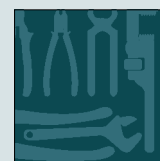


ISHA news



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can make a
great home

Residents and staff at Penn Street celebrate their Supporting People Review scores

FRAIL ELDERLY SCHEMES IN HACKNEY SCORE WELL... BUT AIM TO GET EVEN BETTER!

'Robust documentation process in place', 'overall service users were positive about support being received' and 'the ISHA support worker showed a positive attitude regarding his role and relationship with service users' are just three of the positive comments in the report recently received following the visit from the Supporting People Compliance Team to 20 Penn Street and Liz McKeon House earlier this year.

Although there are six objectives in the Quality Assessment Framework (QAF), ISHA was appraised in three areas. Having seen all the evidence the Compliance Team awarded 'A's for Assessment and Support Planning' and 'Security, Health and Safety' and a 'B' for 'Safeguarding and Protection from Abuse'.

Whilst we are happy with the result of the visit we have drafted an action plan to address the issues that were raised. This focuses on evidencing service delivery in general and on bringing the 'B' up to an 'A'.



**SEASONS
GREETINGS
TO ALL OUR
RESIDENTS!**

**The office will close
at 5pm on Friday
23rd December and
re-opens at 9am on
Tuesday 3rd January.**

**For any emergency repair
please call the usual out of
hours number on 020 7704
7300. For gas leaks call
Transco on 0800 111 999.**

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"/>	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 chciałby 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

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

We have changed the way we do things because of the feedback you have given us



You said you would like the Annual Report to be produced in a calendar format, so that the report was of more practical use to residents

This year's annual report was produced as a 15 month calendar, from October 2011 to December 2012

The Residents' Forum identified the things that matter most to residents about what ISHA includes in its reports

This year's annual report was shaped by the Residents' Forum input

Residents asked for ISHA's website to include information of who to contact in an emergency, especially if ISHA cannot be contacted because of the emergency.

A new button has been put on the ISHA website www.isha.co.uk called "In Case of an Emergency", and it gives all the contact details for emergency services and links to your Borough's website

Stop sending me glossy newsletters and annual reports through the post. Save money and send it to me by email

We are working on a secure system to send your newsletter and annual report by email, if you ask for this. See details below on how you can subscribe to this service

REGISTER FOR YOUR ISHA NEWS TO BE SENT TO YOU BY EMAIL

A number of residents have asked if they can receive their Newsletter and Annual Report by email. This is so that ISHA can save money on the printing and postage, but also because residents have told us they want to scan through the information, but do not need to get it as a hard copy.

We are working on making our system secure so that we can do this. If you would like to register to no longer receive ISHA News and the Annual Report by post, please can you send an email to haveyoursay@isha.co.uk. By January 2012 we will send you an email asking you to confirm your subscription to an email service, and this ISHA News will therefore be the last copy you will receive through the post.

As ISHA is always open to ideas and suggestions about how we can improve our service to you and save money, **please send any suggestions to haveyoursay@isha.co.uk** Alternatively you can contact our Service Delivery Team on 020 7704 7300 or send your suggestions by post to ISHA's offices at 102 Blackstock Road, London N4 2DR.

MESSAGE FROM CLARE THOMSON, ISHA CHIEF EXECUTIVE

ISHA'S STAFF CONFERENCE

As you may remember, you were notified with September's ISHA News that ISHA's Offices would be closed on 2 November 2011, as ISHA was holding a staff conference.

Please accept my apologies if you were affected by this closure.

The theme of the conference was Equality and Diversity, and the aim of the conference was to identify positive approaches to embracing diversity, and sharing good leadership practice. The structure of the conference had been designed by a staff project team, and included a theatrical production, workshops and identifying personal and organisational developmental goals and actions.

The conference was very hard work and intense, but staff feedback has been positive in terms of what was learnt and the opportunity for all staff, including our colleagues in Lien Viet Housing Association, to work together.

A number of follow up sessions will be held from the actions arising from the conference, but this will not involve closing the office.

Your sexuality

A particular theme from the Staff Conference that will be explored further with staff is around the need to collect information from residents and staff about sexuality.

We know from the latest Residents Satisfaction Survey that residents whose sexuality is heterosexual are more satisfied with ISHA's services, than residents who are gay, lesbian, bi-sexual, or trans-sexual, and we want to do more to understand how we can improve satisfaction.

During the day it was apparent that residents have asked why we need to collect this data.

It is really important to ISHA to know your sexuality, so that we can give you a better and more tailored service. For instance, if you report an incident of domestic violence, harassment or anti-social behaviour, we can make sure that we are giving you the most appropriate contacts and support for your particular circumstances. We also look at who is accessing our services in a number of ways – by where you live, ethnicity, age, how long you have lived in a property, disability and so on, and sexuality is one of these groups. We do this so that we can see if there are any trends in which groups are accessing our services, and which groups are not.

We hope this better explains why we want to collect this data.

RESIDENTS' FORUM IN 2012

The Residents' Forum appreciates that we all lead rather busy and demanding lives and so at a recent Forum meeting decided to make it easier to attend Forum meetings.

There will be six meetings held in 2012, three will be held on Thursday evenings at ISHA's offices. The other three meetings will happen on Saturdays at various locations:

Saturday 28 January 2012, 2-4pm

The Asian Centre, 18a Orford Road, Walthamstow E17 9LN Nearest train and tube Walthamstow Central. Local buses 20, 56, 212 230, 257, 357, W15, W16, W19

Thursday 15 March 2012, 6-8pm

ISHA, 102 Blackstock Road, N4 2DR
Nearest train and tube Finsbury Park
Local buses 4, 19, 29, 106, 153, 236, 253, 254, 259

Saturday 19 May 2012, 2-4pm

Queensbridge Sports and Community Centre, 30 Holly Street, E8 3XW Nearest train: Haggerston or Dalston Junction, Local buses: 30, 38, 56, 67, 76, 149, 236, 242, 243, 277, 488

Thursday 26 July 2012, 6-8pm

ISHA, 102 Blackstock Road, N4 2DR

Saturday 22 September 2012, 2-4pm

ISHA, 102 Blackstock Road, N4 2DR

Thursday 15 November 2012, 6-8pm

ISHA, 102 Blackstock Road, N4 2DR

The Residents' Forum exists to keep a check on what is happening at ISHA and makes sure that the residents' voice is heard.

If you would like further information about the Forum or other ways of making a difference at ISHA please contact Tullia Morris, Resident Involvement Manager on 020 7704 7349, 07930 202 317 or tulliam@isha.co.uk.

CHOOSING YOUR REPAIR CONTRACTOR

Last year in August our existing repair contractor Connaught went into administration. This meant that at very short notice ISHA had to find an interim contractor while we started the process of consulting with our residents about the new repairs contract and what mattered to you most about the repairs service.

The responses overwhelmingly put More Choice on repair appointment times at the top of the list. So an improved appointment service has been the top of our list as well. There is a very committed panel of residents working with ISHA to make sure we make the right choice.

Currently we are still assessing 7 contractors including our existing interim contractor, Chigwell. The recruitment process takes time. We started in April 2011 and hope to finish by January 2012 with the newly appointed contractor starting in March 2012. Thanks to everyone who has given feedback to ISHA via focus groups, Facebook and resident forum and local meetings.

PATCH CHANGES

Due to changes in personnel within the Tenancy Services Team you now have a new Senior Tenancy Services Manager. The changes are as follows:

Teslim Fagbayi (Interim Senior Tenancy Services Manager) will look after Local Area 2, which includes Islington & Camden. **Teslim can be contacted on 020 7704 7341 or teslimf@isha.co.uk**

Dexter Edward (Tenancy Services Manager) will look after Local Area 4 and 5, which includes Hackney and Waltham Forest. **Dexter can be contacted on 020 7704 7353 or dextere@isha.co.uk**

These changes came into effect from 14 November 2011. Residents who are affected by these changes have been written to by their Tenancy Services Manager.

Geoff Henson will continue to look after Local Area 1 and 3 in Hackney and Islington (020 7704 7392; geoffh@isha.co.uk)

We would like to thank you for your co-operation and support during this change.

COMPLAINTS



At a recent Residents' Forum meeting the discussion turned to Complaints. The Forum felt that it was important for residents to be clear what a complaint actually is. ISHA defines a complaint as a customer expressing dissatisfaction with the way ISHA has acted, especially where an initial response to the problem has not proved to be satisfactory.

For example a complaint could be where:

- You feel that we have not followed a published policy or procedure
- You feel that we have failed to deliver or meet an expected standard of service
- You feel that our staff or contractors have been unhelpful or acted in an inappropriate manner

When is complaining not a complaint?

There are times when you may be unhappy about an issue but it is not actually a complaint:

- You have a complaint about your neighbour, this may be dealt with through our anti-social behaviour procedure. However if you were then unhappy about the way in which we dealt with the situation with your neighbour, this would be dealt with as a complaint.
- You are unhappy about a policy or procedure and feel that we should be dealing with things in a different way. We would see this as a suggestion and not a complaint. Your suggestion would be taken into consideration when reviewing the policy or procedure or possibly before. Where we are unable to change our policies, for example because certain laws mean we are obliged to do things in a particular way, we will explain this to you.

The most important point is that you contact us when there is a problem, whether you think that it is a complaint or not. This can be done by:

- coming into the office
- speaking to a member of staff when on the Estate
- calling 020 7704 7300, faxing 020 7704 7304 or emailing haveyoursay@isha.co.uk
- requesting/collecting a complaints form from the office
- writing to the Complaints Officer at ISHA, Alexander Netherton

Is there anyone I can turn to if I am still not happy?

The Independent Housing Ombudsman

Unfortunately, there are occasions when you might not be satisfied with the outcome of a complaint. If this is the case, you can contact the Independent Housing Ombudsman, who will investigate whether he feels that there has been any maladministration and recommend any changes needed. You can contact the Ombudsman at any time; however before the Ombudsman investigates, you must have had your complaint dealt with by us. The Independent Housing Ombudsman provides a free and independent service. You can telephone the Ombudsman for a free complaint form on 0300 111 3000 or visit their website at www.housing-ombudsman.org.uk. Alternatively you can email the ombudsman at info@housing-ombudsman.org.uk



ISHA RESIDENT SURVEY 2011

The full report of the 2011 Resident survey carried out between May and June 2011 is available on our web-site www.isha.co.uk We have also produced a shorter summary of the key points from the survey which is also available on the site. We have been working with residents to complete our Survey Action Plan aimed at improving the service areas that you said you were less happy with. We aim to have the final Action Plan on the site by January 2012.

OUR PERFORMANCE IN QUARTER 2

July to September 2011



At a glance key:

= Above target = Just Below Target = Below Target

Measure	Result	Target 2010/11	Compare*	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	71%	100%	N/A	This is not good performance. Every complaint that was over the target time has been reviewed by a senior manager to identify what went wrong. We have increased our monitoring of responses to improve this performance
Replying to Letters within the target time of 10 days	100%	100%	N/A	Above Target
Answering the phone within 15 seconds	94%	95%	N/A	Just Below Target
2. Repairs				
The average number of days to carry out Repairs	10 days	16 days	N/A	Above Target
The Number of overdue Gas Safety Checks carried out	5	0	Top Group	We are working with our Housing Management Team and Gas Engineers where we have had trouble gaining access.
Repair appointments made & kept	94%	85%	Bottom Group	Above Target
Residents' satisfaction with repairs	94%	95%	Bottom Group	The current below target results are due to the problems where we have experienced delays in getting parts for boiler repairs. The team will both make sure that where there are delays you are updated more frequently and that vans are fully stocked with parts that commonly fail.
3. Letting of empty properties				
How quickly we relet your home?	31 days	29 days	Bottom Group	A number of properties were refused on more than one occasion by the people nominated for housing to us by Local Authorities. We continue to monitor the situation closely.
How many homes we re-let?	19	No target set	N/A	For Information Only In the half-year up to the end of September 2011, we let a total of 38 homes.

4. Rent Collected & Arrears				
What is the level of arrears?	5.67% ↔	5.5%	Upper Middle Group	Our arrears performance improved in Quarter 2 when compared to Quarter 1 (5.93%) and we are on target to meet 5.5% by the end of March 2012.
How much rent did we collect?	94.62% ↓	99.08%	Upper Middle Group	Our performance in Quarter 2 has improved from 90.27% in Quarter 1 and we are moving closer to our end of year target of 99.08%
How Many Evictions for Rent Arrears were there?	0	No target set	N/A	For Information Only
5. Resident Involvement				
How many residents have been involved this quarter	227	No target set	N/A	We are measuring how many residents have been involved. The total number involved this year – up to the end of September 2011 was 344 residents.
Changes to ISHA's services because of resident involvement	1	No target set	N/A	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 the end of September 2011 = 3 changes to our services made as a result of residents' involvement.

* **How we Compare with Others? (London & South East)** These comparisons are based on our performance in the previous year – April 2010 to March 2011. This is the latest date for which information is available.

BENCHMARKING – IT'S ALL ABOUT DOING BETTER

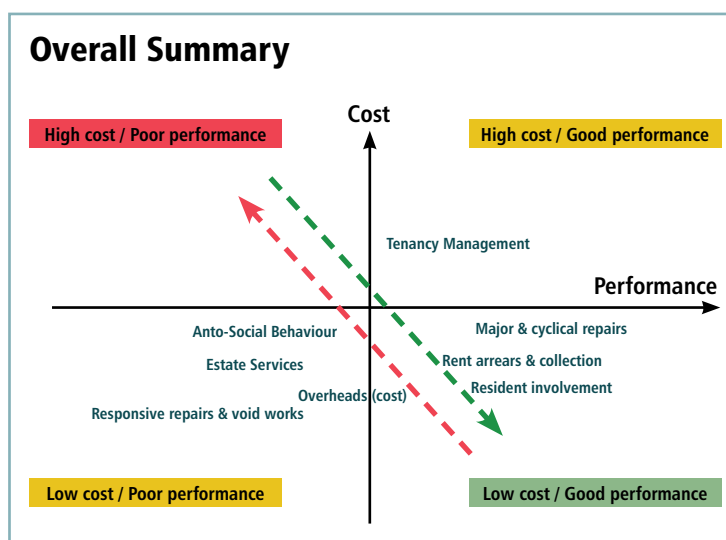
Benchmarking is one of the main ways that we continuously improve the services we deliver to you. Benchmarking is basically comparing our performance with the performance of other housing organisations and working out where we sit in a league table. Are we top of the league, bottom or somewhere in between – referred to as upper or lower middle).

We use an organisation called *HouseMark* to help us work out our position and every year we compare ourselves with as many organisations as we can across London and the South East of England. We use this system because not only does it focus on the cost; it also looks at the quality of the service based on our performance.

The performance information on pages 6 and 7 shows some of the key areas that we benchmark including repair times, the time taken to let a property and rent arrears. Others include how we deal with anti-social behaviour, resident involvement and estate services.

We have improved our performance information report to include this benchmarking information wherever we have it. This is because you said that you wanted us to compare our performance with the best organisations in London and the South East of England.

Also, the graph below shows an assessment from a number of benchmarking indicators of whether our services are value for money in terms of cost and performance. This is used to prioritise where we want to improve. For instance, whilst our responsive repairs performance is good, when we benchmark this together with void works our performance is poor compared to other organisations



GOOD DESIGN CAN MAKE A GREAT HOME



As well as managing your homes, ISHA builds new properties. It can take a lot to turn a house into a home but if it is designed well then that process can be made easier. To get the design right ISHA listens to what residents have to say and gives different ways to hear your views.

After living in one of our new buildings for a year residents are asked various questions including questions about the design of the property. The responses are used to influence future designs to try and make sure we're getting it right.

Another way for involvement is the Design Forum. The Forum is an essential part of the design process for new developments and looks at plans in depth. Recently some residents attended a training session to enable them to attend the Forum and change things that, from a resident's experience, would not work. For instance a previous Forum recommended that a separate kitchen should be available in family homes. As a result of this, our new family sized homes will have a separate kitchen area.

You can also let us know what you like or don't like about our new homes by emailing haveyoursay@isha.co.uk or phoning our Service Delivery Team.

If you would like to learn more about being involved in the Design Forum please contact Tracey Hancock on 020 7704 7302 or email her at traceyh@isha.co.uk

JOB VACANCIES AT CHIGWELL

Chigwell Construction is an Equal opportunity employer who is currently working in partnership with ISHA. Due to expansion of their current offices in Hainault Essex they are looking to recruit new call centre staff.

Full Training will be supplied, no experience needed.
Full time Work, operating shift pattern hours between 7.00am – 6.00pm

Email: Nicole@chigwellconstruction.co.uk



**Chigwell
Construction**

SOLAR PANELS AT ISHA



ISHA started a programme of installing Solar Photovoltaic (PV) panels to some of our older homes in autumn this year following detailed surveys to all our homes. A programme of 25 blocks of flats was identified as suitable for the work.

The PV panels generate electricity that will help keep down the costs of the communal electricity bill and service charges. The surplus is fed back into the national grid and ISHA gets paid for the electricity generated. This is called feed in tariff and the government guaranteed a set enhanced rate until March 2012. It was intended that this income, Feed in Tariff, was going to pay for the installation costs and also help fund other energy saving projects in our older properties.

Sadly the government has now decided to go back on its promise and will only give the enhanced rate until December 12th. As a result it is unlikely that we will be able to install the remaining programme before the cut-off date as we are still waiting for planning approval. We may be able to get a few more if planning is approved late November and we will certainly try to complete as many as possible. So far PV panels have been installed at Ken Wilson House, Halley House, 37-43 Gopsall St, and 82/92 New North Road.