

LOCAL TENANT'S NEWSLETTER TARIQ HOUSE

October 2010

Dear Resident

To enable us to keep you updated on the many local issues we have decided to produce a local newsletter specifically for the tenants of your housing scheme. We hope that you find this information useful; we welcome any comments that tenants may have and will use them to design future local newsletters.

Universal House Changes its Name

Universal House has changed its name to **Tariq House**. The new name has been registered with the post office, so tenants should use the new name on their future correspondence.

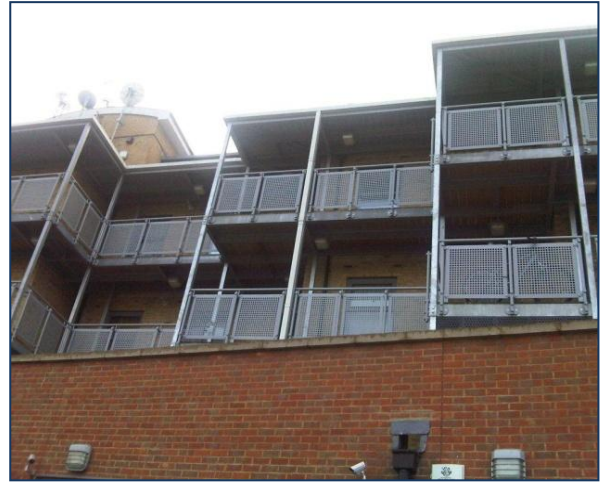
Maintenance

Communal Cyclical Works – Internal decorations to the communal areas. Decoration have been included in our 2010-11 cyclical work programme, we have anticipated that works will start in the coming month. We met with tenants on the 11th October 10 to get their views and opinions on how best we manage the cyclical programme, we will of course keep tenants informed of the progress of the work.

- **Ground floor fire door access** – We are seeking specialist advice in order to give tenants alternative access to the building from the ground floor.
- **Gutters and Drains** – This is now part of our Planned Maintenance Programme and we will arrange for the gutters to be cleared quarterly
- **Drainage to Promenade tiles and Cleaning** – Inner City has been commissioned to clean the promenade tiles on the 4th floor and 1st floor.

Pharaoh Ants - We have had several reports from tenants that they have seen pharaoh ants within their property. You may be aware that pharaoh ants carry several diseases that can be harmful to humans if consumed in their food.

Please read the following guidance carefully.



What do they look like?

Very small; light yellow to red, with black markings on the abdomen.
Pharaoh ants are small, yellow ants about 1/16-inch long

Reproduction:

Grows from egg to adult in about 45 days; females live as long as 39 weeks and can lay about 400 eggs; workers only live up to 10 weeks.

How to eradicate them

The use of residual sprays or dusts will cause stress on the colonies causing them to split into sub-colonies that scatter to other areas in the structure. This is called budding. Spraying may result in the formation of numerous sub-colonies, causing an infestation considerably worse than before spraying. Therefore, choose a slow-acting bait to make certain that foraging ants have the opportunity to bring it back to the nest. In order to eliminate the ant infestation, you must get rid of the queen and nest workers as well as the foragers. Quick-acting bait will kill the foraging ants too quickly for them to bring the bait back to the nest.

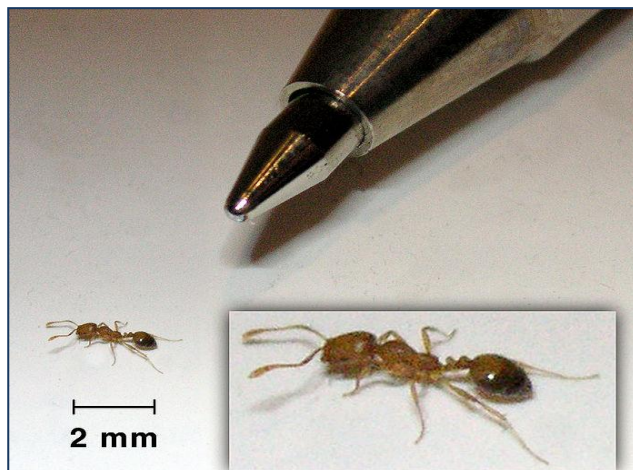
If the ants are not visiting the current ant bait being used, it is recommended that you change the bait.

Eliminate any competing food sources from your home. If you leave food sources around, the pharaoh ants will very likely be more attracted to the food than to the bait. Ants require carbohydrates-sugars, proteins and greases to feed on. They find a variety of these sources in nature. e.g. other insects (proteins and greases), nectar, aphid honeydew, plant products (sugar and carbohydrates).

House keeping

Over the years, Westway Housing Association has written to tenants and has had various house meetings to discuss leaving domestic rubbish in the hallway including household goods. Please note, anytime rubbish is disposed inappropriately, WHA employs a contractor to clear the communal area and the cost is added to tenants service charge. Last year the Association spent around £1000.00 to dispose of your rubbish left in the communal areas. You could help to reduce the cost of service charge by taking simple steps such as:

- maximising the use of the communal bins in the bin store and **NOT** leaving refuse on the floor
- Contacting Local Authority (Ealing Council) to arrange free collection or a minimal fee for collection of household goods.
- Tenants to keep all communal areas clear of any obstructions



Pharaoh Ants

- Reduce pest infestation by disposing domestic refuse into the bins allocated at the bins store.
- Use of external dry lines at Tariq House is strictly prohibited. This is a breach of health and safety of the building and tenancy agreement.
- Making sure that food is kept appropriately such as in food containers and cupboards. Avoid storing food on the floor.

Satellite Dishes

Tariq House has a communal satellite dish, the use of individual satellite dishes is prohibited by the local authority. Please contact your Housing Officer for more details

Ventilation Fans

Please ensure you switch on your vent in your electric cupboard as this is the only form of ventilation in most of the flats. The switch should be kept on to avoid condensation and damp problem in the flat (there is no additional cost to keep the vent on)

House Keeping

Ensure that taps are turned off properly as this leads to problems in washers being defective.

Do not to dry clothes on radiators as this blocks the heat and will eventually damage the radiator.

Do not pour cooking oil in the sink as this causes blockage to the drainage system.

Keeping the communal front door shut at all times as this will restrict access to perpetrators of Anti Social Behaviour.

Anti Social Behaviour

The Association deals with all Anti Social Behaviour effectively as this is part of terms and conditions of the tenancy agreement. Westway will take action against tenants if they or their friends or relatives are found to be guilty of Anti Social Behaviour

So far we have taken action against one household and will continue to do so until we completely eradicate perpetrators of Anti Social Behaviour from the building.

We are making the maximum use of CCTV to prosecute perpetrators of Anti Social Behaviour. We are also making plans for remote access for the CCTV camera's to enable us to observe Tariq House from our offices



Tenants are encouraged to report any tenant who is engaged in **Anti Social Behaviour** in the building all reports will be treated with strict confidentiality

Westway Housing Association would prosecute any tenant whose guest or relative misbehaved whilst in the building including the communal area.



Leonard Brown
Housing Officer for Tariq House

Actions and feedback from May's Tenants Meeting

Management issues:

Refuse collection -The Association has agreed and has signed extra collection of refuse with Ealing Council since April 2010.

Communal Front Door – This has been installed and activated. Tenants are advised **NOT** to allow strangers/unknown guests in the building.

Neighbourhood Watch – Tenants were encouraged to form neighbour watch with support from the Safer Neighbourhood Team.

ASB – Westway Housing Association in partnership with Local SNT have agreed to give Metropolitan Police presence in the building. This means that officers from the Safer Neighbourhood Team will be patrolling your estate regularly to ensure that there are no incidents of Anti Social Behaviour. .

Gas & Water Charges – Tenants have received notifications for variation of tenancies as this will enable the Association to charge tenants for their use of Gas and Water with water and Gas bill. Consultation letters were sent out on 16th August 2010. Staff will be meeting with tenants on 13th October 2010 to discuss our proposals.

Useful information and contacts

Scheme Name	Tariq House
Caretaker	Naheedia Singh
Cleaner's	Inner City

Safer Neighborhood Team: Southall NT

Ealing Council	0208 825 6000
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Westway HA Switch board	0208 964 2323
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Repairs Contact	0208 962 3333
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Out of Emergency	0208 964 2323
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Leonard Brown Housing Officer	0208 962 3346
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Lift Emergencies (Kone Lift)	0208 652 0692
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National Debt Helpline	0800 177 7788
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Noise Team (Ealing Council)	0208 825 8111
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Emails us as: enquiries@westwayha.org.uk
Visit our website at: www.westwayha.org.uk

Tenant Involvement

If you are interested in joining the editorial group for the Tariq House newsletter please can contact Leonard Brown on 0208 962 3346 or leonardbrown@westwayha.org.uk