

# ISHA news

## IT'S GETTING BIGGER AND BETTER

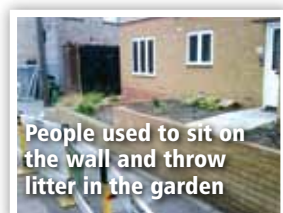
The Bid for Better programme is run by the Residents' Forum. It has been so successful that the ISHA Board decided to increase the budget. So now you can apply for up to £1,500 to make a change to your communal area/s. It's as easy as one, two, three...

- 1 Get an application form from your Tenancy Services Manager
- 2 Decide what you'd like to change and speak to your neighbours to see if they're in agreement
- 3 Fill in the application and a panel of residents will decide if you are successful!

Your Tenancy Services Manager can help you with the process. If you're interested contact:

**Dexter Edward** 020 7704 7353 [dextere@isha.co.uk](mailto:dextere@isha.co.uk)  
**Teslim Fagbayi** 020 7704 7341 [teslimf@isha.co.uk](mailto:teslimf@isha.co.uk)  
**Geoff Henson** 020 7704 7392 [geoffh@isha.co.uk](mailto:geoffh@isha.co.uk)

### Handsworth Avenue



People used to sit on the wall and throw litter in the garden



After the bid, all that's changed

### Lenthall Road



Not a pretty sight



Much better now!



Page 3  
My ISHA experience



Page 4  
Change things for the better



Page 5  
Celebrate Dignity Action Day



Page 8  
Feedback your views you could win £100!

## A CHANGE OF PLAN

**After three years of fun in sunny Hackney the Residents' Forum Annual General Meeting is moving. This year's Meeting will be held in the community room at ISHA's offices, 102 Blackstock Road, N4 2DR on Saturday 25 June from 2pm to 6pm.**

As well as food, drink and entertainment, the day will focus on the achievements of the Residents' Forum. Come and find out what the Forum is all about. Hear from other residents why they've joined the Forum, what the Forum has done to change services for ISHA residents and what it hopes to achieve in the future.

A free crèche will be available but must be booked in advance.

To book a crèche space or for more information please contact Tullia Morris, Resident Involvement Manager, 020 7704 7349, 07930 202 317 or [tulliam@isha.co.uk](mailto:tulliam@isha.co.uk).

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](http://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"/>	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"/>
Albanian	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"/>	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"/>
Bengali	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"/>	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"/>
Gujarati	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"/>	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"/>
Polish	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"/>	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"/>
Spanish	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"/>	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"/>
Vietnamese	Urdu

Your Name: .....

Your Address: .....

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

## Contact the Service Delivery Team for all general enquiries and repairs

020 7704 7300, [isha@isha.co.uk](mailto:isha@isha.co.uk)

### Your Tenancy Services Manager

Dexter Edward 020 7704 7353  
[dextere@isha.co.uk](mailto:dextere@isha.co.uk)

Teslim Fagbayi 020 7704 7341  
[teslimf@isha.co.uk](mailto:teslimf@isha.co.uk)

Geoff Henson 020 7704 7392  
[geoffh@isha.co.uk](mailto:geoffh@isha.co.uk)

### Your Supported Housing Manager

Peter Ward 020 7704 7347  
[peterw@isha.co.uk](mailto:peterw@isha.co.uk)

### Your Resident Involvement Manager

Tullia Morris 020 7704 7349  
[tulliam@isha.co.uk](mailto: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

# WORKING IN PARTNERSHIP TO TACKLE HOUSING FRAUD

Is a flat close to you being sublet? Do you know someone who has got their flat dishonestly? Are you aware of keys being sold?

**Blow the whistle on housing cheats**

When somebody rents their housing association home without permission or obtains a home through providing false information, they are guilty of **housing fraud**. They are using up valuable housing spaces and depriving families and vulnerable people on the waiting list. **It's not fair.**

ISHA has joined forces with the 4 boroughs we work in to tackle housing fraud. If you know someone who is unlawfully sub-letting please contact:

**In Camden:** Call the Camden Fraud Investigation Team on 020 7974 5848 or email [pst@camden.gov.uk](mailto:pst@camden.gov.uk)

**In Islington:** Call the 24 hour Housing fraud hotline on 020 7527 7432

**In Hackney:** Call Patrick Saunders Wright on 020 8356 2515 or email [Patrick.SandersWright@Hackney.gov.uk](mailto:Patrick.SandersWright@Hackney.gov.uk)

**In Waltham Forest:** Call the Fraud hotline on 020 8496 4299 or email [marc.mcauley@walthamforest.gov.uk](mailto:marc.mcauley@walthamforest.gov.uk)

If you would prefer to tell your Tenancy Services Manager, our contact details are:

Dexter Edward on 020 7704 7353 email: [dextere@isha.co.uk](mailto:dextere@isha.co.uk)

Teslim Fagbayi on 020 7704 7341 email: [teslimf@isha.co.uk](mailto:teslimf@isha.co.uk)

Geoff Henson at 020 7704 7392 email: [geoffh@isha.co.uk](mailto:geoffh@isha.co.uk)

**Your report will be treated in the strictest confidence and you can tell us without giving your name.**

# CLEANING AND GROUND MAINTENANCE CONTRACT REVIEW

ISHA is reviewing its cleaning and ground maintenance contracts for all its estates where this service is provided. The purpose of reviewing these contracts is to ensure our cleaning and ground maintenance service meets your needs, is of high quality and provides value for money.

Since you contribute towards the cleaning and ground maintenance on your estates, it is important you have your say on the frequency of the service/s provided.

**Your views matter to us.** Very soon you will be receiving a letter asking you a series of questions, such as would you like to increase or decrease the frequency of the cleaning and ground maintenance service on your estate.

**Please ensure you complete the questionnaire and return it to us in the stamp addressed envelope provided.**

## MY ISHA EXPERIENCE

by Benjamin K. Daniels

Working at ISHA has been a wonderful experience. I have learnt so much about what it means to work in the development department, and what it means to work as a whole. I feel that I have taken away some great qualities and skills such as organisation skills, social skills and self-awareness. The staff at ISHA has been extremely helpful and it has been great working with them; I am extremely thankful. Working here has opened my eyes to the careers that I may have never considered. I am just extremely grateful to be given the opportunity.



# YOUR HOUSING FUTURE?

The Government has announced a number of changes that may affect the way in which Social Landlords like ISHA allocate and let properties in the future.

In response, ISHA has revised its Allocations & Lettings Policy & Procedure and we have put together a new policy for letting some properties at up to 80% of market rents under the proposals for new Affordable Rented Housing.

These proposals are likely to affect both existing tenants, particularly those who want to move, and new tenants nominated to ISHA for housing by our Local Authority Partners.

Come along to the next Residents' Forum meeting on Thursday 7 July 2011 at ISHA, 102 Blackstock Road, N4 2DR, to find out more about these proposed changes and what ISHA is planning to do in response.

This is your chance to have a say about what we do in the future and to feed into your new Allocations and Lettings Policy & Procedure and the policy on Affordable Rented Homes.

If you would like more information about either of these documents, then please contact:

**Mark Slowikowski, Revenue Allocations & Performance Director, on 020 7704 7451 e-mail: [marks@isha.co.uk](mailto:marks@isha.co.uk) or write to me at 102 Blackstock Road, London N4 2DR.**

## DO YOU WANT TO BE INVOLVED IN ISHA'S DECISION MAKING

We are looking for new resident members of the Sub Committees of ISHA. There are three sub committees, Housing Services, Finance and Resources and Development. If you would like to put your name forward for any of these committees, please contact Clare Thomson, Company Secretary, [claret@isha.co.uk](mailto:claret@isha.co.uk) or write to ISHA, 102 Blackstock Road, London N4 2DR. We will be holding interviews in July 2011.

## CHANGE THINGS FOR THE BETTER

Would you like to make a real difference to how we do things?

Maybe you would like to tell us how your home or neighbourhood could be improved. Or how we should approach you or other residents with information and help which makes more sense to you.

ISHA wants to hear from residents who don't usually attend meetings or respond to our surveys. Whatever your age we want to hear from you!

### The big plan

With your help, we want to produce a new plan for how we talk to and get you as residents involved. You need to tell us what things matter to you and how we can do better. The plan will be published and put into action for all residents.

If you can help us with this big plan and you enjoy getting involved, there will be more benefits too. You might like the satisfaction of knowing you are making a difference. It might even help you in other ways, such as in your work or social life.

You can then start to change things for the better.

### Big plan – dates and times you can help us

Attend one of these Local Area meetings:

- 1) Local Area 1 – Islington – Tuesday 12 July, 2011 from 6pm to 8pm;
- 2) Local Area 2 – Islington & Camden – Monday 4 July from 6pm to 8pm;
- 3) Local Area 3 – Hackney – Tuesday 19 July, 2011 from 6pm to 8pm;
- 4) Local Area 4 – Hackney – Tuesday 26 July, 2011 from 6pm to 8pm;
- 5) Local Area 5 – Waltham Forest – Wednesday 29 June, 2011 from 6pm to 8pm;

Attend the Residents' Forum AGM on Saturday 25 June (2pm to 6pm) at ISHA's offices (see front page for more details).

If you would like more information please contact Tullia Morris, Resident Involvement Manager, 020 7704 7349, 07930 202 317 or [tulliam@isha.co.uk](mailto:tulliam@isha.co.uk).

**The big plan will be published by January 2012.**



# FLYING HIGH TO CELEBRATE DIGNITY ACTION DAY

There was no shortage of ideas when residents of 20 Penn Street celebrated Dignity Action Day by writing what dignity meant to them on balloons before releasing them high into the sky above Hackney.

On 25th February 2011 Dignity Action Day was marked with events by residents of ISHA's Supported Living Schemes at Liz McKeon House and 20 Penn Street.

Dignity Action Day which is supported by Dignity Champion, Sir Michael Parkinson, aims to ensure people in care are treated as individuals, are given choice, control and a sense of purpose in their daily lives. It also aims to provide them with a full programme of stimulating activities.

The residents described how they were cared for with dignity, with phrases like:

- I have my own space
- Someone listening to me
- To be respected
- I choose what I want to eat
- Staff knock on my door

As well as the balloon event, residents and staff baked cakes together and held a tea party, making the day a truly memorable occasion for them all.



## ISHA GOES TO THE MOVIES

The Premiere of the movies made by residents was held earlier this year at Chats Palace. 'A Trip to Paradise' is a short film that tells the tragic story of 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.



The second movie 'I Wouldn't Want to Live in a Mansion' is a short documentary film, made by residents, where ISHA residents talk about what they like about their homes and what they do not like about their homes. This film has been really useful for ISHA as another way of getting residents' views to inform on ISHA's strategy for improving our homes. One of the key outcomes of this film was to review the future of one of ISHA's oldest blocks, Shakespeare House. Following the making of the film, the Board agreed to re-develop Shakespeare House, and all Shakespeare House residents have now moved into new homes next door at Lyme Grove.

These movies, as well as two films made in the 1930's about the first ISHA homes, can be viewed on our website [www.isha.co.uk](http://www.isha.co.uk)

## JOB AND TRAINING OPPORTUNITIES

Whenever we have job opportunities available within ISHA around the time that the newsletter is sent out, we will include these in ISHA News. Please remember, all our job opportunities are advertised on our website [www.isha.co.uk](http://www.isha.co.uk) under Jobs at ISHA.

ISHA is a member of the Construction Training Initiative, which provides training placements for people who are interested in working in the construction industry. **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@nhhg.org.uk](mailto:cwalker@nhhg.org.uk)**

# OUR PERFORMANCE IN QUARTER 4

## January to March 2011





### At a glance key:

= Above target = Just Below Target = Below Target

Measure	Result	Target	What are we doing to improve our performance?
<b>1. Responses to your Complaints, Letters &amp; Phone Calls</b>			
Replying to Complaints within the target time of 10 days	72.5%	100%	We have reviewed our process and have now included complaints and responses as a high priority in all management meetings
Replying to letters within the target time of 10 days	77%	100%	We have reviewed our process and have now included letters and responses as a high priority in all management meetings
Answering the phone within 15 seconds	91.3%	95%	We have introduced a new Phone System and we need to make sure that the New System provides us with accurate performance information.
<b>2. Repairs</b>			
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	There was one resident who did not give ISHA access despite requests by letter and phone. This has now been resolved
Repair appointments made & kept	89%	85%	Above Target
Residents' satisfaction with repairs	94%	95%	Just Below target
<b>3. Letting of empty properties</b>			
How quickly we relet your home?	19 days	29 days	Above Target
How many homes we re-let?	7+ 48	No target set	<i>For Information Only</i> Over the past year, including our supported housing homes, we re-let 47 homes. We also let 48 NEW Homes in Quarter 4

#### 4. Rent Collected & Arrears

What is the level of arrears?	4.4% 	5.5%	On Target
How much rent did we collect?	99.81% 	99%	On Target
How Many Evictions for Rent Arrears were there?	0	No target set	For Information Only

#### 5. Resident Involvement

How many residents have been involved this quarter	158	No target set	We are measuring how many residents have been involved. The total number involved this year – up to the end of March 2011 was 427 residents.
Changes to ISHA's services because of resident involvement	3	No target set	Also being measured is the number of services changed, implemented or withdrawn as a result of your involvement. The total number this year – up to March 2011 was 29 changes to our services made as a result of residents' involvement.

## YOU SAID, WE DID...

ISHA's cleaning specification is now on ISHA's website under the In your Area section. Where you choose to change your specification through the review that is being carried out at the moment (see page 3), we will update your area page to show these changes.

**Have your say through Facebook.** Residents asked us to set up a facebook page as part of the re-design of the website. We have set up **ISHA – Choose Your Repair Contractor**. Write on our wall with your feedback, and check back regularly for our updates and information, so that you can help with influencing our new repairs contract which will change next year.

**Communal repairs performance** has now been added to your local key performance reports. These reports are displayed on your notice boards, and can also be viewed on ISHA's website [www.isha.co.uk](http://www.isha.co.uk) at the 'In your Area' section.

**Residents' Forum AGM** will start at 2pm on Saturday 25 June 2011 (see the front page). The start time has been made later at the request of residents.

**The security entry system** has been changed at one of our blocks as a result of consultation with our residents.

## HELP CHOOSE YOUR NEW REPAIR CONTRACTOR



ISHA is changing your repair contractor next year. It is really important that we get your views on what you want from this service. We have set up a Facebook page for you to tell us, **ISHA – Choose Your Repair Contractor**.

If you want to be involved in making the choice of the contractor tell us via our Facebook Page. To find our page on Facebook, log on to your Facebook account and search for **ISHA – Choose Your Repair Contractor**. Write on our wall with your feedback, and check back regularly for our updates and information. There is a link to this page from our website. You can also tell us at your Local Area Meeting (the dates are on the back page); by phoning 020 7704 7300; emailing us at [haveyoursay@isha.co.uk](mailto:haveyoursay@isha.co.uk) or by writing to us at 102 Blackstock Road, London N4 2DR. If you want to have a more detailed discussion about choosing our repair contractor, please contact Jenny Donaldson, Operations Director at [jennyd@isha.co.uk](mailto:jennyd@isha.co.uk), 020 7704 7329.

What you think will be used to shape the kind of repairs service ISHA will provide over the next 5 years.

The Service Delivery Team will commence Customer Service Training on the first Thursday of every month from 2 June 2011. Repair calls to the office before 10.30am on the first Thursday of every month will be taken by our contractors, Chigwell.

If you would like to contact a member of staff in the office during this time, please see our current organisational chart for telephone numbers and email addresses which can be found on the ISHA website under the heading "contact us". All of our direct line telephone numbers will start with 020 7704 7 – the last three digits are the extension numbers.

# FEEDBACK YOUR VIEWS AND YOU COULD WIN £100!

As part of our commitment to listening to and acting upon your views we are carrying out a postal survey to find out how satisfied you are with your home and the services you receive from us. This important information will be used to help improve our services in future. The last survey was carried out 3 years ago in 2008.

The survey will be carried out by the National Housing Federation (NHF) as part of their Feedback service. This will ensure that all your answers will be treated in the strictest confidence, and used for research purposes only. This also means that it will not be possible for any person or address to be identified from the survey findings.

The survey form, containing around 40 questions has already been sent to all residents and we would very much appreciate your help in improving the services we provide.

So please help ISHA to improve our services to you by completing the questionnaire and returning it to Feedback in the pre-paid envelope supplied. (No stamp required).

I very much hope that you will take part and would like to thank you for your help in advance. Three questionnaires will be drawn at random from those returned, and the lucky winners will receive prizes of £100, £75 or £50.

If you have any questions or concerns about this survey, please contact me – **Mark Slowikowski, Revenue Allocations & Performance Director** on 020 7704 7351 or via e-mail [marks@isha.co.uk](mailto:marks@isha.co.uk) or by writing to me at:

**102 Blackstock Road, London N4 2DR**

I will be more than happy to answer any questions you might have about the survey.

## LOCAL AREA MEETINGS

These are the dates for your next Local Area meetings:

- 1) Local Area 1 – Islington – Tuesday 12 July, 2011 from 6pm to 8pm;
  - 2) Local Area 2 – Islington & Camden – Monday 4 July from 6pm to 8pm;
  - 3) Local Area 3 – Hackney – Tuesday 19 July, 2011 from 6pm to 8pm;
  - 4) Local Area 4 – Hackney – Tuesday 26 July, 2011 from 6pm to 8pm;
  - 5) Local Area 5 – Waltham Forest – Wednesday 29 June, 2011 from 6pm to 8pm;
- You will all be written to with the details of the venues and how to get there nearer the time of the meeting. We look forward to seeing you at your local area meeting.

## GREEN FINGERS



Are you proud of your window box or garden?

Do you want to send us a photo with your details (either by post to our office or by email to [Isha@Isha.co.uk](mailto:Isha@Isha.co.uk), for the attention of the Newsletter Desk) and we'll feature it in our next newsletter.



## SPOT THE DIFFERENCE COMPETITION

Can you spot the 6 differences between these two photos of ISHA's new Lyme Grove scheme? We need to receive your entry by 31st July 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](mailto:isha@isha.co.uk). Good luck!

Ms Kamara Thorpe of Barnes House was the lucky winner in the competition from our March newsletter and her prize has been sent to her.