent was a successful way of making them pay we are already starting to do this more. So if you are behind with your rent and haven't made an arrangement with us to pay we may well be knocking on your front door in the near future.

If we do knock on your door remember we are here to help. If you are having problems paying you rent please contact the Income Recovery Team at your local area office. Contact details left.



New homes are being built!

Laying the foundations for a new generation of council housing

Homes for Islington (HFI) and Islington council celebrated a significant milestone with the laying of the foundation stone at the new council housing being built at Boleyn Road.

Islington council is one of the first local authorities in London to start building new council housing again.

Ten new low rise family-sized homes will be built on the site of the old Boleyn Road area housing office in N16 which was demolished earlier this year, following approval at the East Area Planning Committee on 24 January.

The last council housing to be built in Islington was a generation ago in Finsbury. In recent years most affordable housing has been built by housing associations and through financial contributions negotiated as part of planning permissions.



Laying the foundation stone of new council housing in Islington

Construction work is being carried out by Mansell's and the project is being supervised by Homes for Islington, who will manage the new housing when it is built. The project is funded by Islington council

The new buildings are designed to a high environmental specification with eco-friendly and energy saving features.

The work should be completed by Summer 2009.

Cllr James Kempton, Leader of Islington Council who unveiled the foundation stone said: "Today's ceremony is good news for overcrowded families in Islington. The construction of our first new council housing for a generation heralds a new era in social home building.

"Islington council is doing more than many boroughs to meet the demand for affordable housing. Last year we worked with developers, housing associations and our housing management partner Homes for Islington to provide over 400 affordable homes to borough residents.

"With the credit crunch house building has been halted across the country. This makes even more important our decision to start building council houses."

Adam Borrie, Chair of HFI's Board of Directors said: "This is an exciting new step for social housing in Islington. This new housing will be the first in a new generation of council homes and they will set new standards in environmental standards.

"We are committed to working with the council to reduce waiting lists and to set a high standard for council housing in the borough. HFI is very excited to be involved in this project which is hopefully the first in many new developments."

■ Ali is apprentice of the year!

Work4Islington award announced

The third annual Work4Islington Apprentice of the Year has been announced. Nominees were judged on their attendance at work and college, their manager's feedback, level of customer satisfaction, feedback from their college and self-motivation, enthusiasm and teamwork.

This year's winner was Ali Sinem who has been working for Mulalley as a construction management trainee.

Theresa Coyle, Homes for Islington Board Director said: "It's great to be able to present this award again and to recognise the hard work and achievement of someone training towards their career. Ali is a worthy winner and I was delighted to be able to name him Apprentice of the Year 2008."



Ali Sinem, Work4Islington Apprentice of the Year



Keep warm this winter

Top tips for keeping warm and well this winter

Try to keep a temperature of 21°C (70°F) in the main rooms you use during the day; your bedroom should be kept above 18 degrees. Use a hot water bottle or electric blanket (not both for safety reasons) if your bedroom is cold at night.

Wear plenty of layers and put on a good coat, hat, scarf and gloves when you go outside to keep you warm.

Food is a vital source of warmth, so try to have regular hot meals and drinks throughout the day.

Moving around is good for your health and generates extra body heat, so any exercise or activity will help keep you warm. If possible, try and move around at least once an hour.

Stopping smoking will boost your health for the winter, reduce your chances of a heart attack and improve your body's circulation.

Make sure you get a flu jab. This is available free from your GP if you are 65 or over, or if you have a serious respiratory condition, heart, kidney or liver disease, diabetes or lowered immunity, or if you have had a stroke.

Be aware of the dangers of carbon monoxide poisoning and protect yourself against them.

If you have an older neighbour or relative, keep an eye out for them in the winter months and make sure they are safe and well.

Some energy companies offer a cheaper rate for customers on benefits. Call them and ask about their Social Tariff.

If you're over 60, arrange a Benefit Check visit to make sure you're receiving all that you're entitled to. Call 020 7527 3697 to arrange.

For more advice on saving energy in the home this winter, call the Islington Energy Helpline on 0800 953 1221.

এই শীতে গরম রাখুন

এই শীতে গরম এবং ভাল রাখার সবচেয়ে ভাল পরামর্শ

দিনের বেলা আপনি যে প্রধান ঘরগুলি ব্যবহার করেন, চেষ্টা করুন তার তাপমাত্রা 21° সেন্টিগ্রেডে (70° ফারেনহাইট) -এ রাখতে, আপনার শয়র ঘর অবশ্যই 18 ডিগ্রীর বেশী হওয়া উচিত। যদি আপনার শয়র ঘর ঘরটি খুবই ঠান্ডা হয়, একটু গরম জলরে বা ঢাল বা একটা ইলেকট্রিক ব্ল্যাঙ্কেট (নিরাপত্তার কারণে উভয়ই নয়) ব্যবহার করুন।

যখন আপনি বাইরে যাবেন, নিজেকে গরম রাখতে, অনেকে জামাকাপড়, পড়ন এবং ভাল স্কাফ, টুপি, স্কার্ফ এবং গ্লাভস (দস্তানা) পড়ুন।

খাদ্য হল উষ্ণতার গুরুত্বপূর্ণ উৎস, কাজেই নিয়মিত সারাদিন ধরে গরম খাদ্য ও পানীয় গ্রহণ করুন চেষ্টা করুন।

চলাফেরা করলে শরীর অতিরিক্ত তাপ উৎপন্ন হয়, তাই শরীরচর্চা বা স্ক্রুটিং, কাজকর্ম আপনাকে শরীর গরম রাখতে সাহায্য করবে। যদি সম্ভব হয়, অন্ততঃপক্ষে ঘনটায়, একবার চারদিকি চলাফেরা করে আসতে চেষ্টা করুন।

ধূমপান বন্ধ রাখলে শীতের জন্য আপনার স্বাস্থ্যে চাঞ্চল্য হবে, আপনার হার্ট আঘাতকরে সম্ভাবনা কম করবে এবং আপনার শরীরের সংরক্ষণ উন্নত করবে।

নিশ্চিত করুন যে আপনি একটা জ্বরের ইঞ্জেকশন পাবে, যখন যদি আপনার বয়স 65-এর বেশী হয়, বা যদি আপনার শ্বাসপ্রকরণের অবস্থা ভয়ানক হয়, হার্ট, কডিনী বা লিভারের ঝগা, ডায়াবেটিস বা ঝগা পরতর্কিত ঝকমতা কমে যায়, বা যদি আপনার স্ট্রোক হয়, থাকে, এটা আপনার জিপি (GP) থেকে বিনিমূল্যে পাওয়া যায়,

কারণ মন ফ্রসাইড বসিকরণের ঝগা বসিকরণ থেকে সাবধান থাকুন এবং এর থেকে নিজেকে সুরক্ষিত রাখুন।

যদি আপনার ঝগা বয়স্ক পরতর্কিত বা আত্মীয়, থাকেন, শীতের মাসগুলিতে তাদের দিকি, নজর রাখুন এবং তারা নিরাপদ এবং ভাল আছেন কি না সে ব্যাপারে নিশ্চিত থাকুন।

কিছু কিছু এনার্জী ঝগা মূপানী গুৱাহকদের সত্য মূল্যে সুখ গসুবাধা পূরদান করে। তাদের কল করে তাদের ঝগা মূল্য ট্যারিফ জিজ্ঞাসা করুন।

যদি আপনার বয়স 60-এর বেশী হয়, যা কিছু আপনি পাওযার উপযুক্ত সগুলা পাওযা নিশ্চিত করুন বেনেফিট চক্রে সাক্ষাৎকারের ব্যবস্থা করুন। ব্যবস্থাপনার জন্য 020 7527 3697 নম্বরে কল করুন।

আরও পরামর্শ এবং এই শীতে, বাড়ীতে শক্তি সংরক্ষণ করার জন্য, ইসলিংটন এনার্জী হেল্পলাইনে 0800 953 1221 নম্বরে কল করুন।

(Bengali)

Κρατηθείτε ζεστοί αυτό το χειμώνα

Άριστες συμβουλές για να κρατηθείτε ζεστοί και να είστε καλά αυτό το χειμώνα

Προσπαθήστε να διατηρείτε τα κύρια δωμάτια που χρησιμοποιείτε κατά τη διάρκεια της ημέρας σε θερμοκρασία 21°C (70°F). Το υπνοδωμάτιό σας πρέπει να διατηρείται σε θερμοκρασία άνω των 18 βαθμών. Χρησιμοποιείτε θερμόφωρα ή ηλεκτρική κουβέρτα (μην χρησιμοποιείτε και τα δύο μαζί για λόγους ασφάλειας), εάν το υπνοδωμάτιό σας είναι κρύο τη νύχτα.

Φοράτε αρκετές στρώσεις ρούχων και βάλτε ένα καλό παλτό, καπέλο, κασκόλ και γάντια όταν βγαίνετε έξω, προκειμένου να κρατηθείτε ζεστοί.

Η τροφή αποτελεί ζωτική πηγή θερμότητας, για αυτό προσπαθήστε να τρώτε ζεστά γεύματα και να πίνετε ζεστά ροφήματα τακτικά, καθόλη της διάρκειας της ημέρας.

Η κίνηση παράγει επιπλέον σωματική θερμότητα. Για αυτό το λόγο, η εξάσκηση ή η εκτέλεση δραστηριοτήτων θα σας βοηθήσουν να κρατηθείτε ζεστοί. Εφόσον είναι εφικτό, προσπαθήστε να κινείστε τουλάχιστον μία φορά ανά ώρα.

Εάν σταματήσετε το κάπνισμα, θα ενισχυθεί η υγεία σας για το χειμώνα, θα ελαχιστοποιηθούν οι πιθανότητες καρδιακής προσβολής και θα βελτιωθεί η κυκλοφορία του αίματος στο σώμα σας.

Φροντίστε να λάβετε το εμβόλιο γρίπης, το οποίο διατίθεται δωρεάν από το Γενικό Ιατρό σας (GP) εφόσον είστε 65 ετών και άνω, ή πάσχετε από σοβαρό αναπνευστικό πρόβλημα, καρδιοπάθεια, νεφροπάθεια ή ηπατική πάθηση, διαβήτη ή ανοσοποιητική ανεπάρκεια, ή έχετε υποστεί εγκεφαλικό.

Να είστε ενήμεροι για τους κινδύνους δηλητηρίασης από μονοξείδιο του άνθρακα και να προστατεύετε ανάλογα τον εαυτό σας.

Εάν έχετε κάποιο ηλικιωμένο γείτονα ή συγγενή, έχετε το νου σας κατά τους χειμερινούς μήνες και βεβαιωθείτε ότι είναι ασφαλείς και καλά.

Ορισμένες εταιρείες ηλεκτρικής ενέργειας προσφέρουν φτηνότερες τιμές σε πελάτες που λαμβάνουν επιδόματα. Τηλεφωνήστε και ζητήστε να ενημερωθείτε για το Κοινωνικό Τιμολόγιο (Social Tariff).

Εάν είστε άνω των 60 ετών, κανονίστε την επίσκεψη αρμόδιου προσωπικού για έλεγχο των επιδομάτων που λαμβάνετε (Benefit Check), προκειμένου να βεβαιωθείτε ότι λαμβάνετε όλα τα επιδόματα που δικαιούστε. Τηλεφωνήστε στο 020 7527 3697 για να κανονίσετε την εν λόγω επίσκεψη.

Για περισσότερες συμβουλές όσον αφορά στην εξοικονόμηση ενέργειας στην οικεία σας αυτό το χειμώνα, επικοινωνήστε με τη Γραμμή Άμεσης Βοήθειας σε Θέματα Ενέργειας του Ίσλινγκτον (Islington Energy Helpline) στο 0800 953 1221.

(Greek)

Mantenha-se aquecido (a) neste inverno

Sugestões importantes para manter-se aquecido (a) e bem neste inverno

Procure manter uma temperatura de 21°C (70°F) nos cômodos principais que usa durante o dia; no seu dormitório deve-se manter acima de 18 graus. Use uma bolsa de água quente ou cobertor elétrico (não ao mesmo tempo por razões de segurança), se o dormitório estiver frio à noite.

Vista-se com várias camadas de roupa e use um bom casaco, chapéu/gorro, echarpe e luvas ao sair, para manter-se aquecido (a).

A alimentação é uma fonte vital de aquecimento, portanto, procure alimentar-se com refeições e bebidas quentes regulares, durante o dia.

Movimento gera aquecimento corporal, portanto, procure fazer exercício ou atividade física para manter-se aquecido (a). Se possível, tente mover-se, pelo menos, uma vez a cada hora.

Parar de fumar irá melhorar a sua saúde no inverno, reduzir suas chances de um ataque cardíaco e melhorar a sua circulação sanguínea.

Tome a vacina contra a gripe. Esta vacina é gratuita para as pessoas acima de 65 anos e consegue-se através do seu clínico geral. A vacina também é gratuita para as pessoas com sérias dificuldades respiratórias, doenças cardíacas, renais ou hepáticas ou baixa imunidade, ou ainda, se houver sofrido de um derrame.

Tome cuidado com os perigos de envenenamento do monóxido de carbono e proteja-se contra eles.

Se tiver um vizinho ou parente idoso, fique de olho neles durante o inverno e certifique-se de que eles estejam bem e seguros.

Algumas companhias de energia oferecem um preço mais barato para clientes que vivem de benefícios. Entre em contacto com as mesmas e informe-se sobre a Tarifa Social.

Se tiver mais de 60 anos, providencie uma visita para controlar se está recebendo os benefícios que tem direito. O número de telefone é 020 7527 3697.

Para maiores informações sobre economizar energia no seu lar durante este inverno, entre em contacto com a linha de Suporte de Energia (Energy Helpline) no número 0800 953 1221 (Portuguese)

Is diirinta xiliga-qaboobaha/ jilaalka

Talooyinka dadaalka uugu muhiimsan ee diirimaadka iyo fay-ogabka

Qolalka muhiimka ah ee aad isticmaasho maalintii heerka kulkoodu waa in uu ahaado 21°C (70°F); qolka hurdaduna waa in uu ka sareeyo 18 digrees. Hadii qolkaagu qabow yahay habeenkii, isticmaal sisibada biyaha-kulul (hot water bottle) ama bustaha korantada (lakiin labadaba ha wada isticmaalin sababo bad-qabka la xiriira awgeed).

Iska dul xiro dhar badan, xiro koodh fiican, koofyad, masarka-qoorta /iskarf iyo galooftis marka aad dibada u baxayso si aad diirimaad u noqoto.

Cuntadu waa ilaha muhiimka ah ee diirimaadka keena, sidaa awadeed si joogto ah u cab cabitaano kulul maalintii.

Dhaqdhaqaaqa jirku waxa uu kobciyaa diirimaadka, markaasina jimicsiga iyo nashadaadku waxay caawinayaan diirimaadkaaga. Hadii ay suurtoog tahay isku day in aad dhaqaaqdo ugu yaraan hal mar saacadiiba.

Joojinta cabitaanka sigaarku waxay kobcisaa caafimaadka xiliga qaboobaha, waxana ay yaraysaa fursadaha in wadno xanuun ku haleelo, waxa kale oo ay ay kobcisaa habka wareega dhiiga.

Hubi in aad qaadata talaalka duriga (flu jab). Waxana aad si bilaasha uga haysaa dhakhtarkaaga (GP-ga) hadii aad tahay 65 jir ama kasi weyn tahay, ama hadii ay ku hayaan xanuunada neefta ee khatarta ah, wadno xanuun, kalyo xanuun ama beer xanuun, ama sonkorow ama uu difaaca jirkaaga ee xanuunku hooseeyo, ama uu kugu dhacay qalal.

Iska jir khatarta sumowga ee kaarboonka halaysan (carbon monoxide poisoning) oo ka digtoonow khatartiisa.

Hadii ay jiraan qof waayee la oo jaarkaaga ah ama qaraabo aad tihiin, dusha ka ilaali bilaha qabowga, oo hubi in ay bad-qabaan oo wacan yihiin.

Shirkadaha tamarta qaarkood waxa ay uugu deqaan qiimo jaban dadka qaata gunooyinka dawlada. Wac oo weydii Qiimaha Bulshada ee loo yaqaan 'Social Tariff'.

Hadii aad ka weyn tahay 60 jir, balanso booqashada Hubinta Gunooyinka (Benefit Check) si aad u habsato in aad qaadata kuwa aad xaqa u leedahay. Wac 020 7527 3697 si aad u balansato.

Talooyin dheeraada oo ku saabsan madhxinta tamarta ee gurigaaga xiliga qaboobahan, wac Islington Energy Helpline Tel: 0800 953 1221. (Somali)

Manténgase caliente este invierno

Consejos principales para mantenerse caliente y en buena salud este invierno

Trate de conservar una temperatura de 21°C (70°F) en los cuartos principales que use durante el día; su dormitorio se debe mantener por encima de 18 grados. Utilice una bolsa de agua caliente o una manta eléctrica (no ambas, por motivos de seguridad) si su dormitorio se enfría por la noche.

Póngase varias capas de ropa y un buen abrigo, sombrero, bufanda y guantes cuando salga al exterior durante la noche.

La comida es una fuente crucial de calorías, por eso trate de ingerir comidas y bebidas calientes con regularidad en el día.

Moverse origina calor extra del cuerpo, por ello el ejercicio o la actividad le ayudará a mantenerse caliente. Si es posible, trate de moverse en su casa por lo menos una vez cada hora.

Dejar de fumar aumentará su salud para enfrentar el invierno, reducirá el riesgo de un ataque cardíaco y mejorará la circulación en su cuerpo.

Asegúrese de recibir la vacuna contra la gripe. Ésta la aplica su médico (GP) en forma gratuita si usted tiene 65 años o más o si usted padece de una afección respiratoria o de corazón, riñones o hígado, diabetes o baja de la inmunidad, o si ha sufrido un derrame cerebral.

Tenga conciencia de los peligros de envenenamiento por monóxido de carbono y protéjase contra ellos.

Si usted tiene un vecino o un pariente de edad avanzada, esté atento a ellos durante los meses de invierno y cerciórese de que están seguros y bien.

Algunas compañías de suministro de energía ofrecen una tarifa más baja a los clientes que reciben prestaciones sociales. Llámelas y pregúntelas acerca de su Tarifa Social.

Si usted es mayor de 60 años, tramite una visita de Comprobación de Prestaciones para asegurarse de recibir todo lo que puede corresponderle. Llame al 020 7527 3697 para hacer el trámite.

Para obtener más consejos para ahorrar energía en el hogar este invierno, llame al número de asistencia de Islington (Islington Energy Helpline): 0800 953 (Spanish)

Bu kış kendinizi sıcak tutun

Bu kış kendinizi sıcak tutmanızı ve sağlıklı kalmanızı sağlayacak en iyi püf noktaları

Gün boyu kullandığınız odalarda sıcaklığı 21°C (70°F)'de tutmaya çalışın; yatak odanız 18 derecenin üzerinde olmalıdır. Yatak odanız geceleyin soğuk oluyorsa sıcak su torbası (termofor) veya elektrikli battaniye kullanın (güvenlik nedenlerinden dolayı ikisini bir arada kullanmayın).

Dışarı çıkarken vücudunuzu sıcak tutmak için kat kat giyinin ve iyi bir kaban, bere, kaşkol ve eldiven kullanın.

Besin en önemli ısı kaynağıdır; bu nedenle gün boyu düzenli yemek yemeye ve sıvı tüketmeye çalışın.

Hareket etmek ek vücut sıcaklığı sağlar, dolayısıyla egzersiz yapmak veya hareket etmek sizi sıcak tutmaya yardım edecektir. Eğer mümkünse en az bir saat boyunca hareket etmeye çalışın.

Sigarayı bırakmak kışın sağlığınıza olumlu yönde etkileyecek, kalp krizi riskinizi azaltacak ve vücut dolaşımınızı arttıracaktır.

Grip aşısı olmayı kesinlikle ihmal etmeyin. 65 veya üzeri bir yaştaysanız veya ciddi bir solunum, kalp, böbrek veya karaciğer rahatsızlığınız varsa, diyabetseniz veya bağırsıklik sisteminiz zayıfsa veya felç geçirdiyeniz bu aşuyu ücretsiz olarak yaptırabilirsiniz.

Karbon monoksit zehirlenmesinin tehlikelerinin farkında olun ve kendinizi bu zehirlenmeye karşı koruyun.

Eğer yaşlı bir komşunuz veya akrabanız varsa, kış aylarında güvende ve sağlıklı olduklarından emin olmak için onlara göz kulak olun.

Bazı enerji şirketleri müşterilerine daha ucuz bir tarife uygulamaktadır. Sosyal Tarifeleri hakkında bilgi almak için bu tür şirketleri arayın.

60 yaşın üzerindeyseniz, hakkınız olan tüm yardımlardan faydalanabildiğinizi garanti etmek için bir Yardım Fonu ziyaretinde bulunun. Ziyaret için 020 7527 3697 numaralı telefonu arayın.

Bu kış evde daha fazla enerji tasarrufu yapmaya ilişkin daha detaylı bilgi için Islington Energy Yardım Hattını arayın: 0800 953 1221

(Turkish)

Get involved

How you can have your say about how your homes are managed

Tenants STATUS survey

Thank you to our tenants who took time to fill in the STATUS survey sent in June and July this year.

We are pleased to report that satisfaction with overall service provided by Homes for Islington has increased from 64% in 2006 to 70% in 2008.

The final report will be reviewed by Homes for Islington senior management team and a full report on findings will be in the next edition of HFI News.

The results of the survey have a big impact on our plans for the future. They will influence how and where money is spent.

Many thanks again to all of you who took part and special congratulations go to Mrs R from N5, Ms D from N7 and Mr M, Mr P and Ms P from N1 who all won £100 in the prize draw.

Tell us about yourself

Over the past 18 months we have been asking our customers to tell us more about them. We do this so we can make sure the services we provide are fair and meet the needs of different people.

You can now update information about yourself on our website www.homesforislington.org.uk. All you need to do is click on the drop down menu under "Do it online" on the right-hand side of the front page and click on Valuing Diversity.

Fire safety quiz

We ran a fire safety quiz for residents in Islington. The closing date for entries was 29 August and we have now collated all the information regarding the quiz. In total we had 231 entries forms.

On Tuesday 2 September three winners were pulled at random from a bag containing all entries. The prize winners are as follows:

- 1st place winning £250 is HFI resident Yisehak Yacob of Byworth Walk
- 2nd place winning £100 is HFI resident Mr P.J. Clarke of Wray Court
- 3rd place winning £50 is Partners resident Lorraine Taylor of Elmore St

The winners came along to Islington Fire Station to collect their prizes and to have a go in the fire engines!

Mr Yacob of Byworth Walk

Readers' panel

Homes for Islington has a new readers' panel. The panel is made up of residents from our Resident Involvement Register who have said they will help us with the way we communicate with our customers – you!

The aim of the panel is for our readers to help us make sure that the way we produce magazines and leaflets is relevant to our readers.

The panel met for the first time in November for a training session. We talked about the different ways people write in order to get their messages across to different audiences. We also looked at some examples of bad writing and some examples of good writing.

The next issue of the magazine will introduce you to our panel. It will also have been reviewed by them so we hope there will be some big improvements!

If you would like more information about the Resident Involvement Register and how you can get involved in the by calling Jacqueline Robinson on 020 7527 5903, emailing Jacqueline.robinson@homesforislington.org.uk or writing to her at Highbury House, 4 – 5 Highbury Crescent, London N5 1RN.



You said, we did

We value your feedback on our services, whether you wish to make a complaint or a compliment. We try to learn from our mistakes and some of the things we have done as a result of your feedback are listed below.

What you said...	What we did...
Your Tenants and Resident Association (TRA) should receive a copy of the agenda ahead of meetings about major building works going on at your estate.	We will now ensure that we send your Tenants and Resident Association the agenda ahead of meetings.
You had to wait too long to move into your new home after your bid for it was accepted.	We try to make sure that a property is only advertised if it will be available to let within three weeks. However, sometimes there are delays which are outside our control for which we apologise.
We did not tell you before setting up a new parking scheme on your estate.	We have started to send a letter giving you two weeks' notice when a new parking scheme is starting.

We have also received compliments about our staff

What you said...	What we did...
You contacted us because of a leak from the property above. Our call centre, HFI Direct, was very helpful. The staff member resolved the problem quickly and efficiently and kept you informed.	We have thanked the member of staff concerned. We know it can be very distressing when you are faced with an emergency situation. It's important that our staff do their job efficiently and calmly, making sure that you are aware of what is going to happen.

■ Performance news

One of our promises to residents is that we will keep 'you involved and informed'. How well are we doing?

The Resident Involvement Register was set up in June 2007 to enable residents to get involved with Homes for Islington consultations when they want, how they want and in the area of their choice.

Some Members have been involved in ongoing work with us (mystery shopping), with others replying to surveys and some choosing to attend focus groups.

We now have around 700 residents registered on the Resident Involvement Register. We are very grateful for those who have taken the time to feedback on our services.

So what have we done?

Since September 2007 we have contacted members of the register for their views on a number of issues including:

- estate services
- Homes for Islington communications
- Finance
- tenant incentives
- leasehold communications
- repair policies



All findings are reported back to Homes for Islington senior management teams for review and action to be taken.

Members were also contacted on Islington council consultations on dog controls and Islington's housing strategy.

In February and July 2008 we trained members of the register to carry out mystery shopping. These two groups of mystery shoppers are now asked to carry out tests (by visit, telephone, email or letter) on Homes for Islington services.

We have also enlisted help from members of the register to set up a new Readers' Panel, which will look at leaflets and newsletters and ensure that the content is appropriate for our residents. Members attended a training day with staff from the Homes for Islington communications team.

We have and will continue to feed back on consultations with members of the register in issues of HFI News, in our reception areas and on the Homes for Islington website.

New members for the register

We are always looking to increase the Resident Involvement Register membership and hope to get at least 1,000 members by its second birthday in June 2009.

We send out invites to all new tenants and are particularly hoping to enlist residents who have young families as we realise that we have a small amount of members from this area.

If you are interested in becoming a member of the Resident Involvement Register, please contact Jacqueline Robinson on 020 7527 2903 or by email Jacqueline.robinson@homesforislington.org.uk.

We look forward to hearing from and working with you!

