

PARTNERSHIP **NEWS**

Autumn 2011 | Issue 34



NEASDEN FIRE SHOCKS COMMUNITY

INSIDE THIS ISSUE:

“OUR SAY” YOUTH MAGAZINE

FIRE SAFETY ADVICE

KEEPING BRENT TIDY

Chair's Chat



Welcome to the Autumn Edition of Partnership News. I hope you all had a good summer.

Things have been very busy for me, both at work and at home. My mum has not been well again and may need to go back to hospital. This has been quite a draining time but hopefully she will get the best treatment in the hospital.

When I heard about the fire in Neasden I was very shocked. It was a real tragedy and my heart goes out to the family for their loss. I am extremely concerned about all of you and want you to take every precaution possible to prevent fire in your homes. This could have been any one of us, as fire can hit anyone and anywhere. BHP will do everything in our power to keep you safe but you must also do your part. It is your responsibility to act on the advice and assistance we are giving you.

We have included a very important leaflet with this edition of Partnership News about fire safety. Please make sure you read it. BHP are also organising a series of fire training events, you must try to attend these sessions. (see page 5 for details). If you have language difficulties and need assistance, please let us know as we are here to help.

As part of our commitment and passion for the environment, we organised a litter picking event in South Kilburn (see below). I was so happy to see the number of people who came to support the event, especially our residents and the local school children. It was surprising to see how much litter we actually drop, but also positive to see what we can do as a community to make a difference. Well done to everyone who got involved.

I look forward to speaking with you all next time, please keep safe and well.

Kathy

Kathy Ellison, Chair of BHP Board

Keeping Brent Tidy



BHP organised a massive litter picking event in Peel Precinct, South Kilburn which united the community and brought people together.

The event was part of Keep Britain Tidy's "**Love Where You Live**" campaign which aims to inspire people to think about their communities and take action to reduce litter in the locations where they live, the places they visit and the spaces that they use.

The campaign is about making people aware of how they dispose of litter, bringing communities together and promoting the message about everyone taking responsibility – individuals, local authorities, government and multi-national companies to change the way people think and act about littering. It is all about working together to make changes happen. Another key message is to address how much it costs to clear litter and how much could be recycled. The litter picking event, which took place on 22 September at Peel Precinct, was very successful and well attended.

Representatives from Keep Britain Tidy, cleaning contractors (Wettons), local residents, BHP Officers, local ward councillors, the safer neighbourhood team, Veolia, Community Payback and local school children participated to show their support of the project and their local community.

Gerry Doherty, Chief Executive of BHP said: "We are very excited to be involved with this worthwhile campaign. We are hopeful that this litter picking event will make an impact in the way people dispose of litter and encourage them to take more responsibility for their communities".

One of the school children, Cody Garcia aged 9, said: "People shouldn't throw rubbish like this; it is like they don't care. They need to throw their rubbish in the bin".

The general consensus among the young children who took part was that the amount of litter they came across was "disgusting and horrible", "people are being naughty and should know how to clean up", and that "everyone should look after where they live".

Liz Leicester, a South Kilburn resident, said: "This event has been very good and has made people think about their actions. We are all united in wanting to live in a nice, clean place and today proved that".

Ann Hawthorn, another South Kilburn resident, said: "I am amazed at the amount of people who have turned up today. The amount of rubbish has been a real eye opener. It was amazing to see how it built up so quickly. This event has definitely generated awareness amongst the community".

BHP WOULD LIKE TO HEAR YOUR VIEWS ON ONLINE SERVICES



- Would you like online access to your rent statements?
- Do you want to opt out of paper rent statements?
- Do you want to receive information from BHP via text messages?
- Would you use a mobile phone app to check your rent balance, request a repair or report a fault to BHP?
- Are there other BHP services you would like to use online?
- Do you have an idea for a new online service or mobile phone app?

To let us know your views, please go to our website and complete the survey at www.bhphousing.co.uk/linesurvey by 30th November 2011



Area Housing Board Dates

Start time: 6.00pm (Repairs and Tenancy surgery)

Prior to Area housing board meetings, BHP officers hold repairs and tenancy surgeries. If you have any queries or need some advice, please drop into the surgery. No appointment is necessary.

7.00pm (Area Housing Board meeting commences)

HABSTR – 1 December 2011: AHB Meeting 7.00pm to 9.00pm Gwyneth Ricketts Building

Wembley – 6 December 2011: AHB Meeting 7.00pm to 9.00pm Brent Town Hall

East Brent – 7 December 2011: AHB Meeting 7.00pm to 9.00pm Willesden Library

South Kilburn – 8 December 2011: AHB Meeting 7.00pm to 9.00pm Alpha Gorefield and Four Courts Meeting Room, Gorefield House

Board Meeting Dates:

Thursday 15 December at 6.30pm

The meetings will take place at Chancel House, Neasden Lane, London, NW10 2UF

All Board meetings are open to the public.

Tragic Neasden Fire Shocks Community

A horrific fire in a house in Neasden on 25 September has been a sad reminder that fire is a deadly serious issue and we all need to be aware of what to do in the event of fire.

The fire which engulfed a family house in Sonia Gardens, tragically took the lives of a mother and five of her children. The father and eldest daughter aged 16, managed to escape from the house and are in a stable condition in hospital.



The fire was thought to have spread very quickly and by that time it was too late. This tragic incident has ripped apart the life of a family and a community. Fire is indiscriminate; it can attack anywhere and at anytime. It also has the ability to cause huge amounts of damage. That is why we must all take the issue of fire safety very seriously.



BHP has very strict procedures when it comes to fire safety. We are particularly concerned about residents leaving items in communal areas, and will remove items if necessary. Nothing should be left or stored in communal areas because they can block escape routes in the event of fire, or catch alight and cause fire to spread more quickly.

In August, there was a fire in a BHP managed high rise block, the Oaks. The fire was caused because two items of furniture were left on the stairwell and someone maliciously set them on fire.

Thankfully no one was seriously injured but the fire caused extensive smoke damage to the block and highlighted the need to abide by health and safety regulations. Any items in the communal areas can be a potential fire hazard, and this affects the safety of the residents who live there.



In June, a separate fire hit the headlines, this time in a 21-storey tower block in Bermondsey, south-east London. This fire was caused by a faulty Beko frost free fridge freezer.

BHP immediately issued a letter to all high rise blocks with important information about Beko and LEC fridge freezers.

Further to a national advertising campaign and PR, Beko is still urging consumers to check the model number of their fridge freezer, and ensure that it is safe. BHP urge residents to take the time to do this.



Affected Models

The Beko frost free fridge freezer models affected were manufactured between January 2000 and October 2006. These have a serial number that begins with either 00, 01, 02, 03, 04, 05 or 06. This information can be found on a label inside the fridge.

To find out where the product label information is on your model, and to establish whether your fridge freezer is affected, please refer to the easy to use appliance checker and video at www.beko.co.uk.

Beko is making a free of charge modification to all affected models, this modification takes approximately 30 minutes.

Affected model numbers:

- CA 5411 FFS/FFW/FFX
- CA 7014 FFX
- CA 7015 FFW/FFS/FFX
- CDA 539 FS/FW/FX
- CDA 543 FS/FW/FX
- CDA 645 FW
- CDA 647 FS/FW
- CDA 648 FS/FW
- CDA 653 FS/FW/FX
- CDA 659 FS
- CDA 751 FS/FX
- CDA 752 FS/FW/FX
- CS 460 FF/FFS/FFW/FFSD
- CS 461 FFW/FFS
- CSA 4706 FFX
- CSB 4606 FFSD/FFS/FFW

No other Beko model is affected.

If you have an affected model which develops a fault or is not working properly please unplug the product immediately and contact Beko on **0800 009 4837**.

The recall also applies to the LEC fridge freezer with the Model number **LEC TF2304W** in **White**.

Fire Safety Tips

WHAT YOU CAN DO IN YOUR BLOCK

If you live in a block of flats there are many simple measures you can take to help prevent a fire.

- **KEEP ALL COMMUNAL AREAS AND ESCAPE ROUTES CLEAR OF ANY OBSTRUCTIONS**
- **KEEP BIN STORES CLOSED AT ALL TIMES** – a bin store can contain numerous combustible items and therefore should be kept secure at all times
- **DO NOT ALLOW RUBBISH TO ACCUMULATE** – accumulated rubbish is a fire hazard!
- **DO NOT WEDGE OPEN DOORS** – doors to communal areas are in place to restrict both fire and smoke. therefore doors must not be wedged open at any time

WHAT YOU CAN DO IN YOUR HOME

There are many simple measures you can take to help prevent a fire in your home:

- **SMOKE ALARMS** – if you do not have a smoke alarm call BHP Repairs Call Centre on 020 8937 2750 and we will arrange for one to be installed immediately
- **COOKING** – take extra care when cooking as most fires in the home happen in the kitchen
- **APPLIANCES** – many fires in the home are caused by appliances, think about how old your appliances are, where they are positioned and never overload electrical wall sockets
- **DOORS** – doors within the home can delay the spread of fire and smoke and therefore do not damage, remove or wedge open internal doors
- **FLAMMABLES** – do not use or store petroleum spirit (petrol, diesel or paraffin) or liquid propane gas cylinders in your home as these materials are highly flammable
- **ESCAPE PLAN** – have a plan in case your home is involved in a fire and make sure everyone in your family knows what the plan is

To receive further information about fire safety, contact BHP's Fire Safety Team on 020 8937 2547 or email firesafety@bhphousing.co.uk

Alternatively you can contact the London Fire Brigade on 08000 28 44 28 who will carry out a free fire assessment within your home.

Fire Awareness Training

BHP will be holding fire safety sessions throughout Brent over the coming months. Residents will be equipped with invaluable fire safety knowledge, including how to prevent a fire and what to do in the event of a fire.

If you would like to attend a fire safety awareness session, please contact BHP's Fire Safety Team on **020 8937 2541** or email [**firesafety@bhphousing.co.uk**](mailto:firesafety@bhphousing.co.uk)

Win Dog Treat Bags

Dog fouling is a nuisance and a form of anti-social behaviour which is commonly associated with disease and can be dangerous. Residents must clear up after their dogs or face fines. If you are aware of any dog fouling issues, these can be reported to Brent's Animal Welfare Team on 020 8937 5252. If residents know of addresses where owners are allowing their dogs to foul (in places maintained by BHP), please let us know so we can patrol these areas. Residents who are caught allowing their dogs to foul the area could receive a fixed penalty notice of £80. However, if you are seen clearing up after your dog by the Animal Welfare Team, you could receive one of our "Dog Treat Bags"!!! The bags include some dog treats and free literature.

Dealing with Drain Blockages

Prevention

Blocked drains are a common problem for many householders, causing sinks to drain slowly, and unpleasant smells outside the home. Flooding is also a major problem and in some cases causing serious and expensive damage. In the majority of cases blockages are preventable if precautions are taken. Here are some things you can do yourself:

- Regularly remove any hairs that get trapped in the waste plug hole
- Regularly flush the wash basin and bath or shower pipe-work with hot water and a disinfectant to clear soap residue and prevent build up
- Never flush away large and disposable items such as sanitary towels, nappies or any large objects as they can become caught in the drainage pipe
- Do not dispose of waste food or any solids down the kitchen sink
- Never dispose of cooking fats down the kitchen sink or WC system as this will certainly block the system in time, as fats solidify in the drain reducing flow and eventually blocking it altogether

Clearance

If your sink or basin drain is blocked you should, in all cases, only use a plunger to attempt the clearance. Please do not use chemical drain cleaners. Plungers are easily obtainable and cheap to buy.

If you are unable to clear the blockage, please call the repairs team who will send someone out to resolve the problem. However, there may be a potential recharge if the blockage has been caused by misuse, for example, excessive oil, fats or obstruction caused by nappies or other objects which have caused the blockage.

Preventing Rats, Foxes and Pigeons

Did you know?

If you dump rubbish and leave food lying around outside, this will attract rats. You should dispose of all your food waste in the communal bins provided or wheelie bins with the lid firmly closed. If you have dogs or cats, don't feed them outside or leave food lying around.

Rat Disposal Service

If you continue to see rats or there is clear evidence in the garden of the presence of rats, such as holes, excavated soil under sheds, runs or droppings, the council run a rat disposal service.

Please contact:

Brent Pest Control Brent House 349 - 357 High Road Wembley, Middlesex HA9 6BZ

Telephone: (020) 8937 525

Email: env.health@brent.gov.uk

Website: www.brent.gov.uk (see Environmental Health)

Waste and Recycling in Brent



Residents in Brent living in houses or converted properties will get a new waste and recycling service from Monday 3 October. Improved recycling for purpose built flats will be rolled out in 2012.

The service will eventually divert 60 per cent of household waste away from landfill either through recycling or composting, with a greater variety of material collected than at present and more space for recycling in the new bin. Brent wants to reduce the waste it sends to landfill because the practice is bad for

the environment and costs the council £8 million in tax and charges each year.

From Monday 3 October people can use the new blue-top recycling bin that was delivered in September. This will be collected on alternate weeks with the landfill bin (normally grey). One week recycling will be collected, the following week landfill waste. The green food waste and organics bin will be collected every week.

Performance Figures April to June 2011

	2010-11 actual	April to Jun 2011	BHP target 2011-12
Rent arrears of current tenants as a proportion of the rent roll	2.1%	2.0%	2.3%
Percentage rent loss through void properties	1.0%	0.3%	no target
Number of racial incidents reported and percentage which resulted in further action	100%	Not available	100%
Number of ASB cases responded to within timescale (5days)	100%	Not available	100%
Percentage of residents satisfied with internal cleaning	94%	95%	93%
Percentage of residents satisfied with external cleaning	89%	89%	90%
Average number of days taken to re-let council housing	27	30	27
Percentage of Stage 1 complaints answered in 15 working days	94%	96%	90%
Average number of days to respond to stage 1 complaints	10	10	10
Percentage of phone calls answered in 15 seconds	83%	85%	87%

Get Rid of Grime and get up to £300 for Your Time

SCRUBBING YOUR home before you move out can give your bank balance an extra boost, now that BHP is rewarding residents with up to £300 for their efforts.

Residents who leave their homes sparklingly clean when they move out will now get £300 – which is a whopping £200 more than we used to offer.

To clean up with BHP you need to:

- provide notice in line with the full notice period
- have a clear rent account
- have no other outstanding debts owing to London Borough of Brent
- leave the property including balconies, garden and lofts clean and tidy, clearing any unwanted items
- provide access for accompanied viewings during the notice period
- return your keys by no later than 12.00 noon on the day after the notice period

Tenants moving by way of mutual exchange are not eligible for this payment nor are those moving via the cash incentive scheme as they are already receiving a financial incentive to give up their property in a good condition. For more information about this scheme contact the empty properties team on 020 8937 2350.



Please note:

BHP may also charge you for leaving your home in a bad condition. You could jeopardise your chances of moving into a new home if you leave your property in an uninhabitable condition. ALL Tenants must comply with the Terms and Conditions of their Tenancy Agreement (Please see Part J-Leaving your Home and Ending the Tenancy)

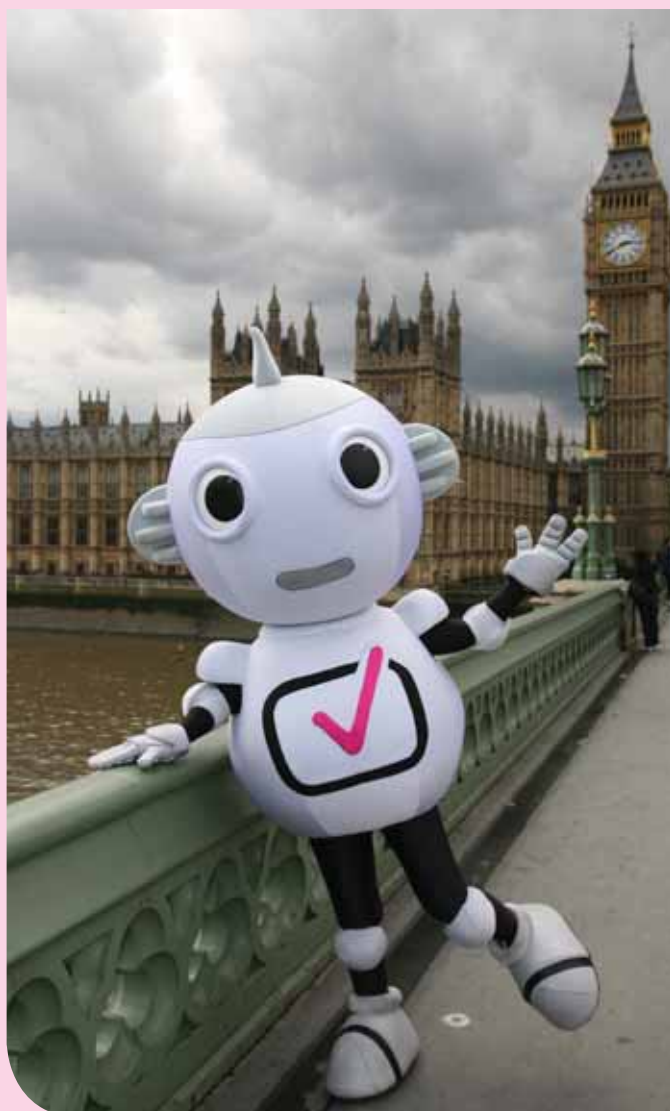
digitaluk

Delivering Digital TV to London

What is Digital TV switchover?

Analogue TV signals will be switched off and replaced with new digital services. This will make Freeview available for the first time to hundreds of thousands of homes across the London TV region.

Switching off the analogue network will also allow the power of digital signals to be boosted, improving reception for many viewers already watching Freeview, Top Up TV and BT Vision.



What do you need to do?

- If you currently only receive the 5 standard channels via an aerial on any of your sets, you will need to think about converting these to digital. No-one needs to throw away their old set - even a black and white one can be converted with a digital box.
- Viewers in the London TV region already watching Freeview, Top Up TV or BT Vision will need to retune at switchover in order to continue receiving all available channels.
- Cable and satellite services like SKY are not affected by switchover.

What sort of help is available?

We have a simple to use website at www.digitaluk.co.uk to help with general questions about getting digital TV and preparing for the switchover. There is also an advice line on 08456 505050.

Is there any extra help for older and disabled viewers?

There is extra help for older and disabled viewers from the Switchover Help Scheme. People aged 75 or over, living in a care home for six months or more, registered blind or partially sighted, or on certain disability benefits will receive an offer of equipment to convert one TV set to digital, help with its installation and follow-up support. For the poorest eligible households the service is free.

For further information, please call:
Building Services on 020 8937 2561

IMPORTANT INFORMATION:

BHP has already installed digital TV on Brent Council estates. If you have not had your digital TV sockets installed it could be because you failed to respond to several letters that were issued and or refused the contractor access. We will now be charging £90 for this service.

Follow us on Twitter!



We want to communicate with our residents and stakeholders in as many ways as we can. Social media presents us with an opportunity to reach our customers through additional channels.

Social media continues to be a major focus and growing area of the web, with more users signing up every day for websites and applications as new platforms are developed. Sites such as Facebook and Twitter form a daily part of people's lives.

BHP now has two twitter sites.

- 1) @BHP_Housing (for corporate news)
- 2) @BHP_Repairs (information from the Repairs Team)

We will be using twitter to promote news about BHP, promote publications, events and new initiatives. We also want to keep residents up to date with any developments in their area such as major works projects and lift breakdowns, and what we are doing to resolve these.

Please join us on twitter and keep connected with BHP.

If you have any questions, please contact me on:
020 8937 2363
nadia.khan@bhphousing.co.uk

Patch Change for Estate Services

As of Monday 12 September, the Estate Services Patch List has changed. Please familiarise yourself with the new patch list below:

North Wembley – Fari Dehkordy

Wards: Fryent, Kenton, Barnhill, Queensbury, Dollis Hill, Welsh Harp, Dudden Hill

South Wembley – Daniel Robinson

Wards: Alperton, Barnhill, Northwick Park, Preston, Sudbury, Tokyngton, Wembley Central

Harlesden & Brentfield and St Raphael's Estate
– Joan McKoy

Wards: Stonebridge, Kensal Green, Willesden Green, Harlesden, Out of Borough

East Brent – Marc Doran

Wards: Brondesbury Park, Dudden Hill, Dollis Hill

East Brent – Ricky Mentor

Wards: Queens Park, Mapesbury, Kilburn, Willesden

South Kilburn – Garfield Thompson & Sherin Cemal

Wards: Kilburn

You can contact officers from the Estate Services Team on 020 8937 2400

or email: bhp.corporateservices@bhphousing.co.uk



Are you Interested in Joining the BHP Readers' Panel

Do you want to have a say in the way BHP communicates to our residents? Do you feel that you could have a positive impact on the publications we send out?

If so, we would like to invite you to be part of BHP's Readers' Panel. We are looking for residents just like you to help us improve our written communications.

Your feedback will consequently help us produce publications which are more user friendly.

The Readers' Panel will meet quarterly, and we will communicate via email and telephone whenever a new publication is being created. You will receive expenses for attending the meeting.

If you are interested, please contact me:

Nadia Khan
Communications Officer
020 8937 2363
nadia.khan@bhphousing.co.uk

Rent Advice & Drop-In Surgery

A new rent advice and drop-in surgery will commence from 21 September 2011 at the Barham Park Regeneration Office at 3 Saunderton Road, Wembley, HA0 2NE.

An Income Management Officer will be available to discuss any queries relating to your rent account including payment arrangements, paying online, tracing missing payments and general housing advice.

Surgery time will be every Wednesday from 9.30am – 1pm.

If you have any queries regarding the surgery please contact Pauline Somers/Bhadresh Patel – Income Management Managers on 0208 937 2431/2408.

Landau House's Garden of Wonders

Evelyn Donaldson, resident of Landau House in Willesden, has completely transformed the communal area at the front of the building. As a result of Evelyn's dedication, what used to be a plain grass bed is now a very colourful and bright garden. You can clearly see how much hard work has gone into it. She has spent a great deal of time and energy to make the area beautiful for all the residents who live there.

Evelyn has lived at Landau House for 19 years and started the garden three years later. Evelyn said: "I started with a few plants, and before I knew it, there was a massive area. I've always loved gardening, and thought I should make use of my hobby here".

The garden has beautiful flowers as well as fruit and vegetables. She has planted gladioli, roses, redcurrant trees, small plum trees, apples and tomatoes. She used to have a lemon tree but last winter destroyed it. Evelyn is particularly sad about that.

She has even managed to grow two massive sunflowers, which are more than double her size.

Evelyn's tip for budding gardeners is to start small and build up. She says "It is also very good exercise and gets you outdoors and active".



"I started with a few plants, and before I knew it, there was a massive area. I've always loved gardening, and thought I should make use of my hobby here".

Resident Christmas Parties

BHP's **Community Event Group** which is chaired by Tenant Board Member, Karin Jaeger, will be looking to organise Christmas parties for residents again this year.

The parties will be a good opportunity to meet residents on your estate as well as enjoy some good food and entertainment.

If you are interested in organising a Christmas party on your estate, please contact Karin Jaeger on 020 8965 3436 or email: karinjaeger@btinternet.com

Community Safety Alarms

BHP offers older residents a Community Safety Alarm service which provides residents with a 24 hour link to a monitoring centre which can, if needed in an emergency, contact either your next of kin or the relevant emergency services.

The alarm facility is a small box which would be situated near your landline phone. You would be given a pendant to wear around your neck and a bogus caller button would be situated by the front door for extra security. This alarm system would summon immediate help in case of an emergency.

This service is provided free of charge to all Brent Council tenants who are over 60 and either living alone or with a partner.

If you are interested in having a safety alarm installed, please contact Yvonne Waiganjo on 020 8937 2947.

Communal Improvements

Wettons carry out all the cleaning and grounds maintenance for BHP. As part of Wettons' contract they are required to do 20% of site improvements a year.

An example of such improvements are grass replacement, grass improvement, getting rid of dead shrubs or digging over of shrub beds. Wettons work closely with the Estate Services Team to identify any sites that need improvements.

Here is a selection of some of the improvements that have been carried out this year to date:



Brookside Close



Stonebridge Park



Summit Court

Beware of Rogue Traders

It has come to our attention that residents in Brent are being approached by a father and son team of rogue traders operating in the area and offering building works to properties.

Be warned that there are a spate of reports of rogue traders cold calling at people's homes. In one case a resident known to us had a large amount of money taken off them to carry out cladding at the side of their home and roofing works. The works have not been completed. In another case a resident was pressured to go to the bank and withdraw cash. They are targeting very vulnerable elderly people and we are concerned that more of our residents may come into contact with these people particularly leaseholders with repair responsibilities. We would urge all residents to protect themselves against rogue traders and if they have any concerns they should contact Consumer Direct immediately. For BHP managed properties, we provide an efficient repairs service and tenants should contact us on 020 8937 2750 to report any repairs or maintenance issues you may have. If you are a leaseholder or a freeholder living on a BHP managed housing estate you can contact the Leasehold Team on 020 8937 2601 if you have any questions about repair issues.

Please note:

- We advise that residents do not open the door to people they are not expecting.
- We will always arrange an appointment either verbally or in writing before we attend.
- Our contractors and staff will always be equipped with their identification cards.
- If you are unsure whether a workman has been sent by BHP, please contact the Repairs Contact Centre immediately on 0208 937 2750 before inviting them into your home.
- If you are concerned and would like advice or to report rogue traders operating in your area contact Consumer Direct on: 084554 04 05 06/ 01209 720333 or visit: www.consumerdirect.gov.uk.
- Rogue traders can also be reported to the Police.

Warden Charter

The Warden Service has successfully completed and met in full the Warden Charter Standard for 2011. All those schemes who meet the Standard can add the Warden Charter mark to their websites and published materials, and can also publicise the fact that they are a high quality service and Charter certified.



How did Social Networking Affect the UK Riots

Social networking is said to be how people managed to organise the riots so well and now after the riots, the finger is being pointed at sites such as twitter and facebook.

Twitter was used to organise riots and looting, and to bring people together. Unfortunately in the case of Britain it was for the purpose of criminal activity, whereas in places such as the Middle East, twitter was used to organise protests for freedom from dictatorships.

However, even in Britain, social networking did serve a purpose for good as well. In fact, when the riots were over, twitter helped to spearhead cleanup operations. 7000 people at least were said to have signed up to help clean up the mess that the rioters had made. Social networking also helped to document the work that was being done as people were posting how they saw tonnes of people walking out onto the streets with brooms and pans ready to help.

There are investigations taking place by the police to see how social networking was involved. Those involved in the riots are having their posts looked over and they are being brought to justice. So although social network has affected how quickly the riots have spread, they have also affected how quickly we can recover.

By Frank Farci, aged 13

“The riots to me highlighted that there is a lack of a good role models”

Krupa Kanadia, 17

“With regards to the social media and the riots, I believe it was just a catalyst and not the actual cause itself”.

Peter Nugent, aged 18

“There are many solutions to problems but violence is not one of them”.

Deesha Kanadia, 18

The London riots did not to any extent represent a particular gender, race, ethnic background, age group or class. The riots were carried out by people of various backgrounds and were not the result of anything but taking advantage of an accessible opportunity for destruction. There was no plan to support the wreckless action therefore it was pointless since the first thought. It was spontaneous, disrespectful and contradictory to any principles they set out to defend in the first place.

Jessica Alves, age 17

“I wasn't here for the London riots but all that I have been told sounds really bad and scary, many businesses were ruined and a couple of peoples were seriously hurt. I hope that nothing like this ever happens again and that everyone who was hurt or affected by the London riots is ok.”

Daisy Farci, aged 14

The Barclays Bike Scheme: An efficient alternative to public transport or too much hassle?

The adverts make it seem a lot easier than it is. Standing on the edge of Hyde Park the last thing you want to be doing is trying to work out how to get a free 30 minute ride. Well to be honest, we didn't work it out. So we settled paying £1 for 24 hours. So you get all the receipts as usual, and a set of instructions which tell you to enter a code. Now as you all know there are quite a few numbers on a receipt and after trying all of them we'd hit a wall. All was not lost though; some kind Londoners informed us that you have to re-enter your debit card to print a code. Voila! The bikes were ours, after that point it was all clean cycling.

There's definite room for improvement, extending the bike stands to Greater London, implementing Barclays Contactless Debit Cards all leave an exciting few years ahead for Barclays Bikes.

Now as seasoned veterans of the Barclays Bikes, without any hesitation, we would definitely use the service again and encourage others to try it out.

Could this new scheme be used by schools in Brent or Brent in general? It would be one way for teenagers and adults to stay fit, and a greener way to travel. What are your views, do you think it could work?

Leave your views at
www.facebook.com/oursaybrent
For more information on hiring
Barclays Bikes, please go to:
www.tfl.gov.uk/roadusers/cycling/14808.aspx



Meet the Our Say Team

The members of BHP's Youth Editorial Board are:

Peter Nugent, 18

Deesha Kanadia, 18

Michael Barrett, 18

Paul Nugent, 18

Daisy Farci, 14

Krupa Kanadia, 17

Natisha Williams, 13

Frank Farci, 13

Samarah Sarpona, 14

Jessica Alves, 17

The Youth Editorial Board is a project which gives young people the opportunity to get involved with BHP and to work towards producing a quarterly youth magazine "Our Say". It also gives young people the freedom to have their say about issues affecting them within Brent and nationally.

Any young people who are interested in being on the Youth Editorial Board should contact Nadia Khan, Communications Officer on **020 8937 2363**.

Brent Doing Well: Exam Results

In August, young people all over the country received their GCSE and A Level results. The pass rates for both hit record highs.

Brent schools did not disappoint and produced outstanding results.

We spoke to a few outstanding students from Brent schools who did exceptionally well and will be going on to pursue their dreams.

Aditya Pande, aged 18, achieved excellent A Level grades and will be going to Cambridge University to study medicine. He said: *"The only reason I've been able to achieve such results has been due to the enormous amounts of help all the teachers have given me. The extra-curricular activities (such as math competitions), the extra lessons after school, encouraging words of advice on how to write papers and most importantly the brilliant lessons and the revision material especially during the exam time have been wonderful."*

"I'm going to read Medicine and want to become a doctor one day. But I still have not decided which branch to go into so I'll decide that later."

Heena Chotai, aged 18, will also be studying Medicine at the University of Nottingham. She said: *"The support from the teachers was amazing. I was continuously encouraged to do more not only in the lessons, but also independently. I felt I was allowed to reach my full potential."*



Our very own Editor, **Peter James Nugent, aged 18**, also did extremely well. He will be going to Imperial College London to study Civil Engineering. He said: *"At school we all shared a common goal of success. This helped me to do well because we all pushed each other to strive that little bit further. Couple this with equally enthusiastic teachers and it's not hard to see why we had a 100% pass rate for A Levels."*

My Visit to a Hindu Temple

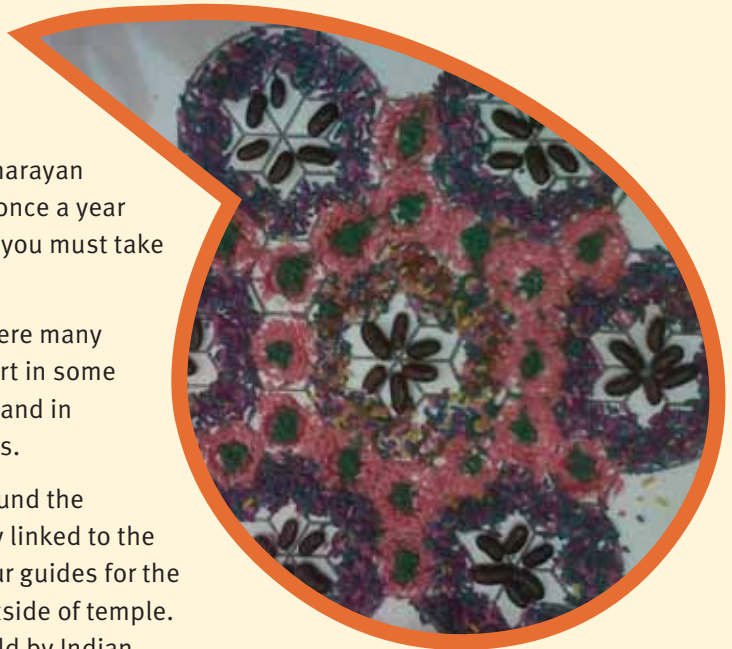
By Daisy Farci, 14



Last Saturday I went to the Open Day of the “Shri Swaminarayan Mandir” Hindu temple in Neasden. There is an open day once a year and I was fortunately able to attend. Once you are inside you must take off your shoes.

I first of all entered the main block of the temple, there were many workshops going on and live music. I was able to take part in some of the workshops. Some were teaching about Hinduism, and in others you were able to do arts and crafts and play games.

After viewing all the workshops I was taken on a tour around the temple. There is a school across the road which is closely linked to the Hindu temple, the students from that school were our tour guides for the open day. I was taken to prayer rooms and shown the outside of temple. The temple itself is the only temple in England that is build by Indian tradesmen. I was very happy that I was able to go to the temple this year and look forward to going again next year and learning more about the Hindu religion.



The collage I made in one of the workshops

Are Children Really to Blame?

By Paul Nugent, aged 18



In this day and age children are almost always labelled as ‘thugs’, ‘bad’ and simply indifferent to older generations. But is this really their fault?

Many people look to just blame children for this lack of discipline, no respect, wrong priorities and other misdemeanours. However, can they be held solely responsible for such behaviour? I feel that there is more to it than this and that there are underlying reasons.

We all have to ask each other if other factors have affected the way young people are growing up. There is a severe lack of role models and a steep rise of single parents who are working hard to provide for their family, but the situation leaves children vulnerable to peer pressure. Those in prominent positions who were traditionally seen as role models, for example, MPs, prime ministers, teachers and policemen are caught behaving unethically. This sends out the wrong message to young people.

However, this does not take away the fact that some children under all these circumstances still make the right choices, even though they face hardships and struggles. They are an inspiration to us all.

Bmyvoice

“Bmyvoice? You may have heard the name, but what is it all about?” Bmyvoice is a website for young people in Brent with information on activities, events and opportunities going on in the borough.



Young people can also have a say in what matters and take part in our interactive blogs.

There’s something for you – so let the website B your voice!

Visit www.bmyvoice.org.uk
Follow us on twitter @bmyvoice or
[facebook.com/bmyvoice](https://www.facebook.com/bmyvoice)

What is Music?



Members of the Our Say Team were having a discussion on the nature of music. It was a lively debate and here is a snapshot of what they discussed.

Krupa Kanadia says:

"Harmony, melody and the uses of instruments is what music is to me. It's not who can talk the fastest or who can sell music the most, it's mainly about opinion. Many people can say that some artists sell a lot of music, or have won many awards that is why they are a good artist, when in fact that isn't always the case. There are many artists like Lady Gaga and Mariah Carey who are famous for their music but not everyone likes their music no matter how successful they are. You can't use success as evidence of a good artist."

Paul Nugent says:

"Music to me is completely opposite; it's not about the sound of it. I feel it's more about the lyrical content in music, the message which is being sent to the fans. And with the modern era of music, musicians are aided by computers, or the whole thing is computerised which completely removes the talent from it. Therefore the only talent left is the lyrics. That's if the artist writes the music themselves and doesn't use ghost writers."

Jessica Alves says:

"Why do we seek the definition of music? It is one of a human's most natural impulses. The notion of music is naturally instilled in us from birth, from rhythms and vibrations of the mundane pace of the outside world, to tapping on a toy drum as a child, to the irreplaceable playlist on our MP3 players."

We grow with music, and our tastes develop as we mature, therefore music is a fundamental part of the developing human being. However, even though music is something which unites us as we all crave it in our lives, the issue of what is classified as 'good' or 'bad' remains one of the most debatable topics today."

We should appreciate that the universal beat and rhythm is part of what makes us human and respect it rather than arguing about it."

What are your views?

Let us know on www.facebook.com/oursaybrent



Aged 16-25? Out of Work? Love football?

Street League change lives through football. They specialise in helping young people progress from their unique football and education programmes into sustainable employment, education and training.

Want to change your life through football?

Street League can help you get fit, gain qualifications and support you in finding work. Using a tried and tested programme of football and education – Street League are changing people's lives through football across London.

Want more info? Contact the london office:

0208 536 5330

london@streetleague.co.uk

www.streetleague.co.uk



Competition time...

"Win £20 in Hollister Vouchers"

How much does it cost to hire a Barclays bike for 24 hours?

Please send answers to:

The Editor, Brent Housing Partnership, Chancel House, Neasden Lane, London, NW10 2UF

or alternatively email:

nadia.khan@bhphousing.co.uk

You can also send us a tweet on [bhp_housing](https://twitter.com/bhp_housing) or message us on www.facebook.com/oursaybrent

Winners will be picked at random.

Closing date: 15 November 2011.

Translations

This is Brent Housing Partnership's Newsletter Partnership News. Please contact Communications on 020 8937 2363 should you require a translated version or the assistance of an interpreter.

Kjo fletushkë flet për sigurinë në bllokun tuaj të banimit. Lutemi kontaktoni Komunikimet në numrin 020 8937 2363, në qoftë se dëshironi versionin e përkthyer ose ndihmën e një përkthyesi.

هذا المنشور يخص الأمن في قطعك السكنية. الرجاء الاتصال بالاتصالات على الرقم: 020 8937 2363 إذا احتجت نسخة مترجمة أو مساعدة من مترجم.

این نشریه مربوط به امنیت در بلوک تان است - لطفاً در صورتی که شما به متن ترجمه شده و یا به کمک مترجم شفاهی نیاز داشته باشید با ارتباطها (Communications) به شماره تلفن 020 8937 2363 تماس بگیرید.

આ પત્રિકા તમારા બ્લોકમાં સુરક્ષા વિશે છે. જો તમને તેનું ભાષાંતર કરાવેલું જોઈતું હોય અથવા દુભાષિયાની સહાયતા જોઈતી હોય, તો કૃપા કરીને કમ્યુનિકેશન્સનો 020 8937 2363 પર સંપર્ક કરો.

ਇਹ ਬਰੈਂਟ ਹਾਊਸਿੰਗ ਪਾਰਟਨਰਸ਼ਿਪ (BHP) ਵਾਲਿਆਂ ਦੀ ਨਿਊਜ਼ਲੈਟਰ ਪਾਰਟਨਰਸ਼ਿਪ ਨਿਊਜ਼ (ਸਾਂਝੀ ਖਬਰ) ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਅਨੁਵਾਦ ਜਾਂ ਦੋਭਾਸ਼ੀਏ ਦੀ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਕਮਿਊਨੀਕੇਸ਼ਨ (ਸੰਚਾਰ-ਸਾਧਨ) ਵਾਲਿਆਂ ਨੂੰ ਟੈਲੀਫੋਨ ਨੰਬਰ 020 8937 2363 ਤੇ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾਲਤਾ ਕਰਨੀ।

Kan waa Warsidaha Akhbaarta Shuraakadda ee Guryeynta Brent. Fadlan kala xiriir xarunta Xiriirada taleefanka 020 8937 2363 haddii aad u baahato qoraal tarjubaan ama caawin qof tarjubaan ah.

இது பிரென்ட் ஹவுசிங் பார்ட்னர்சிப்பின் பார்ட்னர்சிப் செய்திகள் செய்திக் கடிதம். உங்களுக்கு இதன் மொழிபெயர்ப்பு அல்லது மொழிபெயர்ப்பாளர் ஒருவரின் உதவி தேவையாயின் தயவுசெய்து 020 8937 2363 ல் தொடர்பாளருடன் தொடர்பு கொள்ளவும்.

یہ بریٹ ہاؤسنگ پارٹنرشپ نیوز لیٹر کی مشترکہ خبریں (پارٹنرشپ نیوز) ہیں۔ اگر آپ کو ترجمہ شدہ کاپی یا مترجم کی خدمات درکار ہوں تو براہ مہربانی کمیونیکیشن سے ٹیلیفون نمبر 020 8937 2363 پر رابطہ کیجئے۔

IF YOU WOULD LIKE A COPY IN A LARGER PRINT, PLEASE CONTACT COMMUNICATIONS ON 020 8937 2399

How & where to pay your rent

You can pay your rent:



By **DIRECT DEBIT**: Mandates are available from your housing officer, any One Stop Service or online at www.bhphousing.co.uk



At any shop, petrol station, newsagent or outlet displaying the **PAYPOINT** double PP sign. If your card is lost or damaged you can get a replacement from BHP by calling 0208 937 2480. Please keep your PayPoint receipts as proof of payment.



By **STANDING ORDER**: Forms available from any One Stop Service or **ONLINE** at www.bhphousing.co.uk



On the **CREDIT CARD HOTLINE** by debit or credit card on 020 8937 1717



At any **POST OFFICE** branch using your PayPoint card, debit card, cash or cheque. Cheques must be made payable to Post Office Ltd.

BHP SERVICES

Repairs Contact Centre	020 8937 2750 020 8937 2666
Leasehold Management	020 8937 2601
Estate Services	020 8937 2400
Right-to-Buy Team	020 8937 2600
Anti-Social Behaviour Team	020 8937 2951
Housing Support Team	020 8937 2952
Housing Tenancy & Rent Enquiries	020 8937 2740 020 8937 2730 020 8937 2424
Customer Services	020 8937 2323
Gas Monitoring	020 8937 2475
Major Works	020 8937 2490
Communications	020 8937 2363
Wardens Service	020 8451 5050

REPAIRS NUMBER

There have been cases of residents misdialling the BHP repairs number. This is a reminder that the Repairs number for Brent is:

020 8937 2750

Please dial carefully!

The call centre will answer your call between 9am to 5pm. If you have an urgent problem after this time, please call our out-of-hours service on: 020 8937 1234

Contact us

If you would like to contribute to the next edition of Partnership News, please contact:



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