

ISHA news

YOU'RE INVITED TO AN EXCLUSIVE AFTERNOON AT THE MOVIES!

CHAT'S PALACE, TUESDAY 22 MARCH 1.30PM

ISHA will be showcasing two recent resident short film projects at Chat's Palace, 42-44 Brooksby's Walk, Hackney, E9 6DF on Tuesday 22 March 2011. Doors will open at 1.30pm; the afternoon will start with lunch and refreshments with the films starting at 2.30pm.

Come along and meet the filmmakers and other residents over lunch, then join us to watch the two fantastic films. The films being shown are:

- **I Wouldn't Need a Mansion**

Hackney residents wrote and directed a film last summer. In the film they talk to other ISHA residents about where they live, how they got there, and how they feel about their community.

- **A Trip To Paradise**

A short film that chronicles the poignant events when things go wrong in the chaotic life of an underprivileged lad. It was written, directed and acted by young people whose lives might have mirrored this if they hadn't had opportunities to take part in positive activities such as this project run by St Mary's Path Estate Tenants Association.

There will also be an exhibition film and photos made by young local residents and ISHA residents about their community in Hackney.

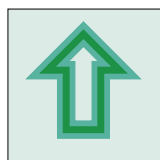
If you want more information about this event please visit our website at www.isha.co.uk or contact us on 020 7704 7300.



Page 3
Getting Better



Page 4
Green Living Fair



Page 6
Our Performance in Quarter 3



Page 8
Spot the difference



EASTER AND BANK HOLIDAY CLOSURES

The office will close at 5 pm on Thursday 21 April and will re-open at 9 am on Tuesday 26 April. The office will also be closed all day on Friday 29 April, Monday 2 May and Monday 30 May.

For any emergency repair during those days, call the usual out of hours number on 020 7704 7300. For gas leaks call Transco on 0800 111 999

If you are experiencing problems of anti-social behaviour, regardless of how major or minor you feel they may be, whenever ISHA is closed, report it on **0800 075 6699** (calls are free on landlines).



REPORTING REPAIRS

To order a repair during office hours please call the Service Delivery Team on 020 7704 7300

OUT OF HOURS EMERGENCY NUMBERS

Lift Breakdown

0800 652 0692

Emergency repairs

020 7704 7300

Gas Leaks

0800 111 999

Anti Social Behaviour

0800 075 6699

You can also report a repair, pay your rent or contact us through the website www.isha.co.uk

PAYING YOUR RENT

To pay your rent or for enquiries about your rent account:

If you live in Hackney contact Les Hoyte on 020 7704 7346

If you live in Islington, Camden or Waltham Forest contact Ola Ogunlana on 020 7704 7350

You can also pay your rent with a credit card. To do so have your credit card details handy and ring either Les or Ola on the above telephone numbers

Call the Service Delivery Team on 020 7704 7300 to book an appointment with Capitalise for **free money advice**.

If you would like an article in this newsletter translated or in a different format contact us or tick the box then fill in your details and return it with the article.

Nëse doni të përkthyer ndonjë artikull të kësaj fletushke, n'a kontaktoni ose shënoni (√) në kuti, pastaj plotësoni detajet tuaja dhe n'a dërgoni formën së bashku me artikullin. <input type="checkbox"/> Albanian	إذا كنت ترغب في الحصول على مقال في هذه الرسالة الإخبارية مترجماً، اتصل بنا أو قم بالتأشير على الصندوق ثم املأ بياناتك وأعدّها مع المقال. <input type="checkbox"/> Arabic
যদি আপনি এই নিউজলেটারের কোন একটি আর্টিক্যাল অনুবাদ আকারে পেতে চান, তাহলে আমাদের সাথে যোগাযোগ করুন বা বক্সে টিক দিন তারপর আপনার বিস্তারিত পূরণ করুন এবং আর্টিক্যালসহ তা ফেরত দিন। <input type="checkbox"/> Bengali	Si vous souhaitez obtenir la traduction d'un article de cette lettre d'information, veuillez nous contacter ; alternativement, cochez la case, indiquez vos coordonnées et retournez-les avec l'article. <input type="checkbox"/> French
જો તમને આ સમાચાર પત્રમાં આપેલ કોઈ લેખનું ભાષાંતર જોઈતું હોય, તો અમારો સંપર્ક કરો અથવા ખાનામાં ટિક કરો અને તે પછી તમારી વિગતો ભરીને તે લેખ સાથે પછી મોકલી આપો. <input type="checkbox"/> Gujarati	इस सूचना का कोई लेख यदि आपको अनुवाद कराना हो तो कृपया हमसे संपर्क करें, या खाने में टिक लगा कर अपनी संपर्क सूचना लिखें और यह परची उस लेख के साथ वापिस हमें भेजें। <input type="checkbox"/> Hindi
Jeśli chcieliby Państwo otrzymać tłumaczenie artykułu w niniejszym biuletynie na inny język, proszę się z nami skontaktować lub zaznaczyć właściwe okienko a następnie wpisać swoje dane i zwrócić formularz wraz z artykułem. <input type="checkbox"/> Polish	Hadii aad jeceshay qoraalka warqada akhbaarta in lagu turjumo, nala soo xariir ama dhag sii sanduuqa yar markaa ka dib ku soo qor magacaagga iyo cinwaankaagga ee la' soo celi Qoraalka. <input type="checkbox"/> Somali
Si desea la traducción de algún artículo de este boletín, contáctenos o marque la casilla y luego incluya sus datos y remita la información con el artículo. <input type="checkbox"/> Spanish	Bu haber bültenindeki bir yazının tercüme edilmesini isterseniz, bizimle irtibat kurun ya da kutuyu işaretleyerek, bilgilerinizi yazın ve yazıyla beraber geri gönderin. <input type="checkbox"/> Turkish
Nếu bạn muốn bài nào được dịch ra trong tờ báo này, 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 bài báo đó. <input type="checkbox"/> Vietnamese	اس خبرنامے کا کوئی مضمون اگر آپ کو ترجمہ کرانا ہوتو براۓ مہربانی ہم سے رابطہ کریں یا خانے میں ٹک لگا کر رابطے کی معلومات بھریں اور یہ پرچی اس مضمون کے ساتھ ہمیں بھیجیں۔ <input type="checkbox"/> Urdu

Your Name:

Your Address:

ISHA, 102 Blackstock Road, London, N4 2DR Tel: 020 7704 7300 Email: isha@isha.co.uk

Contact the Service Delivery Team for all general enquiries and repairs

020 7704 7300, isha@isha.co.uk

Your Tenancy Services Manager

Dexter Edward 020 7704 7353
dextere@isha.co.uk

Teslim Fagbayi 020 7704 7341
teslimf@isha.co.uk

Geoff Henson 020 7704 7392
geoffh@isha.co.uk

Your Supported Housing Manager

Peter Ward 020 7704 7347
peterw@isha.co.uk

Your Resident Involvement Manager

Tullia Morris 020 7704 7349
tulliam@isha.co.uk

USEFUL TELEPHONE NUMBERS

Money/Debt National Helpline

0808 808 4000

Childline 0800 1111

24 hr Domestic Violence Help line

0808 2000 247

Samaritans 0845 7 909090

Camden Benefits Service

020 7974 5950

Hackney Benefits Service

020 8356 3399

Islington Benefits Service

020 7527 4990

Waltham Forest Benefits Service

020 8496 3000

GETTING BETTER

SUPPORTED HOUSING SURVEY RESULTS 2010



For the fourth year in a row Supported Housing tenants gave very positive feedback about the service they receive, according to the results of the annual survey carried out last autumn. Improvements have been made in many areas of the service but we will be looking to do even better in the future!

The survey was divided into sections which covered all aspects of the service. A brief summary of the main findings is outlined below:

Management & Support

Maximum scores or improvements were seen in seven out of the eight areas surveyed. However, whilst everyone said that their Housing Support Officer is always or sometimes easy to contact there was a slight shift from 'always' to 'sometimes'.

Tenants who receive a support service say that they find it most useful in maximising their benefits; budgeting, dealing with personal issues, liaising with gas, electricity and water companies; and accessing community facilities like libraries, social groups and leisure activities.

Your Home

Residents seem very satisfied with the area in which they live and with their homes in general. There was a drop of 10% in the number of tenants who thought the rent and service charge was about right however there was a slight increase in the percentage of tenants who think the rent and service charge provides good value for money.

The main area identified for improvement in previous years was gardening. This year satisfaction with the gardening service has improved more than any other area of the service.

Repairs & Maintenance

Least satisfaction was expressed with the repairs and maintenance service with only 50% giving full marks for how easy it is to report a repair. This is something that we will address at scheme meetings this year. On the positive side some very good comments were received about the workmen who carry out repairs and the quality of the work done.

Anti-Social Behaviour

Overall residents in Supported Housing seem untroubled by anti-social behaviour. Traffic noise does seem to be a bit of a problem for residents at Spring Villa and a barking dog has disturbed residents at Liz McKeon House and at Mintern Street. The owner of the dog has been identified and has been asked to keep their pet quieter.

Consultation, Communication & Involvement

In three of the four sections the results this year were either equal to or better than previous years. There was however a decline in the % of tenants saying that ISHA takes notice of residents views when decisions are being made. We will be making sure that at every residents meeting we demonstrate how their opinions have been considered and why a particular decision has been made.

Generally

Whilst 100% of tenants say that they were dealt with efficiently last time they contacted ISHA only 90% said that ISHA always treats them professionally, courteously and with respect. This is very slightly down on the two previous years.

In 2010 two new questions were added to the survey. These were:

a) On a scale of 1 to 5, where 1 is 'very poor' and 5 is excellent please indicate how you would rate ISHA as a landlord.

The averaged scores per scheme are:

11-21 Mintern Street:	4.67
Spring Villa:	4.83
Liz McKeon/20 Penn Street:	3.90

b) On a scale of 1 to 5, where 1 is 'very poor' and 5 is excellent please indicate how you would rate ISHA as a housing support provider.

The averaged scores per scheme are:

Spring Villa:	4.50
Liz McKeon/20 Penn Street:	4.35

To encourage a good response to the survey, ISHA offered a £20 Marks and Spencer voucher to anyone filling in their survey form who wished to be entered into a prize draw. The lucky winner was Mrs Norma Ellis from Liz McKeon House.

The above gives a very brief overview of the results of the survey.

For more detailed information please contact Peter Ward, Supported Housing Manager on 020 7704 7347.

GREEN LIVING FAIR

ISHA held its Green Living Fair on Saturday 29 January 2011. Those residents that managed to brave the cold and attend said:

- Excellent workshop for adults as well as kids
- A really interesting and pleasurable afternoon. I now know how to line my curtains and make my own paper bags. Thank you
- Very interesting and helpful information, thanks
- Excellent Fair, fun for everyone. Love more to be on

The Fair highlighted many different ways to save money for instance by lining curtains which helps to keep the heat in, which then means you use less energy to heat your home, and also how to use your leftover food and make a delicious banana cake with over ripe bananas:



Banana Cake Recipe

Ingredients:

2 ripe bananas (overripe is best)
170g caster sugar
170g self raising flour
170g soft margarine
3 eggs
A few drops of vanilla essence

Method:

Pre heat oven to 160C / gas mark 3
Use an electric whisk / a food processor
Add all ingredients and blend until well mixed
Pour into lined loaf tin
Bake for 1 hour
Cool and enjoy

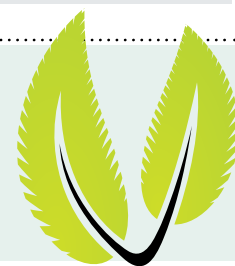
Top Tips

- If the cake tastes a bit 'heavy' put in a little less flour;
- If too sweet, reduce the sugar and add more banana
- Once you have perfected your recipe, why not mix it up a bit by adding a little extra. For example, some chopped walnuts.

As well as information on how to recycle your rubbish there were opportunities to re-use your rubbish. For instance how to make a purse from a juice carton, a bag from an old newspaper, jewellery from milk cartons and other bits and bobs, how to fix or donate your old electrical goods with Bright Sparks (225 – 229 Seven sisters Road, London N4 2DA (2 mins walk from Finsbury Park station), 020 7561 5515, www.islington.gov.uk/brightsparks).

ISHA IS GOING GREENER!

ISHA is investigating installing photo voltaic (PV) panels on roof tops. These panels convert energy from the sun into electricity. Where the PV panels are installed they will be used to reduce the cost of communal lighting and electricity costs for lifts. So watch this space for updates on this exciting project.



CONSTRUCTION TRAINING INITIATIVE (CTI)

In partnership with the CTI, ISHA is now providing 3 trainee placements on its site at Burbage House, Hackney. Tamba (pictured left), Jerome and Alex are working with the contractor, Durkans, and are all enjoying their placements as CTI bricklayer, electrician and plumber.

This is a fantastic opportunity for young unemployed people to provide them with the highest quality training and help them forge long lasting careers as construction professionals.

If you are interested in this scheme and would like more information, please feel free to contact any of the following: Kim Glasgow on 020 8357 5254, Jim Durcan on 020 8357 4655, Caroline Walker on 020 8357 4678 or email cwalker@nhg.org.uk



TIMECAPSULE BURIED TO MARK START OF NEW HOMES IN HIGH ROAD, LEYTON

Cllr Chris Robbins (second on the right), Leader of Waltham Forest Council, and Waltham Forest Cllr Marie Pye (in the middle), buried a time capsule to mark the beginning of redevelopment of a prominent site in the borough at the Northern End of Leyton High Rd. The site at the junction of High Road Leyton and Grange Park Road was previously occupied by the "Outlook" building and a mixture of other dilapidated buildings. The scheme being developed by Islington and Shoreditch Housing Association is part of a programme of improvements to the area in time for the Olympic Games.

All of the 36 new homes being built will provide affordable housing for local people. In keeping with the rest of the High Rd. the development will have ground floor retail units below the housing.

The scheme provides 30 affordable rented homes ranging in size from one to three bedrooms available to people nominated via Waltham Forest Council. A further 6 flats will be available as intermediate housing either as a part rent/ part buy arrangement known as shared ownership or as below market rent accommodation.



LOCAL AREA MEETINGS

Since May 2010 ISHA has been reporting on services being provided to residents by 5 local areas. This has been an effective way of monitoring and reviewing the services we provide. Due to the success of this we decided to change our management patches into local areas, and your Tenancy Services Manager now covers the whole of your local area patch.

We will now be holding Resident Meetings based on local areas. We have already had a meeting for Local Area 4 and the feedback from those present was very positive. Those in attendance enjoyed the meeting and felt it was very productive. Residents had the opportunity to meet residents from other estates and share their experiences. Some of the topics discussed during the meeting were anti-social behaviour and

security; cleaning & grounds maintenance; bid for better and estate inspections.

Dates for Areas 1, 2 and 3 have now been set as follows:

Local Area 2 - 8 March 2011
Local Area 1 - 22 March 2011
Local Area 3 - 23 March 2011

We will send every household within each area the details of where and when nearer the date of the meetings.

Local Area 5's (Waltham Forest) date has not yet been set, but will held before June 2011.

We look forward to seeing you at your local area meeting .

TENANCY AUDIT

ISHA is continuing with its planned programme of Tenancy Audits of its properties. This means we will be visiting you again in the near future. If you are not at home when we call we will try calling at a different time.

So far this has been a very useful exercise. It has enabled us to update our records and develop an accurate profile of our residents. Please feel free to let our staff know of your needs during the Tenancy Audit. The vast majority of our tenants live in their homes but it is likely that a small number of our residents do not play fair and sub-let their homes without permission. During our visit we will check that the tenant is living there and we will take back any homes that have been sublet.

The Tenancy Audit will be straightforward for every tenant who lives in their home. Tenants who have sub-let should contact their Tenancy Services Manager now to discuss their situation.

We would like to thank all those who have allowed us into their home and provided us with the information we requested. Once again thank you very much for your co-operation and assistance.










OUR PERFORMANCE IN QUARTER 3




October to December 2010



At a glance key:

 = Above target  = Just Below Target  = Below Target

Measure	Result	Target	What are we doing to improve our performance?
1. Responses to your Complaints, Letters & Phone Calls			
Replying to Complaints within the target time of 10 days	85.7% 	100%	Reason for Poor Performance? We missed some deadlines over the busy XMAS period when we were coping with the bad weather. To improve things Complaints are now managed on a Warning Light System whereby complaints falling out of time are highlighted to staff.
Replying to letters within the target time of 10 days	100% 	100%	No Target
Answering the phone within 15 seconds	91.5% 	95%	Reason for Poor Performance? Some of our staff were not able to get into the office when the heavy snow fell in November and again in December. To improve things We have introduced a new phone system from February 2011 and weather related problems are not currently affecting us in quarter 4.
2. Repairs			
The average number of days to carry out Repairs	10 days 	16 days	Above Target
The Number of overdue Gas Safety Checks carried out	1 	0	Reason for Poor Performance? At the end of quarter 3 there was only 1 case of no access for gas safety checks – a big improvement on quarter 2 when there were 5. To improve things We use stickers on the front door to warn of the danger of not having their gas services regularly inspected.
Repair appointments made & kept	68% 	85%	Reason for Poor Performance? This may be due to teething and administrative problems with our replacement repairs contractor, Chigwell, as well the bad weather preventing some repairs being carried out. To improve things See satisfaction with repairs – below..
Residents' satisfaction with repairs	88% 	95%	Reason for Poor Performance? We think there is a link between Chigwell's poor performance in keeping to appointment times and the decline in repairs satisfaction. To improve things We are contacting those residents who said they were dissatisfied to find out exactly why and what we can do to improve the service and increase their satisfaction.

3. Letting of empty properties			
How quickly we relet your home?	19 days 	29 days	Above Target
How many homes we re-let?	6	No target set	<i>For Information Only</i> In the previous quarter – Q2 we let 11 homes, and 8 before that in Quarter 1 so the total this year so far is 25
4. Rent Collected & Arrears			
What is the level of arrears?	5.5% 	5.5%	On Target
How much rent did we collect?	98.1% 	99%	We are almost on target and well on our way to achieve the target by the end of the Financial Year in March 2011
How Many Evictions for Rent Arrears were there?	1	No target set	Unfortunately after over a year of improving our arrears performance without evicting anyone, we had to evict a tenant who refused to pay their rent.
5. Resident Involvement			
How many residents have been involved this quarter	110	No target set	We are measuring how many residents have been involved – up to December 2010 this was 344 Residents.
Changes to ISHA's services because of resident involvement	4	No target set	Also being measured is the number of services changed, implemented or withdrawn as a result of your involvement. Up to December 2010 there were 25 changes to our services made as a result of residents' involvement.

CHANGES TO YOUR RENT & BENEFITS

By now all residents who have an **assured tenancy** will have received details of their new rent which applies from Monday 4 April 2011. Generally the rents have been increased this year by 5.1% in line with both inflation and the Government's rent formula. This "formula" is aimed at equalising rents across both Housing Association's and Local Authorities operating in the same areas. The Government has recently announced that the formula - of inflation + half a percent - will continue until 2015.

There are also a number of changes being introduced to the Housing Benefit system and to other benefits as well. Some of these changes, like the introduction of Universal Credit, are not due to come into play for another 2 years – in 2013 – but others, like the increase in non-dependant deductions, are coming into force from this April.

By now, those residents who are affected by the benefit changes should have received details of the change to their entitlement and how much you have to pay from your Local Authority Housing Benefit department. In most cases you are likely to have to pay more rent because the amount of Housing Benefit you receive may have gone down.

We are very aware that some residents may find it very difficult to cope with all these changes. So once again we would like to remind you that help is always at hand.

There are 2 dedicated Revenue Officers who are available to speak to you on all rent related matters:

- If you live in Hackney or Camden contact: **Les Hoyte** on **020 7704 7346**.
- If you live in Islington or Waltham Forest contact: **Ola Ogunlana** on **020 7704 7350**.

We are also very pleased to announce that our **FREE** and independent debt counselling service **CAPITALISE** will continue for at least another 12 months following the Government's decision to continue with some of its Financial Inclusion funding next year. Our service is provided by an independent organisation, Broadway, every other Wednesday from our offices at Blackstock Road and your privacy and confidentiality is **guaranteed**. To arrange your **FREE** Capitalise appointment, please contact your **Revenue Officer**.

HOW TO MAKE SURE WE GET MAXIMUM MONEY FOR OUR NEIGHBOURHOODS

A National Census is carried out every 10 years. The data that is collected from this census is used to plan how much money an area gets for schools, hospitals, transport and housing.

All ISHA's areas have less surveys returned – this means we are all losing out on how much money we get for our neighbourhoods.

All survey information is secure and no personal information can be accessed by anyone, or any organisation. **This is covered by an Act of Parliament.** Personal information is only made available **100 years** after the survey has been completed.

All households will be sent a survey from 7 March. The survey should be filled out, giving the details of everyone who has stayed the night in your home on Sunday 27 March 2011. The survey is not asking you who normally lives in your home, it is only interested to know who was in your home on that particular night. You should then send your survey back. The survey is scanned to check that your address has returned the form. **All addresses that have not been received will be visited by collectors from 10 April to ask you to complete the form. Again, they will ask you to remember who was in your home on Sunday 27 March.**

YOU SAID, WE DID...

Improving the way faults are fixed in ISHA's new properties

The Residents' Repairs Working Group looked at how to improve fixing faults in ISHA's new properties. As a result of this feedback, ISHA use a standard checklist to make sure everything is working before you move in. Where outstanding faults are identified, the resident is now given the list of all outstanding faults, (these are known as defects and are sorted by the developer over the first year of occupation). This list gives the dates of when the fault will be fixed. There are some faults that need to be left until nearer to the end of the first year, such as plaster cracks.

Focusing on your local area

Last year, residents identified what performance they would like reported to them on a more local level. ISHA has responded to residents wanting a more local focus, by now aligning it's housing management to local areas and holding residents meetings for each local area.

If you want us to do something differently, please phone us on 020 7704 7300, email us at haveyoursay@isha.co.uk or you can contact us through the website at www.isha.co.uk



SPOT THE DIFFERENCE COMPETITION

Can you spot the 6 differences between those 2 photos taken at ISHA Green Living Fair last month? We need to receive your entry by 30 April 2011 for a chance to win a £10 high street gift voucher in our competition draw.

You can either post it to Newsletter Competition, ISHA, 102 Blackstock Road, London N4 2DR, or scan in your entry and email it to isha@isha.co.uk. Good luck!

Mrs M. McCann from Walters House was the lucky winner in the competition from our December newsletter and her prize has been sent to her.