



Keeping
an eye
on ISHA

*Annual
Report
2011*

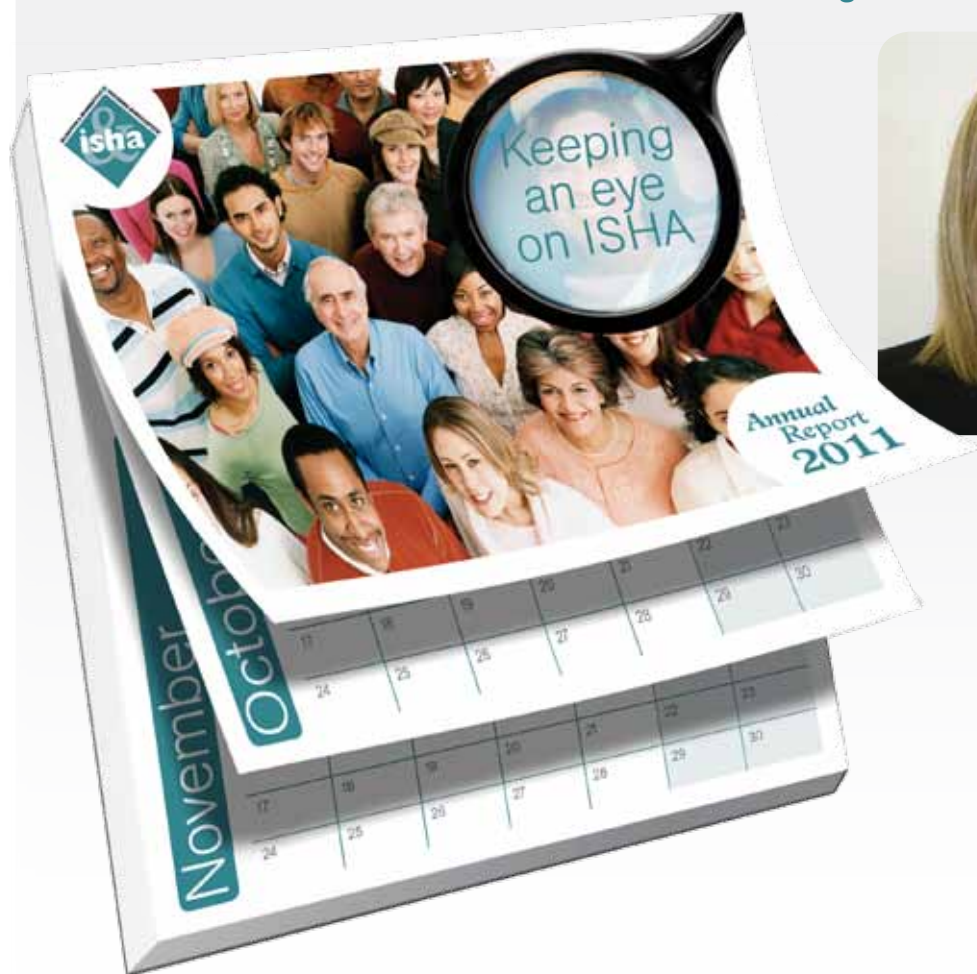




Back by popular demand

This year's annual report is a calendar. The Residents' Forum overwhelmingly voted that the format of the annual report to residents should be a calendar so that:

- The report has a use beyond being a publication
- The messages within the report can be communicated throughout the year as you use the calendar.



The calendar starts from October 2011 and goes through to December 2012, so you can start using it straight away.

ISHA would like to thank all our residents who have contributed to the content and shape of this report.

Please contact ISHA on 020 7704 7300 or email haveyoursay@isha.co.uk to tell us what you would like to be included in the next annual report. Please also contact us if you would like a copy of the annual accounts or more information about the services we provide.

Clare Thomson
Chief Executive

2011

You said, We did...

Repairs

Repairs dissatisfaction – you now see a report of what other residents think of the repair service within ISHA News and the website.

When informing you of appointment changes or confirmations, if you tell us you prefer to be contacted by email or text message, then that's what we will do.

ISHA Website

You can access the website in ISHA's reception area and we publicise where there is free access to computers in your local area.

The cleaning specification for each site was added to the Your Area information.

Why are we waiting?

It took too long to get connected to staff when you called so the initial phone message was shortened. Also whilst you are holding for a member of staff there is now a message that tells you other ways you can contact us e.g. via the website or by email.

October

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						



Welcome



This report tells you about the key improvements that have been achieved in ISHA as a result of influence from residents. It also contains information about ISHA's finances and our performance against the key standards set by our regulator.

The Board has been particularly concerned this year about the impact of Government changes on our existing and new residents. Some impacts on benefits and other things will not be known until legislation has been passed, and we are active with the National Housing Federation on lobbying for changes in the proposals. What I can re-assure you about is that:

- We are committed to keeping rents at a truly affordable level for residents
- We will continue to offer Assured Tenancies to residents, rather than replacing them with fixed term tenancies
- We will continue to explore with you ways to keep costs down

You have also told us that you want ISHA to tackle residents who do not meet the responsibilities of their tenancy, including illegal occupation, non-payment of rent and anti-social behaviour. ISHA's Board members share your concerns and we will continue to monitor and question ISHA's performance in these areas.

Please let me know if there are any topics where you feel ISHA needs to take action and we will look into them.

We established a Governance Committee in September 2010 to identify areas for review and improvement in Governance, and as a result we have reviewed Board recruitment and induction, reducing duplication of decision making and improving information sharing within the Governance structure. I am pleased to confirm that ISHA complies with the NHF Excellence in Governance code.

Jim Cannon
Chair, ISHA



**ISHA residents
Pamela Awosika,
Board Member,
with Henry Spencer,
Finance & Resources
Sub-Committee**

2011

November

You said, We did...

Is ISHA listening?

The complaints procedure includes how ISHA or a contractor has learnt from a mistake.

You are told of what we have learnt from complaints in ISHA News (in the You Said, We Did part), and on the website. If the issue is particular to one area the information will be put on the Estate Bulletin as well.

Building on feedback on your local performance we now hold 2 meetings a year in each local area to provide a more local forum for your views.

How well is ISHA really doing?

We now compare our performance with the best performers in London and across the country, and look at what those organisations do to achieve the best.

Keeping you up to date

You were worried about how the proposed changes in housing legislation would affect you, so the Chief Executive met with residents to explain what the changes may mean for the future. A question and answer article based on your concerns was then published in ISHA News, and we will continue to update as necessary.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				





Keeping an Eye on ISHA

Last year, the Residents' Forum set the standards that mattered to residents as follows:

- Report performance by local areas
- Show the performance of the other areas so that performance can be compared between areas
- Report the format in easy to understand graphics and display performance on notice boards and the website

The Residents' Forum developed the title for this annual report, Keeping an Eye on ISHA, as a better way to describe the role of residents in setting and reviewing ISHA's performance. The standards reported by local area are:

- Satisfaction with grounds maintenance and cleaning
- Instances of illegal dumping
- Instances of anti social behaviour and the types of ASB
- Instances of lift breakdowns
- Communal repairs.

Residents have also asked for thermal efficiency and security ratings to be reported by local area. Making these reports meaningful by area is still being explored.

The Residents' Forum outlined the importance of their role in performance management at their AGM, where they summarised that the local measures were about:

- Keeping residents informed
- Working with ISHA for the better
- Changing things for all residents
- Challenging the way ISHA works
- Advising on what's best for ISHA residents
- And holding ISHA to account



2011

You said, We did...

Welcome!

The Reception area at ISHA's offices was redesigned to make it more welcoming.

ISHA News

Jobs and training opportunities are now profiled in ISHA News. The look and content of ISHA News has been changed.

Later would be better

You said that the Residents' Involvement Conference started too early, so we started later!



December

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26 Bank Holiday	27 Bank Holiday	28	29	30	31	





Supported Housing Satisfaction

For the fourth year in a row Supported Housing tenants gave very positive feedback about their homes and the service they receive, according to the results of the annual survey carried out in autumn 2010. Satisfaction in all areas has improved since the first survey was carried out in 2007.

Supported Housing Survey Results 2010					The priorities for improvement from this survey are
Management & Support:	2007	2008	2009	2010	<p>To increase and improve involvement of supported housing residents in community projects and events.</p> <p>To maintain a high quality service that will meet the needs of residents requiring higher levels of support</p> <p>To improve communication with residents particularly in respect of when repairs will be carried out.</p> <p>To explain how ISHA spends its income to demonstrate that supported housing provides good value for money in both the accommodation and the support service.</p>
% of tenants saying that they are treated professionally and politely by their Housing Support Officer	95%	100%	100%	100%	
% of tenants saying that the support they received is excellent or good	94%	92%	94%	100%	
Your Home:	2007	2008	2009	2010	
% of tenants who like the area where they live	85%	96%	92%	100%	
% of tenants who rate the overall condition of their home as very good or good	90%	87%	86%	100%	
% of tenants rating the security of their homes as good or very good	89%	92%	100%	100%	
Consultation, Communication & Involvement:	2007	2008	2009	2010	
% of tenants saying that they feel that ISHA takes notice of residents' views when decisions are being made	70%	82%	96%	90%	
Generally:	2007	2008	2009	2010	
% of tenants saying that they feel that ISHA always treats them professionally, courteously and with respect	71%	92%	93%	90%	



2012

Facts and Figures

January

Where did our new tenants come from?

Local Authority referral 63%
Internal transfer (including decants) 37%

In 2010/11 we let 43% of our homes to black and minority ethnic families.

Rent loss on void properties

This measures the amount of rental income lost on ALL void properties including our major works voids. It also includes the rent lost on any properties that we are keeping empty because we plan to demolish them to make way for new homes. Last year the rent we lost due to empty properties was slashed to under 1% compared to double that the year before.

2011	0.91%
2010	2.00%
2009	1.85%
2008	1.55%
2007	1.03%
2006	0.72%
2005	1.82%
2004	0.80%

Repairing Your Homes

The average number of days it took us to carry out a repair last year was just under 10 days at 9.9 days. This was a significant improvement in our previous year's performance of 17.41 days.

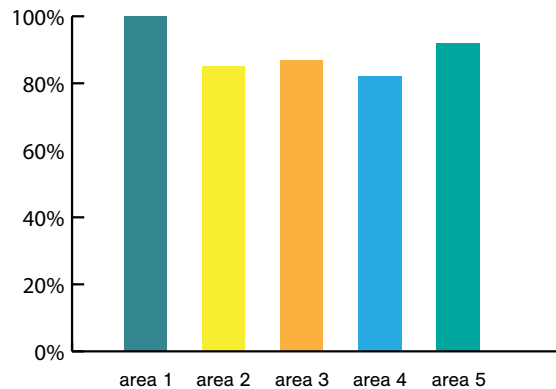
Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
Bank Holiday						
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					





Your local Standards Performance Report

Customer Satisfaction with Cleaning and Grounds Maintenance



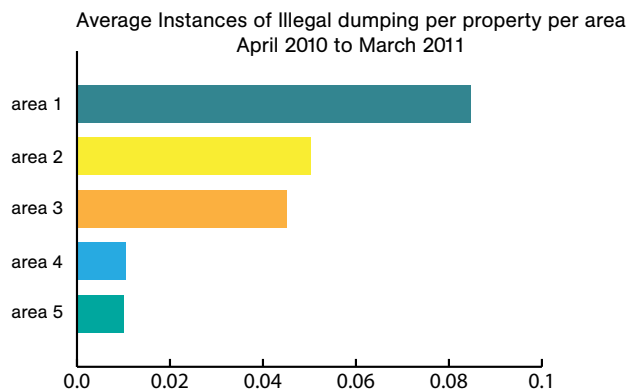
Performance results

This shows the satisfaction from returned surveys in your area over the last 12 months.

What we are doing to improve

We do not get many satisfaction surveys returned, and we have extended your opportunities to give us feedback. You can now complete a survey from our website, or phone to give us feedback on 020 7704 7300. Your views will be logged in the month we receive them. Remember, you can join your Tenancy Services Manager and Estate Officer on your estate inspections. Dates are displayed on your notice board.

Illegal Dumping



Performance results

This shows the average instances of illegal dumping per property per area over a 12 month period. No area has had an increase in instances in dumping since this reporting started.

What we are doing to improve

We have put extra effort into addressing instances of illegal dumping, by writing to the residents of the block. Where possible we have charged residents directly, otherwise the cost is added to the service charges you pay. Therefore it is important that you contact your local authority each time you need to dispose of bulk rubbish. Thank you very much for your co-operation in this matter. **Homestore** is a company which will collect quality used furniture and beds free of charge. Contact number 020 8529 6264.

2012

Local Area by Postal Code

Local Area by Postal code	No of Homes	No of blocks	No of homes
Local Area 1- N1, N19, N5, WC2	24 Street Props	28 blocks comprising of 446 flats	470
Local Area 2- N4, N7, EC1	16 Street Props	5 blocks comprising of 93 flats	109
Local Area 3- E2, E8, E9, E5	21 Street Props	13 blocks comprising of 295 Flats	316
Local Area 4- N1, N16	15 Street Props	17 blocks comprising of 279 flats	294
Local Area 5- E4, E17	46 Street Props	3 blocks comprising of 77 flats	123

February

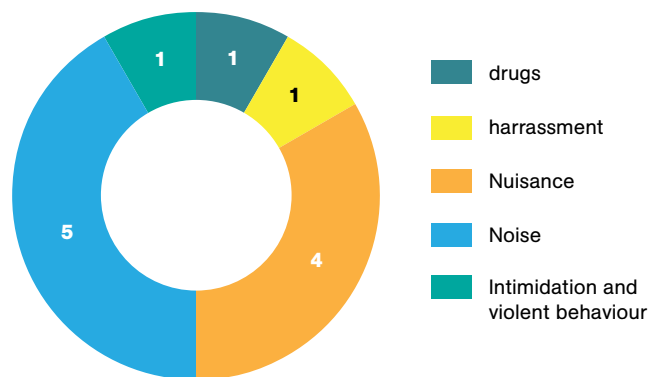
Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29				





Your local Standards Performance Report

Types of all ISHA ASB March 2011



Performance results

There were 12 cases of ASB open across all ISHA areas in March 2011. The doughnut chart shows the ASB by type.

What we are doing to address performance in this area

Every case is reviewed at least monthly, and all open cases have an action plan, including contact with other agencies, such as police, local safer neighbourhood teams, the local Noise Patrol Teams and social services etc. ISHA also has an out of hours ASB telephone line, the telephone number is **0800 088 6699**.



2012

Local Area by Postal Code

Local Area by Postal code	No of Homes	No of blocks	No of homes
Local Area 1- N1, N19, N5, WC2	24 Street Props	28 blocks comprising of 446 flats	470
Local Area 2- N4, N7, EC1	16 Street Props	5 blocks comprising of 93 flats	109
Local Area 3- E2, E8, E9, E5	21 Street Props	13 blocks comprising of 295 Flats	316
Local Area 4- N1, N16	15 Street Props	17 blocks comprising of 279 flats	294
Local Area 5- E4, E17	46 Street Props	3 blocks comprising of 77 flats	123

March

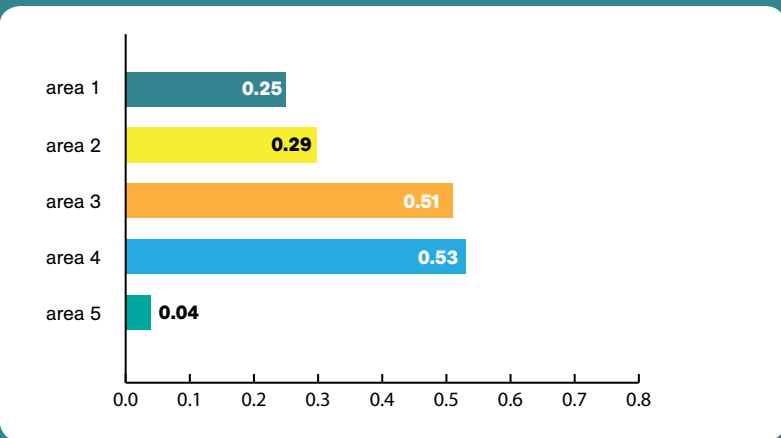
Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	





Your local Standards Performance Report

Average Number of lift breakdowns per month per area

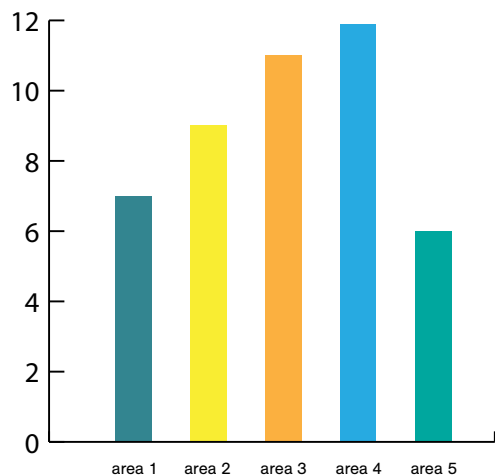


Performance results

This shows the average number of lift breakdowns per lift per area each month over the 12 months April 2010 to March 2011.

What we are doing to address performance in this area

We hold regular meetings with KONE, the company who services all ISHA lifts, and review the reasons for all lift breakdowns. This also informs on our programme for replacing and refurbishing our lifts.



Communal Repairs

Performance results

This is a performance area that ISHA has been reporting to residents since September 2010. The Chart on the left shows the average number of days for a communal repair to be fixed by area since October 2010.

What we are doing to address performance in this area

To improve performance Estate Officers meet the operatives on site, especially where access is needed in communal cupboards. This means the number of missed calls is minimised and works are completed within target.

2012

Local Area by Postal Code

Local Area by Postal code	No of Homes	No of blocks	No of homes
Local Area 1- N1, N19, N5, WC2	24 Street Props	28 blocks comprising of 446 flats	470
Local Area 2- N4, N7, EC1	16 Street Props	5 blocks comprising of 93 flats	109
Local Area 3- E2, E8, E9, E5	21 Street Props	13 blocks comprising of 295 Flats	316
Local Area 4- N1, N16	15 Street Props	17 blocks comprising of 279 flats	294
Local Area 5- E4, E17	46 Street Props	3 blocks comprising of 77 flats	123

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6 Bank Holiday	7	8
9 Bank Holiday	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

April





Delivering against our strategic objectives

These are the key outcomes against the first year of ISHA's five year business plan objectives:

Objective 1: To provide excellent services to all our customers

- Service standards developed with residents and published
- Local performance measures developed and monitored by residents
- 44% of Key Performance Targets (Key Performance Indicators or KPIs) set at more challenging level and 81% of KPIs met or within 5% target by March 2010, which was a 2% improvement on the 2009/10 outcome
- Resident involvement KPIs introduced and resident profile information produced quarterly
- 4 stakeholder events held to increase engagement with ISHA residents and local council members and staff

Objective 2: To be recognised as a resident-focused organisation

- 21 areas for residents to be involved
- 427 residents involved and 29 service improvements made as a result of resident involvement
- Local performance developed and monitored by residents
- Local area meetings established to mirror the local performance areas
- 2 film projects made by residents to address improvements in local areas, and St Mary's Path young residents premiered their film at Screen on the Green
- Short Notice Inspection action plan developed with 60 residents
- Introduced "You Said, We Did" statements into quarterly newsletter and updates on website to feedback on resident led improvements
- Website rebuilt with residents and launched July 2010

Objective 3: To maintain, improve and develop good quality and affordable homes in our key community areas of Hackney, Islington and Waltham Forest

- Repairs service re-commissioned with new contractor within 10 days of Connaught going into administration
- Asset management strategy developed with residents through Inspection action plan, website questionnaire, Residents' Forum and film projects
- Photovoltaic installation feasibility study commissioned for implementation in 2011/12
- 2010/11 development programme significantly exceeded the HCA targets
- Loan funding secured for 2011/12 programme

Objective 4: To be an organisation that demonstrates excellent customer focused leadership

- Staff targets set from continuous improvement plan
- Governance self assessment reviewed with actions in May 2010 and Governance Committee established in September 2010
- Board satisfied through special Board planning meetings of compliance with loan covenants, and TSA advised quarterly through FVR on compliance
- Benefit changes and financial inclusion items highlighted to residents in all newsletters and at resident meetings
- Value for money strategy developed with residents.

2012

The Group's Finances

Summary Consolidated Income and Expenditure Account For the year ended at 31 March 2011	Group £'000	Association £'000
Operating Surplus	4,736	4,596
Surplus on Property and Land Sales	79	79
Investment Income	222	220
Loan Interest Charged	(3,050)	(3,028)
Total Surplus for the year	1,987	1,867



May

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
Bank Holiday						
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			





Service Levels in 2010/11

Rent Arrears

Our arrears performance measure is the amount of rent outstanding compared to the total amount of rent due to be paid by tenants. This is always measured as a percentage and taken at the year end date of 31 March 2011. Last year it was 4.44% compared to 4.39% in the previous year and 4.81% in 2009.

Benchmarking in London

We use a large peer group of 17 other associations to compare our arrears performance with and we are pleased to say that ISHA came 3rd from top of this benchmarking group with its performance last year.

2011	4.44%
2010	4.39%
2009	4.81%
2008	6.80%
2007	5.86%
2006	7.90%
2005	8.73%
2004	10.30%
Peer Group Average in 2010/11	5.64%

Benchmarking nationally

The best performing housing organisations (both housing associations and Local Authorities) managed to get their arrears outstanding down to 1.86% or lower at the end of 2011. The average across the country was 2.73% according to HouseMark – a National benchmarking club.

Average time taken to let our properties

In 2010/11 we significantly improved our performance in terms of the time it takes us to re-let our homes. It took us on average 25 days (against the target we set of 29 days) to fill a vacant property compared to 53 days in the previous year. In 2008/9 we took 37 days, so we were particularly pleased with our performance last year.

Benchmarking in London

A number of our traditional peer group, with whom we usually compare our lettings performance did not submit data last year so our peer group this year was Christian Action, Origin and Gateway. The average time taken by the group to re-let their homes last year was 38 days. This was the same number of days taken by the previous peer group (Christian Action, Origin, Family Mosaic and Newlon) in 2008/9.

Benchmarking nationally

The best performing housing organisations nationally re-let their homes in 22 days and the average across the country was 28 days.



2012

What are we doing to improve our performance?

Helping you with your rent

We will be reviewing our Arrears Strategy in 2011/12 including producing a new set of policies and procedures. In particular, we will be looking at how we can help you pay your rent, claim all the benefits you may be entitled to and what help we can give you to sort out any other debts you might have. We will also explain how we can help you cope with the proposed changes to housing and other welfare benefits.

Repairing your homes

ISHA is changing your repairs contractor next year. It is really important that we get your views on what you want from this service. ISHA has set up a Facebook page called ISHA Choose Your Repair Contractor so that you can give us your views and see what other residents are saying.

Acting on your feedback

By October 2011 we will have published the results of our 2011 Satisfaction Survey, and will work with you to put in place improvements based on this feedback.

June

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4 Bank Holiday	5 Bank Holiday	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	





ISHA's Board

The strategic direction of ISHA is governed by a Board. Our Board members are voluntary and not paid, and have been appointed because of the skills they bring to ISHA in ensuring that the housing association is:

- Financially viable
- Making best use of its resources for the benefit of residents
- Planning a clear strategy to further develop and improve its service and homes

ISHA Board

The Committees below examine areas of ISHA's work, and all report to the Board with recommendations for improvement or to provide assurance on ISHA's areas of work.

Finance and Resources Sub Committee

Reviews ISHA's finances, staffing matters, IT strategy, market rent and commercial properties.

Housing Services Sub Committee

Reviews performance and strategic issues of housing and property management, collection of rents and allocation of housing and services provided to residents.

Repairs Forum

All residents welcome.

Residents' Forum

All residents are welcome, and you become a member once you have attended twice in one year. The Forum identifies what it would like to work on with ISHA to improve, plan events for the benefit of all residents and manage the bid for better budget.

Bid for Better

Members from Residents' Forum.

Development Sub Committee

Reviews proposals for development and monitors progress of development of ISHA's new homes.

Design Forum

All residents welcome to join to improve the design of our new homes.

Lien Viet Housing Association

A subsidiary of ISHA providing housing to Vietnamese and other South East Asian communities in Hackney, Islington, Haringey and Tower Hamlets.

2012

ISHA's Board members up to September 2011

Chair: James Cannon, retired IT Contracts Director.
Member since 2004

Pamela Awosika, (Development), ISHA Resident.
Member since January 2002

Pamela Bachu, (Chair of Finance), Solicitor.
Member since September 2007

Mary Ebbasi, (Housing), HR Specialist.
Member since 2004

June Dawes, (Chair of Development), retired Senior Civil Servant. Member since September 2004

Raj Gadawala, (Finance), Accountant.
Member since 2004

Ai Huynh, (Chair of Lien Viet Board), Accountant.
Member since September 2009

John Jeremy, (Development), Senior Local Government Officer. Member since 2006

Nancy Korman, (Chair of Housing), retired University Administrator. Member since September 2000, 2 year extension approved 2009

Jennie Rooney, ISHA Resident.
Member since January 2006

Aaike Van Renssen (Housing), ISHA Resident.
Member since September 2010

Andrew Wade, (Development), Solicitor.
Member since September 2009

July

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					





The Group's Finances

Summary Consolidated Balance Sheet at 31 March 2011	Group		Association	
	£'000	£'000	£'000	£'000
FIXED ASSETS				
Housing Properties	68,537		61,249	
Other	4,422		4,086	
		72, 959		65,335
CURRENT ASSETS				
Housing Properties for Sale	1,611		1,611	
Debtors	2,539		2,499	
Cash	22,172		21,542	
	26,322		25,652	
Less CURRENT LIABILITIES	(9,459)		(9,288)	
NET CURRENT ASSETS		16,863		16,364
NET ASSETS		89,822		81,699
Represented by:				
Long Term Loans		65,148		64,185
Acquisition Reserve		6,585		
Reserves		18,089		17,514
Share Capital		-		
		89,822		81,699
Summary Consolidated Income and Expenditure Account For the year ended 31 March 2011		Group £'000		Association £'000
Operating Surplus		4,736		4,596
Surplus on Property and Land Sales		79		79
Investment Income		222		220
Loan Interest Charged		(3,050)		(3,028)
Total Surplus for the year		1,987		1,867

2012

Thank you

ISHA would like to thank all our residents who have contributed to the content and shape of this report.

Please contact ISHA on 020 7704 7300 or email haveyoursay@isha.co.uk to tell us what you would like to be included in the next Annual Report. Please also contact us if you would like a copy of the annual accounts or more information about the services we provide.



August

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27 Bank Holiday	28	29	30	31		





2012

September



Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

2012



October

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				





2012

November



Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

2012

December



Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25 Bank Holiday	26 Bank Holiday	27	28	29	30
31						



This is about ISHA's Performance. If you would like this document translated or in a different format, contact us or tick the language required then fill in your details and return it with the document.

Kjo bën fjalë për performancën e ISHA-s

Nëse doni këtë dokument të përkthyer, n'a kontaktoni ose shënoni (✓) në kuti, pastaj plotësoni detajet tuaja dhe n'a dërgoni formën së bashku me dokumentin.

Albanian

ISHA تتعلق هذه بأداء

إذا كنت ترغب في الحصول على هذا المستند مترجماً، اتصل بنا أو قم بالتأشير على الصندوق ثم املأ بياناتك وأعدّها مع المستند.

Arabic

এটি আইএসএইচএ (ISHA)-এর কর্মকুশলতা সম্পর্কে

যদি আপনি এই ডকুমেন্ট অনুবাদ আকারে পেতে চান, তাহলে আমাদের সাথে যোগাযোগ করুন বা বক্সে টিক দিন তারপর আপনার বিস্তারিত পূরণ করুন এবং ডকুমেন্টসহ তা ফেরত দিন।

Bengali

Ceci concerne les résultats obtenus par ISHA

Si vous souhaitez obtenir la traduction de ce document, veuillez nous contacter ; alternativement, cochez la case, indiquez vos coordonnées et retournez-les avec le document.

French

આ ISHAની કામગીરી વિશે છે

જો તમને આ દસ્તાવેજનું ભાષાંતર કરાવેલું જોઈતું હોય તો અમારો સંપર્ક કરો અથવા ખાનામાં ટિક કરો અને તે પછી તમારી વિગતો ભરીને તે દસ્તાવેજ સાથે પાછી મોકલી આપો.

Gujarati

यह ISHA के प्रदर्शन के बारे में है

यदि यह दस्तावेज़ आपको अनुवाद करानी हो तो कृपया हमसे संपर्क करें, या खाने में टिक लगा कर अपनी संपर्क सूचना लिखें और यह परची उस दस्तावेज़ के साथ वापिस हमें भेजें।

Hindi

Niniejsza ulotka dotyczy wydajności Towarzystwa Budownictwa Społecznego Islington i Shoreditch (ISHA)

Jeśli chcieliby Państwo otrzymać tłumaczenie niniejszego dokumentu na inny język, proszę się z nami skontaktować lub zaznaczyć właściwe okienko a następnie wpisać swoje dane i zwrócić formularz wraz z dokumentem.

Polish

Kani wuxuu ku saabsan yahay hawl-fulinta ISHA

Hadii aad jeceshay dukumentigan in lagu turjumo, nala soo xiriir ama dhag sii sanduuqa yar markaa ka dib ku soo qor magacaaga iyo cinwaankaagga ee la' soo celi dukumentigan.

Somali

Así es el desempeño de ISHA

Si desea este documento traducido, contáctenos o marque la casilla y luego incluya sus datos y remita la información con el documento.

Spanish

ISHA'nın performansıyla ilgili bilgi vermektedir

Bu belgenin tercüme edilmesini isterseniz, bizimle irtibat kurun ya da kutuyu işaretleyerek, bilgilerinizi yazın ve belgeyle beraber geri gönderin.

Turkish

یہ ISHA کی کارکردگی کے بارے میں ہے

اگر آپ کو یہ دستاویز ترجمہ کرانی ہو تو براہ مہربانی ہم سے رابطہ کریں یا خانے میں ٹک لگا رابطے کی معلومات پھریں اور یہ پرچی اس دستاویز کے ساتھ ہمیں بھیجیں۔

Urdu

Đây là về thành quả hoạt động của ISHA

Nếu bạn muốn tài liệu này được dịch ra, thì hãy liên lạc với chúng tôi hoặc đánh dấu vào ô này, rồi điền chi tiết của bạn và gửi trả lại cùng với tài liệu đó.

Vietnamese

Your Name:

Your Address:

Send to: ISHA, 102 Blackstock Road, London, N4 2DR **Telephone:** 020 7704 7300 **email:** haveyoursay@isha.co.uk