

ISHA news

MORE STRENGTHS THAN WEAKNESSES



The Audit Commission spent three days at ISHA early January to check out how we are doing with day to day repairs, resident involvement, gas safety and servicing by measuring:

- how easy it is for tenants to access our services;
- what tenants think of ISHA's customer care;
- how ISHA caters for different peoples' needs; and
- whether it provides value for your money.

You can email us with your views at inspection@isha.co.uk or phone Leila on 020 7704 7356. Full information is available on our website www.isha.co.uk



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Hugh Boatswain, Audit Commission senior manager, said:

'ISHA has made significant improvements in its services, which is shown by high levels of satisfaction. The Association is accessible and offers residents a wide variety of ways to get involved. Residents are positive about the repairs service and their safety is safeguarded by an efficient gas service.'



We are looking forward to working with our residents to develop an action plan together to address our weaknesses, and build on the strengths the inspection identified. We want your views to help us improve, and we will be using the following events so that you can tell us what matters to you most.

- Resident Forum** (all residents welcome) Saturday 13 March 2010, 2pm – 4pm at The St Luke's Centre, 90 Central Street, EC1V 8AJ
- Repairs Working Group** (all residents welcome) Focusing on how to measure local performance 24 March 2010 6pm at ISHA's Offices; (see article on page 5)
- Resident Involvement Conference** (all residents welcome) Saturday 27 March 2010, 10am - 4pm at the St Luke's Centre, 90 Central Street, EC1V 8AJ (see article on page 4)

EASTER OFFICE CLOSURE

The office will close at 5 pm on Thursday 1st April and will re-open at 9 am on Tuesday 6th April.



REPORTING REPAIRS

To order a repair during office hours (9.00am-5.00pm), please call the Repairs Helpdesk on 020 7704 7300.

If an emergency repair is required outside office hours call the following numbers:

LIFTS:

Outside office hours please report any lift emergencies to the normal emergency repairs line number: **0800 652 0692**

EMERGENCY REPAIRS (after office hours):

020 7704 7300

GAS LEAKS:

Transco **0800 111 999**

Please remember that you can also make repair requests on line on 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 Chauntae at ISHA on 020 7226 3753 to book an appointment with **Capitalise** for free money advice

If you have difficulty understanding this document because English is not your first language, or because you have difficulty in seeing the text, you can request a translation in your language, or a taped version in English, by ticking the appropriate box, completing your name and address and returning the document with this page to the address given below.

<p>ইংরেজী আপনার প্রথম ভাষা নয় বলে আপনার যদি এই কাগজটা বুঝতে অসুবিধা হয় অথবা আপনার এটা দেখতে অসুবিধা হয়, তাহলে আপনি আপনার ভাষায় এর অনুবাদ কিংবা টেপ করা সংস্করণ চাইতে পারেন। সেজন্য আপনাকে সঠিক বাক্সে টিক্ চিহ্ন দিতে হবে এবং আপনার নাম ও ঠিকানা লিখে এই পাতাসহ পুরো কাগজটা নিজের ঠিকানায় পাঠিয়ে দিতে হবে।</p>	<p>Si vous avez des difficultés à comprendre ce document parce que l'anglais n'est pas votre langue maternelle ou parce que vous avez du mal à voir le texte, vous pouvez demander une traduction dans votre langue ou une version en anglais sur cassette en cochant la case qui convient, en indiquant votre nom et votre adresse et en renvoyant le document avec cette page à l'adresse indiquée ci-dessous.</p>
Bengali	French
<p>W przypadku jakichkolwiek trudności ze zrozumieniem niniejszego dokumentu, spowodowanych barierą językową lub słabym wzrokiem, istnieje możliwość otrzymania tłumaczenia w języku polskim lub nagrania audio w języku angielskim. Proszę zaznaczyć jedną z poniższych kratek, wpisać swoje dane oraz adres i odesłać dokument wraz z niniejszą stroną na poniżej podany adres.</p>	<p>Haddii ay dhibaato kugu tahay fahamka dokumentigan sababtoo ah Ingiriiska ayaan ahaayn luqaddaada kowaad, ama waxaad arki karin farta qoraalka, waxaad codsan kartaa in laguugu turjumo luqaddaada ama qaybta Ingiriiska oo cajalad ahaan u duuban, si aad u codsadiid sax khaanadda ku habboon, adigoo ku buuxinaya magaca iyo cinwaankaaga kadibna dokumentiga oo uu boggaani weheliyo ku soo celi cinwaanka hoos ku qoran</p>
Polish	Somali
<p>Si tiene alguna dificultad para entender este documento debido a que el inglés no es su primera lengua o bien porque tiene dificultades para ver el texto, puede pedir que se traduzca el texto en su idioma o bien que se le envíe una versión de éste en cinta audio en inglés. Para ello marque con una cruz en la casilla adecuada, rellene su nombre y dirección y envíe el documento junto con esta página a la dirección que encontrará más abajo.</p>	<p>Asıl diliniz İngilizce olmadığı için bu belgeyi anlayamıyorsanız, bunu sizin için Türkçeye çevirebiliriz. Görme güçlüğüňüz varsa, size İngilizce sesli kaset yollayabiliriz. Bunun için lütfen uygun kutuyu işaretleyip adınızı, soyadınızı ve adresinizi yazdıktan sonra belgeyi bu sayfayla birlikte aşağıdaki adrese gönderin.</p>
Spanish	Turkish
<p>اگر آپ کو اس دستاویز کو سمجھنے میں مشکل درپیش ہے کیونکہ انگریزی آپ کی پہلی زبان نہیں ہے، یا آپ کو لکھائی دیکھنے میں مشکل درپیش ہے تو آپ مناسب خانے پر بیک کا نشان لگا کر، اپنا نام اور پتہ لکھ کر، دستاویز کو اس ورق کے ساتھ پیچھے دینے کے لیے پتہ پر واپس بھیج کر اپنی زبان میں اس کے ترجمے، یا انگریزی میں ٹیپ پر حاصل کرنے کی درخواست کر سکتے ہیں۔</p>	<p>I need a copy</p> <p>On Tape <input type="checkbox"/></p> <p>In Large Print <input type="checkbox"/></p>
Urdu	

Name:

Address:

ISHA, 102 Blackstock Rd, London N4 2DR Tel: 020 7226 3753 Email: isha@isha.co.uk

Tenancy Service Managers:

ISHA properties in Hackney:
Teslim Fagbayi 020 7704 7341

ISHA properties in Islington:
Dexter Edward 020 7704 353

ISHA properties in Waltham Forest & Camden:
Geoff Henson 020 7704 7392

PETER WARD
Supported Housing Manager
020 7704 7347 *Liz McKeon House, Mintern Street, Penn Street, Spring Villa*

TULLIA MORRIS
Resident Involvement Manager
020 7704 7349

USEFUL TELEPHONE NUMBERS

Money/Debt National Helpline
0808 808 4000

Childline 0800 1111
www.childline.org.uk

Domestic Violence Help Line
0808 2000 247 Free phone confidential service, operates 24 hours a day.

Samaritans 0845 7 909090

Islington Benefits Service
020 7527 4990
PO Box 34750, London N7 9WF

Hackney Revenue & Benefits Service
020 8356 3399 Minicom: 020 8356 3725
89-115 Mare Street, London E8 4RU

ANTI SOCIAL BEHAVIOUR HELPLINE AVAILABLE OUT OF HOURS

Further to a successful trial over the Christmas period, ISHA is maintaining the service provided by the Anti Social Behaviour Respect Line. It allows residents to report incidents of anti social behaviour outside of normal working hours.

We appreciate that ASB rarely takes place between 9.00am and 5.00pm, Monday to Friday, when you can call your Tenancy Services Manager, so we have introduced the ASB Respect Line service to enable you to call and report problems, as they are happening in your estates and communities. Whenever ISHA's offices are closed, the team from the ASB Respect Line is available!

They are working in partnership with a dedicated Anti Social Behaviour call handling team, who will be on hand to deal with any problems you report. The dedicated team is



able to make calls to the Environmental Health and Police on your behalf, whenever required.

So, if you are experiencing problems of anti social behaviour, regardless of how major or minor you feel they may be, or if you just require some advice about ASB issues in your estate/community, then please do not hesitate to **contact the ASB Respect Line service on: 0800 075 6699 (calls are free on landlines).**

PRISONER IN MY OWN HOME

By Stafford Cohen, our Resident Roving Reporter

Anti Social Behaviour affects lives in more than one way. Let's take you back in time to school and I am sure that you will always remember the name of the school bullies and how it affected you, years go by and still people are in fear of Anti Social Behaviour be that on the streets or from your neighbours,...yes neighbours.

I was speaking to an ISHA resident living in Holloway, who is a mother of 2 children ages 6 and 4.

She explained that it started about 3 years ago, with the playing of loud music. At the beginning she turned a blind eye saying live and let live, but as time went by the loud music turned into parties which went on into the early mornings.

On asking them to turn down the music, as her children would have to get up for school in the morning, all she got back was abuse. "As a single mother, I was in fear, people knocking on my kitchen window, and main door all the time during the day and even late at night. I did not want to go out of the flat. I was under stress, in pain and misery".

I contacted my Tenancy Services Manager who was very supportive.

ISHA did offer a choice of two flats to move into, but I have made this my home. My children are at a very good school and apart from my next door neighbours, I love the area.

It's very hard to live in a block of flats but if we as part of the human race try to see the other person's point of view we will receive the respect due.

The Tenancy Services Manager visited the resident and went through the issues she had been experiencing. She was provided with Anti-Social Behaviour diary sheets so that she could record the incidents as they occurred. He also visited the perpetrator and went through the allegations with them. The perpetrator was reminded of their tenancy obligations in relation to noise nuisance and the effect it was having on other residents, they were also informed of the consequences of their actions if the nuisance continued. Although it was time consuming, the result of this approach was that the noise levels dropped considerably and we hope that it allowed her to enjoy living in her home with her children.

So, if you are experiencing problems of anti social behaviour, regardless of how major or minor you feel they may be, or if you just require some advice about ASB issues in your estate/community, then please do not hesitate to contact your Tenancy Services Manager or outside working hours **contact the ASB Respect Line service on: 0800 075 6699 (calls are free from landlines).**



4TH

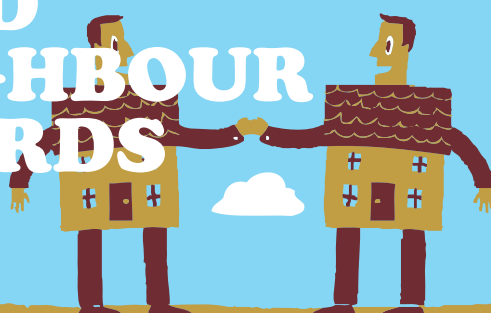
ISHA'S 4TH RESIDENTS' INVOLVEMENT CONFERENCE

Calling all residents - come along, get involved and have fun!

ISHA will be holding its 4th Residents' Involvement Conference on **Saturday 27th March 2010, 10am – 4pm at the St Luke's Centre, 90 Central Street, EC1V 8AJ.**

All residents are welcome including children, we will have a crèche running on the day so they can have fun too. If you would like a crèche space you will need to book it in advance, contact details are below. Lunch and refreshments will also be provided on the day.

GOOD NEIGHBOUR AWARDS



A few months ago we asked you to nominate a good neighbour for an award. The nominations are in and the awards will be presented at the Conference.



ANTI-SOCIAL BEHAVIOUR WORKSHOP

At a recent Residents' Forum meeting a discussion took place around the issue of anti-social behaviour. As it was such a hot topic we thought it would be a good idea to hold a workshop at the Conference to discuss how best to tackle the issue and give you information and advice.

Don't forget that you can now report any incidences out of office hours, more information can be found on page 3.

CHEAPER ELECTRICITY

In February, ISHA agreed a deal with The Monarch Partnership for the communal areas to be supplied electricity by just one company, Southern Electricity. This three year agreement is expected to save around 20% each year on current expenditure, and any savings will mean a reduction in your service charge for 2011-12.

HACKNEY YOUTH PRINT PROJECT

Come and join young people from Hackney Youth Print Project to print your own T Shirt designs - a chance for you to creatively express what your home means to you!



Repairs Working Group

The Repairs Working Group was set up at the request of the ISHA Residents Forum, to make sure there was a clear "Resident Voice" feeding into ISHA about the repairs services. ISHA management were also keen to set the group up to provide a focused channel for resident input about the services.

The scope of the group includes:

- responsive repairs
- defects in new developments
- gas servicing
- cleaning
- gardening
- aids and adaptations
- external decorations and repair.

The next meeting will be held on 24 March 2010 at 6pm at ISHA's Offices, and all residents are welcome. This meeting will be focusing on how to measure local performance. A website has been built by an ISHA Resident, using special software called a Wiki, designed to allow a group of people to work together on writing pages. All information about the group is regularly updated on this site. If you are an ISHA resident and want to contribute to the website, please go to <https://isharepairs.wiki.zoho.com> and follow the instructions on how to sign up

Setting your service standards

The recent inspection highlighted that our service standards are limited and not properly publicised in certain areas. We are reviewing our service standards as part of the post-inspection action planning. We want to know what matters to you most about how your service is delivered. Over the next two months we will be seeking your views at the events shown on the front page. Alternatively, you can tell us your views by:

Completing the survey on the website at <http://www.isha.co.uk>

Phone **Leila 0207 704 7356** for a telephone survey or tell us your views

Email inspection@isha.co.uk for a copy of the survey or to tell us what matters to you most.

Are you interested in influencing ISHA's new homes?

The Development sub committee is looking for additional members. The Development sub committee manages the programme of new developments for ISHA, for recommendation to the Main Board. We would welcome applications from residents who have an interest in regeneration, planning or green issues.

Please contact **Colin Archer** by phone 0207 704 7301, or email colina@isha.co.uk.

TIME BANKS

We will be featuring your local time banks at the Conference. A time bank is a new and exciting way for people to come together to help others and help themselves at the same time. Participants 'deposit' their time in the bank by giving practical help and support to others and are able to 'withdraw' their time when they need something done themselves.

You could give your time as a hairdresser and earn a time 'credit' and then 'spend' that credit by having another participant do your garden, teach you how to use a computer, walk your dog or whatever you want! Whatever skill you have someone else will want to use it.

There will be time banking participants at the Conference giving their time (and earning credits) so that you can get involved in arts and crafts, gardening and many other activities.

More information will be delivered to every ISHA household about time banking soon but why not book yourself a space at the Conference and you'll see time banking in action.

For more information and to book a space at the Conference / crèche places please contact Tullia Morris, Resident Involvement Manager, 020 7704 7349, 07930 202 317 or tulliam@isha.co.uk.



SUPPORTED HOUSING SURVEY RESULTS 2009

For the third 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. As shown in the table below improvements have been made in many areas of the service since last year but, as you would expect, there are also a few areas where we should try to do better!

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

A **↑** in the second column indicates that an improvement was recorded in 2009. A **↓** indicates that the result was not so good. **↔** means that there has been no change.

Supported Housing Survey Results 2009		
Management & Support:	2008	2009
% of tenants saying that their Housing Support Officer is always or sometimes easy to contact	100%	↔ 100%
% of tenants saying that they are treated professionally and politely by their Housing Support Officer	100%	↔ 100%
% of tenants saying that the support they received is excellent or good	92%	↑ 94%
% of tenants saying that the support service is always useful	50%	↑ 68%
Your Home:	2008	2009
% of tenants who like the area where they live	96%	↓ 92%

% of tenants who rate the size of their home as very good or good	96%	↓ 82%
% of tenants rating the security of their homes as very good or good	92%	↑ 100%
% of tenants who rate the overall condition of their home as very good or good	87%	↓ 86%
% of tenants who think the rent and service charge is about right	86%	↑ 96%
% of tenants who think the rent and service charge provides good value for money	100%	↓ 92%
Repairs and Maintenance:	2008	2009
% of tenants rating the ease with which they can report repairs as very good	64%	↓ 58%
% of tenants rating the quality of repairs work as very good	55%	↓ 50%
% of tenants saying that their last repair was carried out correctly first time	82%	↑ 87%
Consultation, Communication & Involvement:	2008	2009
% of tenants saying that they feel that ISHA takes notice of residents views when decisions are being made	82%	↑ 96%
% of tenants saying that they feel that ISHA is good at keeping them informed about things that may affect them	96%	↑ 100%
% of tenants saying they had noticed an improvement in the service since the last survey	38%	↑ 77%
Generally:	2008	2009
% of tenants saying that they feel that ISHA always treats them professionally, courteously and with respect	92%	↑ 93%
% of tenants saying that last time they contacted ISHA they were dealt with efficiently	91%	↑ 100%

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

Following the 2007 survey a simple action plan was drawn up to tackle the issues where improvement was needed. This was updated in 2008. The main areas identified for improvement were gardening and feeding back to tenants with the results of the survey. This year satisfaction with the gardening service has marginally improved but there has been a marked improvement in satisfaction with the way the survey results have been communicated to residents. This may be because last year we published the results in ISHA News, discussed the survey at residents meetings and posted the report on notice boards.

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 Catherine Gibbons from 20 Penn Street.

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.



Hurrah for Penn Street!
ISHA Chief Executive, Clare Thomson (left) presents Mrs Catherine Gibbons (centre) with her voucher watched by her keyworker Margaret Boachie-Yiadom

WHAT WE ARE DOING TO IMPROVE OUR PERFORMANCE

The areas where our performance fell short of target in the last quarter were:

1. Answering the Phone Within 15 Seconds
2. How Quickly we Relet your Home
3. Repairs to your Home

So what are we doing to improve things in these areas?

Answering the Phones

We only managed to answer 86.6% of calls within 5 rings- (15 seconds).

To improve things, we have restructured our front-line services and combined the reception team with the repairs team to form a new Service Delivery Team. We expect these changes to improve our telephone response in the next quarter's report. (See article on the Service Delivery Team on page 8)

Letting our homes

We missed the 29 day target by 3 days in quarter 3. This is a big improvement on our quarter 2 performance!

To improve things, we will be reviewing all our policies and procedures associated with empty properties and allocations and lettings policies by July 2010.

Repairs to your Home

The average time to carry out all repairs increased to 22 days in the last quarter against our target of 16 days. This figure is affected by a small but significant number of repair orders that are taking a very long time to complete – in some cases over 150 days.

To improve things, we have reviewed our contract with Connaught, introduced system improvements and expect to see improved performance by the next quarter's report.


Finally, we are very happy to announce that we are consistently reaching our target of carrying out annual gas checks on all our properties with gas appliances. Your co-operation in giving our gas engineers access to your homes is a key part of this success story. So, a big thank you to all residents who have helped us achieve this excellent level of performance.


For further information on our performance or to discuss this information in more detail, please speak to Mark Slowikowski, Revenue Allocations & Performance Director on 020 7704 7351 or email marks@isha.co.uk

Our Performance in Quarter 3











October to December 2009

At a glance key

 = On target

 = Just Below Target

 = Below Target

Measure	Actual	Target
1. Responses to letters and phone calls within target		
Replying to letters within the target time of 10 days	100% 	95%
Answering the phone within 15 seconds	86.6% 	95%
2. Repairs		
Average time for all Repairs to be carried out	22 days 	16 days
Repair appointments made & kept	81.9% 	82%
The percentage of gas safety checks carried out	100% 	100%
Residents' satisfaction with repairs	92% 	92%
3. Letting of empty properties		
How quickly we relet your home?	32 days 	29 days
How many homes we re-let?	20 	No target set
4. Rent collection		
What is the level of arrears?	5.7% 	6%
How much rent did we collect?	99.8% 	99.05%



HELPING YOU WITH YOUR RENT

By now all residents will have received details of their new rent which applies from the 5th April 2010. And in some cases, your rent for next year will have decreased!

However, despite this, we are very aware that some residents may be experiencing difficulties with paying their rent. So once again we would like to remind you that help is always at hand from ISHA staff and our friends at Capitalise.

There are 2 dedicated Revenue Officers who are available to speak to you:

- 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 also offer a **FREE** and independent debt counselling service run from our offices at Blackstock Road every other Wednesday. The service is provided by **CAPITALISE**, and your privacy is guaranteed. To arrange your **FREE Capitalise** appointment, please contact your Revenue Officer.



CAR PARKING

Do you have an ISHA car park, or one near you? How do you feel about the way it's organised?

We'd like to hear from our residents about how we can improve our car parking service, and we're interested in any way you think we can make it better.

If you've got an idea or comment, please contact Alexander Netherton on 0207 704 7390 or alexandern@isha.co.uk

In a few weeks, we'll be having a Car Park Working Group where residents can give their opinions face to face and talk in more depth about the way car parking works. If you'd like to attend, just contact Alexander.

Service Delivery Team

The creation of the Service Delivery Team on 1st February brought together the Customer Service Team and the Repairs Team into one team. The aim is to provide an improved and comprehensive service to you.

When you call us between 9am and 5pm on either 020 7226 3753 or 020 7704 7300 the officer taking the call will be able to deal with all repair calls and customer service enquiries, or will transfer other calls to relevant persons.

All the Service Delivery Officers – Monique Bailey-Edwards, Chauntae Bernard, Mumena Khatun and Selina Weekes – have undertaken extensive training to enable them to deal effectively with your calls.

Pauline Graham, the Service Delivery Manager, along with managing the team, will be driving customer service forward for the entire organisation.



Selina Weekes (left) and Pauline Graham

The telephone number to report emergency out of hours repairs (after 5pm and before 9am) remains 020 7704 7300. If you have any questions or queries please contact the Service Delivery Team on either of the above numbers.