

**Islington & Shoreditch
Housing Association Ltd**

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www.isha.co.uk



7th August 2020

Coronavirus (COVID-19) update

If your situation changes please let us know. This is so we can make sure any staff visiting you follow the correct safety procedures.

Keep up with Government guidelines to help keep you and others safe and healthy.

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance from people not in your household (2m apart where possible)
- wash your hands regularly

Contacting ISHA

Our customer services team can be contacted on **0300 131 7300** during office hours. You can also reach the team by emailing isha@isha.co.uk.

Residents can also contact us using **WhatsApp**, add us with +447950 972 098. WhatsApp is available during regular business hours.

Out of hours, you can report emergencies, including emergency repairs, to the out-of-hours service using the same number **0300 131 7300**.

Repairs

We have now returned to a full responsive repairs service. Our operatives are working under strict health and safety guidelines. While they work through the backlog of jobs postponed during lockdown, it may take slightly longer to book your repair in, however we will ensure that your repairs are done in a timely manner.

You will also receive a letter next week about the future of our repairs service – please look out for this, it is an opportunity to have your say!

Call **0300 131 7300** to report repairs to our team.

Coronavirus Resident Forum: Saturday 19th September, 10am-1pm

We have sent invitations to all residents to join our Resident Action Forum: Resident Experiences During Coronavirus. This will examine actions taken by ISHA, and how this has made an impact on residents. The forum will be an opportunity to reflect on these actions, to ensure we create a futureproof plan, with residents at its heart.

If you are interested in attending, please contact us by calling **0300 131 7300** or emailing scrutiny@isha.co.uk

The forum will either be held online or in person, with appropriate safety measures. Due to fast-changing Government regulations we will confirm this closer to the date.

Fire safety

With a hot weekend forecast, we remind all residents that for the safety of you, your neighbours and your building, you should not use any kind of barbeque on your balcony or rooftop terrace.

Communal doors should never be wedged open, even in warm weather – they are fire doors for your protection so must stay shut. We rely on you to ensure they remain shut.

We'd also like to remind you not to store items outside your front doors or inside communal intake cupboards – this is a fire safety precaution.

We are checking flat entrance doors to ensure fire safety. If an assessor visits, please provide access – all assessors should provide ID.

Gas safety

The safety of you and your neighbours is extremely important. We will continue to carry out essential gas safety checks. Engineers from our gas contractor FDH wear PPE and will follow all guidance.

Communal areas and noise

Please make sure you dispose of all recycling, general waste and bulk rubbish appropriately. Speak to your local council for their bulk rubbish pick up service. For advice on noise nuisance, please [look at our website](#).

If you feel unsafe

Please keep yourself and your family safe. Domestic violence is a crime – everyone has the right to be safe from fear. In an emergency, always dial 999. The national DV helpline operates 24/7 on 0808 2000 247. You can [report domestic abuse](#) to ISHA.

Playgrounds

All ISHA playgrounds (with the exception of Tray's Hill Close) have re-opened following risk assessments. Please follow social distancing guidelines.

Look after yourselves, and each other, and we will continue doing our best to support you.

Your ISHA Team