

ISHA news

HEADLINE RESULTS FROM OUR RESIDENT SURVEY

The first headline figures for ISHA's Resident Satisfaction Survey were received at the end of July. We will be working with residents to identify what we need to do to improve from this very valuable feedback. A summary report will be published in October 2011 for all residents, which will also tell you how you can be involved in developing the improvement action plan.



Page 4
Residents' Forum AGM



Page 7
Resident Survey



Page 5
Facebook Repairs



Page 8
Solar Panels

NEW SUPPORTED HOUSING PROJECT



Last month the final new resident moved into a special project for adults with learning disabilities in Islington.

In early 2011 ISHA was delighted to enter into an agreement with the London Borough of Islington to house 10 vulnerable adults on one estate in the Borough.

The self contained single person flats have been let to adults referred by Islington Learning Disabilities Partnership (ILDPP). On site support (including weekend and night time cover) is provided by Centre 404.

The residents couldn't wait to move to their new homes and have settled in quickly. When asked what they thought about their homes they agreed that they were happy and that they got on well with their neighbours.

% fairly satisfied or very satisfied with landlord services	83% 1% increase
% very or fairly satisfied that their views were taken into account	60% 3% decrease
% satisfied or very satisfied with repairs and maintenance	83% 1% increase

The % increase or decrease is in comparison to the results ISHA achieved in 2008. See page 7 for more details.

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

WORKING IN PARTNERSHIP BRINGS RESULTS

In our June 2011 Newsletter we informed you that ISHA has joined forces with the 4 boroughs we work in to tackle housing fraud. Below are some of the successful outcomes from our partnership:

ILLEGAL SUBLET

Case one We received a report from one of our tenants about a flat being sublet. Following an internal investigation we referred the case to our partners. Their enquiries led them to Australia where our tenant is now working and living. He had sublet his flat to a couple and was planning for his son to succeed his tenancy. Once contact was made with him in Australia, the tenant handed in his termination notice and returned the keys with vacant possession.

Case two ISHA had received reports from residents about a property being sub-let; further checks revealed the tenant has bought another property and is not using his ISHA home as his sole & principal home. Appropriate legal action is being taken against the tenant.

ISHA takes tenancy fraud very seriously and will continue to work with our partners in tackling this menace because we want to ensure that ISHA homes are there for those who need them.

We do need your assistance in tackling tenancy fraud; please feel free to report any suspicious activity in your neighbourhood to your Tenancy Services Manager or our partners:

Camden: Please call Camden Fraud Investigation Team on 020 7974 5848 or email pst@camden.gov.uk. You can also contact Dexter Edward on 020 7704 7353 email: dextere@isha.co.uk

Islington: Please call the 24 hour Housing fraud hotline on 020 7527 7432. You can also contact Dexter Edward on 020 7704 7353 / email: dextere@isha.co.uk or Geoff Henson at 020 7704 7392 / email: geoffh@isha.co.uk

Hackney: Please call Patrick Saunders Wright on 020 8356 2515 or email Patrick.SandersWright@hackney.gov.uk. You can also contact Teslim Fagbayi on 020 7704 7341 / email: teslimf@isha.co.uk or Geoff Henson on 020 7704 7392 / email: geoffh@isha.co.uk.

Waltham Forest: Please call the Fraud hotline on 020 8496 4299 or email marc.mcauley@walthamforest.gov.uk. You can also contact Teslim Fagbayi on 020 7704 7341 / email: teslimf@isha.co.uk.

Your report will be treated in the strictest confidence and can be given anonymously.



MESSAGE FROM CLARE THOMSON, ISHA CHIEF EXECUTIVE

ABOUT THE RECENT RIOTS

Keeping your homes safe

Thank you to all our residents for your patience during the unrest in August. I know how frightening the events were, and ISHA's staff were actively involved in ensuring that our areas were safe. This included checking on homes nearest to areas of unrest and removing any flammable objects left near our properties. The reduction in items that are dumped near our homes certainly assisted in reducing the threat to your homes, and I would ask that you all continue to ensure that unwanted goods are disposed of properly. For the removal of bulk items you should contact your local authority, or alternatively Homestore is a company which will collect quality used furniture free of charge. Contact number 020 8529 6264.

Residents have raised with me that there was no notice on our website regarding the riots. As a result of this feedback we will create a new web page called In Case of an Emergency, which will give you the key contact numbers and the link to your local authority's website. This is likely to provide the most up to date local information regarding any emergency.

Evictions as a result of rioting

Residents have also asked what action ISHA will take in relation to people living in our homes who are arrested for crimes relating to the riots. ISHA takes firm action against people who commit crime and anti-social behaviour, in line with the tenancy agreement.

Where an ISHA tenant persistently commits offences near where they live, eviction may be an appropriate last resort for the good of the local community.

We believe the criminal justice system is well-placed to punish those found guilty of rioting. Where this involvement in rioting fits into a wider pattern of an individual's behaviour, we will take legal action. We will continue to work with the police and our local Boroughs to keep ISHA residents safe.

TIME FOR CHANGE

The Residents' Forum held its Annual General Meeting with a difference this year. It was held at ISHA's offices and the focus was squarely on the business.

Aaike van Renssen, Chair of two years, stepped down and Michael Wardle was voted in. Stafford Cohen-Powell was again voted in as Vice-Chair.

After the hard work it was time to let our hair down and get the waist lines moving with a belly dancing lesson and some food!

The Forum is open to all ISHA's residents and works with ISHA for the better to:

- Change things for all residents
- Challenge the way ISHA works
- Advise on what's best for ISHA residents
- Hold ISHA to account

The Forum meets at least six times per year, usually on a Thursday evening at ISHA's offices however there are some Saturday meetings that have a crèche attached. The meetings do have an agenda but are quite friendly and informal and all are welcome to attend.

Future meeting dates are:		
Thursday 15 September	6 – 8 pm	ISHA offices
Saturday 15 October	2 – 4 pm	venue to be advised
Thursday 15 November	6 – 8 pm	ISHA offices

If you would like further information or have a suggestion for an agenda item you can contact the Forum Chair via forum-chair@isha.co.uk or Tullia Morris, Resident Involvement Manager, tulliam@isha.co.uk, 020 7704 7349 or 07930 202 317.



SERVICE CHARGES

Residents have asked to be involved in setting their service charges.

This is so that you can have your say in what services are being provided and how ISHA can give you value for money. This autumn ISHA will be setting the service charges for the next year which take effect from April 2012.

There are already some changes planned as a result of your feedback. We will explain to you why service charges have gone up if they do. Residents have also asked for clearer descriptions on the service charge breakdowns – we will provide them for all future service charges.

If you would like to be involved in the setting of your service charges, and how you think we could change them for the better or get more value for money for residents, then please contact alexandern@isha.co.uk Alexander Netherton, Service Charge Officer on 0207 704 7390.



RESIDENTS CONTENTS INSURANCE

NOW AVAILABLE TO SHARED OWNERS & LEASEHOLDERS AS WELL AS TENANTS

ISHA has recognised some of the problems that residents face in obtaining 'Household Contents Insurance' and has therefore arranged a contents insurance scheme geared towards your needs and underwritten by Royal & Sun Alliance Insurance plc.

The insurance policy includes the following benefits: No excess payable on any claim and no need for a bank account.

- The insurance is available to all residents subject to scheme acceptance criteria
- New for old cover (except clothing & household linen)
- Cover for accidental damage to televisions, hi-fi systems etc
- Cover for theft or attempted theft etc.

There are reduced rates for residents who are aged 60 and over in receipt of state pension. Cover starts from £6,000 up to £40,000 from £0.87p per week. For all other residents the cover starts at £9,000 up to £40,000 from £1.44 per week. Premiums are payable weekly, fortnightly, monthly or annually.

PLEASE MAKE SURE THAT YOU CARRY OUT YOUR OWN COMPARISON FIGURES. THIS SCHEME IS NOT PROVIDED BY ISHA BUT IT HAS BEEN ARRANGED AND DESIGNED SPECIFICALLY FOR HOUSING ASSOCIATION RESIDENTS.

For further information please pick up an application form from ISHA or you can download one from our website at www.isha.co.uk. Alternatively you can write to us at:

Residents Contents Insurance, Islington and Shoreditch HA Ltd, 102 Blackstock Road, London N4 2DR

facebook

FACEBOOK REPAIRS

ISHA is now on Facebook. If you search on Facebook or Google for 'ISHA – Choose Your Repairs Contractor' you'll find our group.

If you join the group you'll be able to see information about how ISHA is finding its new repairs contractor, such as the information on the tenders we have received.

You'll also be able to ask questions on our wall, and comment on the process. On the page you'll also see the chances you have to get involved and help choose the ISHA's repairs contractor.

IMPROVING YOUR CLEANING AND GROUNDS MAINTENANCE SERVICE

As you may remember we recently sent you a **Cleaning and Grounds Maintenance consultation questionnaire**. We wanted to know if you felt that the frequency of the cleaning and grounds maintenance was appropriate and if there were any issues that we needed to be aware of. Thank you to all of you who responded.

Unfortunately we received a very low response rate from you, only 10% of our residents replied. To be able to make a change to a service we require at least 50% of households in a block or estate to be in agreement.

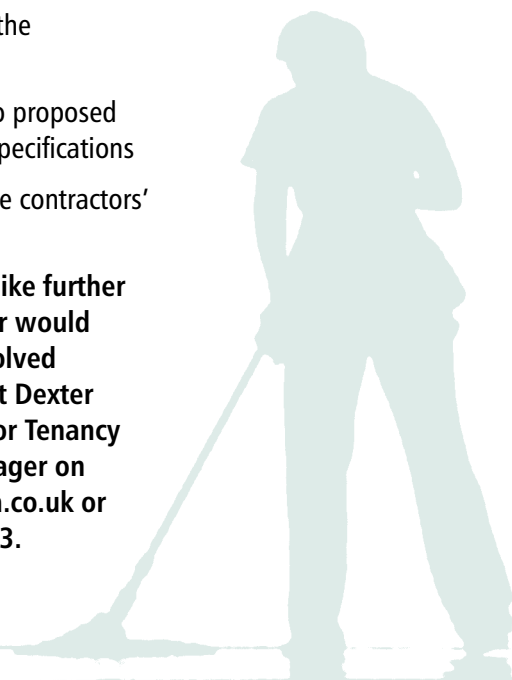
To ensure that there are more opportunities for you to have a say in the service we are going to pilot a one year cleaning and grounds maintenance contract for each local area.

During the year we will be able to assess the best way of delivering the service to ensure both value for money and that your requirements have been fully taken into account. Once we have got this right we will go for a longer term contract.

Ways you can be involved:

- Selection of the contractors
- An input into proposed changes to specifications
- Review of the contractors' performance

If you would like further information or would like to be involved please contact Dexter Edward, Senior Tenancy Services Manager on dextere@isha.co.uk or 020 7704 7353.



OUR PERFORMANCE IN QUARTER 1

April to June 2011



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	87%	100%	2 complaints were not responded to within the target time. All staff involved in a complaint are now given a daily reminder to ensure the full response is provided within the target time.
Replying to Letters within the target time of 10 days	83%	100%	1 out of 6 letters was not responded to on within our service standard. In the resident survey only 1% of residents contacted ISHA by letter and 6% by email. We are therefore developing a method for including email responses in the monitoring of this standard.
Answering the phone within 15 seconds	N/A	95%	We are still configuring our New Telephone Service to provide the data we require.
2. Repairs			
The average number of days to carry out Repairs	8 days	16 days	Above Target
The Number of overdue Gas Safety Checks carried out	8	0	The Operations Team as a whole are involved in gaining access to the properties with overdue gas checks.
Repair appointments made & kept	93%	85%	Above Target
Residents' satisfaction with repairs	92%	95%	Just Below target
3. Letting of empty properties			
How quickly we relet your home?	25 days	29 days	Above Target
How many homes we re-let?	14 + 5 = 19	No target set	<i>For Information Only</i> In the last quarter we re-let 14 homes. We also let 5 NEW Homes!

4. Rent Collected & Arrears			
What is the level of arrears?	5.93% ↓	5.5%	We are carrying out further analysis to identify why arrears are increasing and whether this is linked to changes in Housing Benefit entitlement, unemployment or other factors.
How much rent did we collect?	90.27% ↓	99%	This target is one that we aim to reach at the end of the year (March 2012) it is not unusual to see this low percentage at the start of the year
How Many Evictions for Rent Arrears were there?	2	No target set	For Information Only
5. Resident Involvement			
How many residents have been involved this quarter	117	No target set	We are measuring how many residents have been involved. The total number involved this year – up to the end of June 2011 was 117 residents.
Changes to ISHA's services because of resident involvement	2	No target set	Also being measured is the number of services changed, implemented or withdrawn as a result of your involvement. So, the total number this year – up to June 2011 = 2 changes to our services made as a result of residents' involvement.

ISHA RESIDENT SURVEY 2011

Key Findings

Some of you may remember that we were particularly pleased with the results in 2008 when we improved our overall tenant satisfaction rating by 21% from 61% in 2005 to 82% in 2008. This year we are very pleased to say that, not only have we maintained our position, we have slightly improved on it, with 83% of tenants saying that they were happy with the overall service we provide.

This result compares very well with other London associations who have also carried out the same survey. Our 83% is better than the London groups' average score of 72% and compares quite well with other associations right across the country, where the average was 85%. Survey results very often score lower in London than elsewhere.

This year we also carried out a comprehensive survey of ISHA home-owners; both leaseholders and shared owners. The results are very good when compared to other similar organisations, both in London and Nationally. But the results are lower for home-owners than for tenants. 59% of home-owners said they were satisfied with the overall service we provided (we did not carry out a similar survey of this group in previous years). This compares well with the average across the country, where only 55% of home-owners say they are satisfied overall.

However, we are aware that homeowners are generally not as satisfied as our tenants and we will be following this finding up in the coming months to see how we can improve the services we deliver to both leaseholders and shared-owners. Demonstrating value for money is a key issue raised by residents in the survey.

81% of tenants were happy with their neighbourhood as a place to live – up by 7% from 2008 when we scored 74% and 64% in 2005. We consider that this proves the success of our Estate Services Strategy, using on site Estate Officers managed by your Tenancy Service Managers.

Thank you for taking the time to feedback

Finally, we would like to thank all 480 tenants and 76 homeowners who took part in the survey by completing and returning their forms. We are pleased to announce that the following residents were the prizewinners who were drawn randomly by Feedback the company carrying out the survey:

1. A Resident at Thurstan Dwellings in Camden who wins the 1st prize of £100.
2. Miss Ofosu of Forest Road in Walthamstow who wins the 2nd prize of £75
3. Miss McKen of Shore Road in Hackney who wins the 3rd prize of £50

Congratulations to you all!

A summary report will be produced for residents in October, but in the meantime if you want to find out more about the survey results then please contact

Mark Slowikowski, Revenue Allocations & Performance Director on 020 7704 7351 or by e-mail at marks@isha.co.uk or at the usual address 102 Blackstock Road London N4 2DR.



SOLAR PANELS



This autumn ISHA will be fitting solar panels to 42 blocks and houses. If your home is one of the properties, we will have already notified you. Unfortunately, not all schemes were suitable.

The panels will be fitted onto the roof, so the installation will be simple and quickly carried out. There is a chance that during the work that your television reception may be affected.

While the works are going on, we recommend that if you have a garden you move any valuables inside.

ISHA will sell the electricity the solar panel create and the money received will then pay some your electricity service charge costs. As well as this benefit, electricity produced this way means less fossil fuels will be used, and carbon emissions will be lowered.

If you have any queries about the solar panel work, then please contact ISHA on 0207 704 7300 or isha@isha.co.uk

HR & COMMUNICATION ASSISTANT WANTED AT ISHA

We currently have a vacancy for a HR & Communication Assistant to cover maternity leave for a period of 9 months. The salary is £27,009 per annum pro rata for a period of 9 months.

We are looking for an enthusiastic, self motivated team player who is also able to work on her/his own initiative. Ideally you will have experience of working at a Senior PA level.

You should have excellent computer skills including website administration, and demonstrable communication skills including report writing, drafting of own correspondence, preparing information for the website and other resident information.

The ability to handle confidential and sensitive information is a must.

Please download further information and an application pack directly from our website at www.isha.co.uk. Alternatively, you can e-mail HR@isha.co.uk, call our 24-hour recruitment line on 020 7704 7325.

Closing date for applications is 5pm on 4 October 2011. Interviews on 13 October 2011

ISHA is an equal opportunities employer and would welcome applications from people with disabilities.



SPOT THE DIFFERENCE COMPETITION

Can you spot the 7 differences between those 2 photos of the front page of ISHA's new Annual Report? We need to receive your entry by 15 November 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!

Ms Annette Willie of Stables Lodge was the lucky winner in the competition from our June newsletter and her prize has been sent to her.