



# ISHA Residents' Newsletter November 2020

Welcome to the second edition of the ISHA resident newsletter.

In this edition, you can find information about how we are working in the current lockdown, as well as sources of support if you or your neighbours are facing difficult challenges, or feeling isolated.

You can also read about how our gas and electric contractor FDH brightened up one of our gardens, and find out more about our new way of working with other local repairs contractors.

We'll keep sending out coronavirus updates when services are affected by new restrictions. If you have any feedback about this newsletter, you can reach us by replying to this email.

Ros Selby, Head of Communication and Involvement

# ISHA services during Covid lockdown



We're now in week two of the second national lockdown. We hope that all our residents are keeping safe, healthy and staying connected wherever possible. As a landlord, we are ensuring that there is no break in service for you, our residents. Our repairs team is still working on routine and emergency repairs and our customer service team is still operating from the ISHA office, receiving and responding to calls. If you have any repairs to report or other queries, please contact us using the details below, so your call is answered, and your email is received.

- Phone: **0300 131 7300**
- Email: [isha@isha.co.uk](mailto:isha@isha.co.uk)
- WhatsApp (+447950 972 098) or on social media.

We've resumed calling those residents we are aware of who may find calls beneficial, or need extra support. If you are feeling isolated, or uneasy because of the lockdown, please let us know so we can help connect you with local services.

Please continue to pay your rent. If you are experiencing financial hardship, please get in touch with our accounts team and we can work with you. Call 0300 131 7300 and ask to speak with the customer accounts team.

# Green thumbs at Shoreditch Court



Our local gas and electrics contractor FDH Services gave back to the community on a wet and windy weekend this month. FDH's director Tom and his teammates put down their tools and picked up their shovels, helping refresh the communal garden at Shoreditch Court.

The end result? A great looking refreshed garden, and a bunch of happy residents! Thank you to Tom and the rest of the team for kindly lending their time and resources to the community.



# North London Cares



This brilliant organisation presented at a recent staff meeting, and we wanted to let you know about their work. North London Cares has 3 objectives for their work in Camden and Islington:

1. Reduce isolation and loneliness amongst older people and young professionals alike
2. Improve the connection, confidence, skills, resilience and power of all participants so neighbours can feel part of our changing city rather than left behind by it
3. Bring people together to reduce the gaps across social, generational, digital, cultural and attitudinal divides.

North London Cares are currently running their annual Winter Wellbeing programme, helping connect older residents, offering welfare assistance, running social clubs and reducing isolation. If you have a neighbour or family member who could benefit, you can refer them on the North London Cares website:

<https://northlondoncares.org.uk/make-a-referral>

North London Cares achieves their objectives through volunteering and donations. If you want to get involved or would like to donate, please visit their website here: <https://northlondoncares.org.uk/home>

This programme is just one of the local and friendly organisations with whom ISHA works closely. If you know of a neighbour, or you yourself could use a helping hand, let us know so we can connect you with the right team.

# ISHA and local food banks



With the uncertainty caused by the pandemic, some people in our communities are under severe financial pressure. A member of ISHA's Customer Service Team has launched a campaign so ISHA staff can support and donate to our local food banks. We'll update you on ISHA's fundraising efforts in the newsletter.

We hope you are not struggling, but if you do need a referral to a food bank or need other support, get in touch with us at [isha@isha.co.uk](mailto:isha@isha.co.uk) or on 0300 131 7300.

If you would like to donate to your local food bank, the Trussell Trust runs several across North East London. Details of how to donate to the Trussell Trust and other local food banks can be found on their websites below.

The Trussell Trust – food banks in Camden, Chalk Farm, Hackney, Islington, Tottenham, Tower Hamlets:

<https://www.trusselltrust.org/>

St John 's N4: <https://sjebp.com/soup-kitchen/>

Holy Trinity Food Bank Stroud Green:

<http://www.holytrinityfoodbank.org.uk/>

Kings Cross Food Bank: <https://www.kxc.org.uk/foodbank>

Rukhsana Foundation, Walthamstow:

<https://www.rukhsanakhanfoundation.org/>

Eat or Heat Walthamstow: <http://eatorheat.org/>

Bow Food Bank: <http://www.bowfoodbank.org/wp/>

# Our new repairs service



We wrote to you in August to ask you about our repairs service and how we can ensure it is fast, reliable and high quality. We were really pleased with the response – thank you for getting back to us with your insight and feedback!

We also told you that we would stop working with Mears from the Autumn. That has now happened, and we have started to work with new, smaller, local contractors in the past few weeks. So far we have had good reports from you. Let us know about any issues you have as we begin work with the new local companies. If you have any feedback about repairs, email [isha@isha.co.uk](mailto:isha@isha.co.uk).

This is a new era for our repairs. You can help us partner with local businesses who share our values.

There is still the opportunity for you to help appoint and monitor our new contractors. If you are interested in meeting with them and making sure they provide a good service, email us at [involvement@isha.co.uk](mailto:involvement@isha.co.uk).

If you work for or know a business that would be interested in carrying out repairs for ISHA, you can email us at [involvement@isha.co.uk](mailto:involvement@isha.co.uk) and we will send you details when we begin interviewing contractors to be part of our new repairs scheme.