

# ISHA news

## EASTER CLOSURE



Please note that the office will be closing at 5pm on Thursday 5 April and will re-open at 9am on Tuesday 10 April



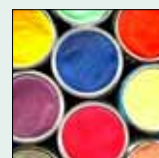
Page 3 Digital switchover



Page 4 Supported Housing Survey results



Page 5 Lottery win for Hackney Residents?

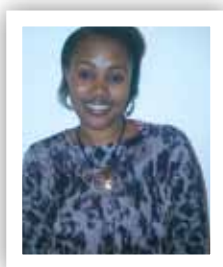


Page 8 Spring paint sale

# WELCOME BACK

## Message from Clare Thomson, Chief Executive.

I am delighted to welcome residents back to the new Burbage House. We are very pleased with the feedback you have given us about your new homes, and I wish you many happy years at the new Burbage House. Here are some of the comments we have received.



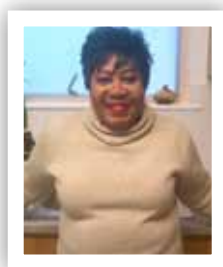
**Ms Kamara:**

"I like the whole house, especially my kitchen and the play area for the kids. The view from my bedroom balcony is beautiful"



**Mr Price:**

"The new Burbage House is unrecognisable. The quality of the building and the view from the balcony is superb"



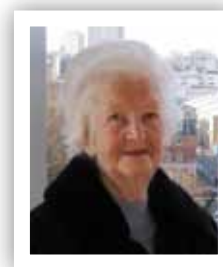
**Ms Brempong:**

"We were like a family before, coming back feels like a family reunion. The night time view from my balcony looks like Las Vegas and day time view looks like London"



**Ms Cameron:**

"I love my kitchen and the balconies. It's worth coming back to a life time spacious home"



**Ms Finnie:**

"This is fantastic, it's so spacious"

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.<br><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 وأعددها مع المقال.<br><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।<br><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.<br><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.<br><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।<br><input type="checkbox"/> 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.<br><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.<br><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.<br><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.<br><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.<br><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۔<br><input type="checkbox"/> 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

# LOOKING FORWARD TO THE OLYMPICS

We are very aware that during the London 2012 Olympics there will be major disruption to our ability to travel around the area. This will affect ISHA staff getting to work as well as being able to get around. We have been planning around this disruption for some time, and the next newsletter will tell you about how this will affect the service we provide to you over the Olympic period.



We would be very interested to hear from residents about any suggestions you may have about how we can limit the disruption to our service. We also want to make sure that you are all kept up to date on how we have changed our service over the Olympic period to allow for the major transport disruption.

**Please send any suggestions to [haveyoursay@isha.co.uk](mailto:haveyoursay@isha.co.uk). Alternatively you can phone 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.**

## YOU HAVE WON AN AWARD

ISHA achieved finalist status in the National Government Opportunities (GO) for Best Customer Engagement Initiative of the Year award, and it's thanks to all of you who have said what is important to you about your repair service.



The GO finalist award was given to ISHA for the varied and innovative ways that were used to engage residents throughout the process of procuring our repairs contractor. The methods used included:

- Holding feedback events, such as the tour of the Olympic Park, to get residents input into what was most important to residents
- Establishing a Facebook page for residents to exchange views on the process of selecting the contractor
- Recruiting more residents to be involved in the specification and selection processes than ever before
- Holding a speed-dating day with shortlisted contractors on a Saturday as part of the resident assessment
- Filming the visits to other organisations that use the short-listed contractors, so residents could review their feedback

We will build on the success of this involvement, and continue to look for new ways to give residents options of how to influence the improvements to our services. The next newsletter will feature the new contractor and improved working arrangements.

# DESIGN FORUM

At the "Green Living Fair" last year a number of residents showed an interest in attending a course on the design of our future housing schemes. In November ISHA organised a "Homes by Design" course.



The training was provided by The Glass-House, a national charity with expertise in community led design. The course focused on understanding plans and drawings, assessing both internal and external designs.



The first part of the training was interactive presentations on design issues. The residents then sat in small groups working with plans and elevations of a live project in Hackney.

Feedback from residents was very positive as they felt they had gained knowledge that would enable them to review other schemes. We are delighted that a number of residents offered to assist in developing ISHA's future schemes by attending Design Forum meetings which review proposals prior to them being submitted for planning etc.

**For further information contact Ana Paula Cruz on 020 7704 7340 or email [anac@isha.co.uk](mailto:anac@isha.co.uk)**

## DIGITAL SWITCHOVER

From April 2012 TV services in the UK will go completely digital, this process is called 'digital switchover'. This means that the UK's old TV broadcast signal (known as 'analogue') is gradually being switched off leaving only a 'digital' signal. The switchover is Government policy.

Therefore, ISHA will be upgrading or replacing the communal aerial systems to some of our blocks where appropriate by April 2012. The new installation will mean that you will be able to receive good quality TV service without the need to buy or erect your own aerial. After the switchover you will need either a digital TV, a digital box, to be able to watch TV.

**You can find out more about the digital switchover by visiting [www.digitaluk.co.uk](http://www.digitaluk.co.uk) or call 08456 50 50 50.**

ISHA has commissioned Aerial Services to carry out the work of upgrading/replacing the aerials and ISHA will be writing to the affected properties prior to the commencement of works. If you have not heard from ISHA it means that you are responsible for sorting out your switchover.





# SUPPORTED HOUSING SURVEY RESULTS 2011

For the fifth year in a row Supported Housing tenants gave very positive feedback about the service they receive, according to the results of the annual survey carried out last autumn.

The survey was divided into sections which covered all aspects of the service. A brief summary of the main findings is outlined below:

## Management & Support

For the second year running maximum scores or improvements were seen in all except one of the areas surveyed. 97% of respondents said that their Housing Support Officer is always easy to contact and 82% said the support they received was excellent.

Tenants who receive a support service say that they find it most useful in maximising their benefits. They also said that they found assistance very useful with budgeting, liaising with gas, electricity and water companies; buying essential furniture and accessing community facilities like libraries, social groups and leisure activities.

## Your Home

The vast majority of residents seem very satisfied with their homes and with the area where they live. 94% thought the rent and service charge was about right (up from 86%) and 97% said that it provides good value for money.

There were some concerns expressed from one of the blocks concerning anti-social behaviour. This has been investigated and appropriate action is being taken.

The cleaning service remains highly rated and the improved satisfaction registered in 2010 with the gardening service appears to have been maintained.

## Repairs & Maintenance

This is the area of the survey where the biggest jump in satisfaction was registered. More residents had reported repairs in 2011 so that meant that there was more data to work with.

The key messages are that people want their repairs done more quickly but the overall quality is highly rated. The new contractor appointed in 2010 appears to be popular with supported housing tenants.

## Consultation, Communication & Involvement

In three of the four sections the results this year were either equal to or better than previous years. The decline seen last year in the % of tenants saying that ISHA takes notice of residents' views when decisions are being made has been reversed which was something we set out to do following the 2010 survey.

## Generally

As in 2007, 2009 and 2010 100% of tenants say that they were dealt with efficiently last time they contacted ISHA. Last



ISHA Chief Executive, Clare Thomson (right) presents Mrs Louisa Finnie with her voucher at Burbage House.

year only 90% said that ISHA always treats them professionally, courteously and with respect but in 2011 it was 97% – the best result of the last five years.

The two questions which were introduced to the survey last year were repeated:

**a) On a scale of 1 to 5, where 1 is 'very poor' and 5 is excellent please indicate how you would rate ISHA as a landlord.**

The averaged scores per scheme are:

|      | 11-21 Mintern Street | Spring Villa | Liz McKeon/20 Penn Street. |
|------|----------------------|--------------|----------------------------|
| 2010 | 4.67                 | 4.83         | 3.90                       |
| 2011 | 4.00                 | 4.75         | 4.55                       |

**b) On a scale of 1 to 5, where 1 is 'very poor' and 5 is excellent please indicate how you would rate ISHA as a housing support provider.**

The averaged scores per scheme are:

|      | Spring Villa | Liz McKeon/20 Penn Street. |
|------|--------------|----------------------------|
| 2010 | 4.50         | 4.35                       |
| 2011 | 4.75         | 4.70                       |

Whilst it is encouraging to be told by residents that improvements have been made in many areas of the service we will be looking to do even better in the future!

The above gives a very brief overview of the results of the survey. **For more detailed information please contact Peter Ward, Supported Housing Manager on 020 7704 7347.**

## Special Prize Draw Winner

Every year, to encourage a good response to the survey, ISHA offers a £20 Marks and Spencer voucher to anyone filling in their survey form who wishes to be entered into a prize draw.

The lucky winner in 2011 was Mrs Louisa Finnie from Mintern Street. Before moving to Mintern Street in 2008, Mrs Finnie had been a resident at Burbage House for more than 50 years. It seemed only appropriate for Mrs Finnie to receive her prize during a visit to the new Burbage House where, together with her daughter Kim, who was born there, she was able to visit a top floor flat and admire the panoramic views over London.

## DO YOU WANT TO GET YOUR NEWSLETTER BY EMAIL?



For the first time, we are sending a copy of this newsletter by email to residents who do not want a paper copy sent to their address. We have introduced this as a result of a suggestion on how ISHA can save money on printing and postage, as well as reduce the amount of mail you receive through your letter box.

If you want to register to receive ISHA News by email, please send an email to [haveyoursay@isha.co.uk](mailto:haveyoursay@isha.co.uk) confirming your name and address. Future Newsletters and Annual Reports will then be sent by email to your email address.

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](mailto:haveyoursay@isha.co.uk). Alternatively you can phone 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.**

## NEW MANAGING AGENT AT BALLS POND ROAD

Following the re tendering of the support service at Balls Pond Road, ISHA is delighted that Providence Row Housing Association will be managing this special housing project for six single people who have, at some point, experienced homelessness.

Since the mid 1990's this project has been well managed by Broadway Housing (formerly known as the Housing Services Agency). Unfortunately they were unable to continue in this role when Providence Row HA was appointed as Hackney's support provider for this service.

Providence Row HA is a member of the North River Alliance which is a successful development partnership of locally based housing associations in North and East London led by ISHA.

Providence Row HA brings a strong track record in managing and supporting people who have experienced homelessness in East London and we look forward to working with them to improve the lives of residents at the project.

## A MILLION POUNDS ON THE LOTTERY FOR HACKNEY RESIDENTS?

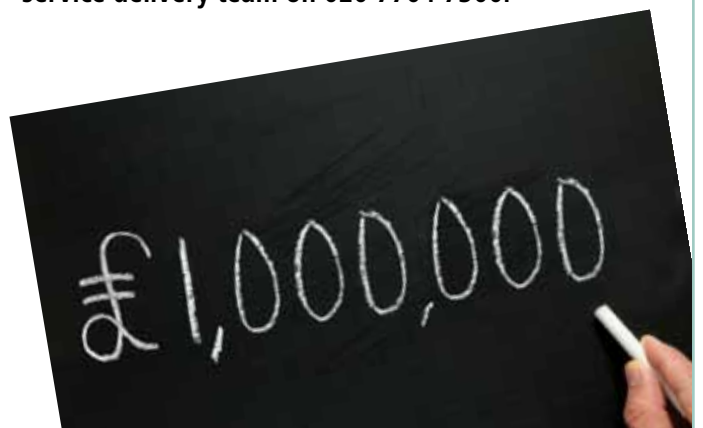
Well almost... the National Lottery has set up a scheme called the Big Lottery Fund aimed at improving the financial confidence of social housing tenants. ISHA, along with a number of housing associations in Hackney, has been working with key voluntary agencies and Hackney Council to try to secure the money for all social tenants in the Borough. We have been successful in getting through to the second round. Two of our Hackney residents have registered their interest in being involved in the consultative group. This group will help to develop the bid further.



If we are successful in receiving the funding we will be able to:

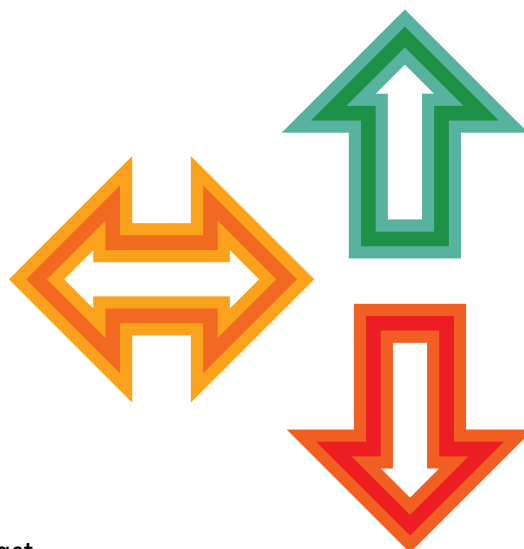
- Equip residents with the skills and financial confidence to manage their budgets, provide for their families and better maintain their tenancies
- Enhance residents' skills and confidence to use the internet to manage their budgets, assess financial services and be able to carry out their own financial health checks and manage under the forthcoming Universal Credit system
- Enable residents to access mainstream affordable financial services such as affordable credit including mainstream banking provision or Credit Unions as opposed to doorstep lenders and payday loan companies
- Increase residents' confidence to access the jobs market

**If you would like further information or would like to get involved please contact us at [haveyoursay@isha.co.uk](mailto:haveyoursay@isha.co.uk) or by telephone to our service delivery team on 020 7704 7300.**











# OUR PERFORMANCE IN QUARTER 3




October to December 2011



## At a glance key:

 = Above target     = Just Below Target     = Below Target

| Measure   | Result   | Target 2011/12 | Compare*     | 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          | 87%        | 100%           | N/A          | Two complaints were not responded to within 10 working days. Both complaints were about complicated repairs which required further investigation to adequately answer, and this was not possible within our targeted response. We will work closely with our contractors to speed up the information we can give to residents so that our replies will come quicker. |
| Replying to Letters within the target time of 10 days             | 90%       | 95%            | N/A          | Below Target<br>1 letter was responded to out of time. From April 2012 ISHA will be introducing monitoring of responses to emails as well to make sure that our customer care standards are being met.   |
| Answering the phone within 15 seconds                             | 99%       | 95%            | N/A          | Above Target   |
| <b>2. Repairs</b>   |  |                |              |  |
| The average number of days to carry out Repairs                   | 8.8 days  | 14 days        | N/A          | Above Target   |
| The Number of overdue Gas Safety Checks carried out               | 1         | 0              | Top Group    | Just Below Target<br>From February 2012 there are no outstanding gas safety checks   |
| Repair appointments made & kept                                   | 90%       | 85%            | Bottom Group | Above Target   |
| Residents' satisfaction with repairs                              | 82%       | 95%            | Bottom Group | The drop in satisfaction relates to all our contractors over the winter period. The Gas Team now leave a follow-on card when work is not complete and we are working with our contractors to improve the reliability of our booked appointment system.   |

| Measure  | Result  | Target 2011/12 | Compare*           | What are we doing to improve our performance?   |
|--|---|----------------|--------------------|---|
| <b>3. Letting of empty properties</b>                      |   |                |                    |   |
| How quickly we relet your home?                            | 23 days  | 29 days        | Bottom Group       | Above Target  |
| How many homes we re-let?                                  | 11  | No target set  | N/A                | For Information Only<br>In the last quarter, in addition to re-letting 11 existing homes, we also let 24 new homes – a total of 35 lettings between October and December 2011.  |
| <b>4. Rent Collected &amp; Arrears</b>                     |   |                |                    |   |
| What is the level of arrears?                              | 5.92%    | 5.5%           | Upper Middle Group | We have temporarily increased the staff in our revenue and allocations department to help boost our work on recovering rent arrears.  |
| How much rent did we collect?                              | 97.24%   | 99.08%         | Upper Middle Group | Our performance in Quarter 3 continues to improve as we move closer to our end of year target of 99.08% of rent to be collected   |
| How Many Evictions for Rent Arrears were there?            | 4   | No target set  | N/A                | For Information Only  |
| <b>5. Resident Involvement</b>                             |   |                |                    |   |
| How many residents have been involved this quarter         | 71  | 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 December 2011 was 415 residents.   |
| Changes to ISHA's services because of resident involvement | 10  | 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 December 2011 = 13 changes to our services made as a result of residents' involvement. |

\* 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.

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



**You said**



**We did**

You asked for the estate inspection pro- forma to be more robust so that it could be used as a single document to drive the inspection. You also asked for it to provide space for notes during the inspection and attach the rolling issues and actions log to make sure ISHA can focus on follow-through and continual improvement.

We have revised the pro-forma and have been using this since December 2011. The dates of your next estate inspection is on your notice board and can also be found on the ISHA website 'In your area' [www.isha.co.uk](http://www.isha.co.uk). All residents are welcome.

Residents living on the ground floor asked for information put on the notice board to be put through their doors.

We now deliver notice board information to ground floor residents as well as other residents in the block.

You asked to be informed of the outcome of anti social behaviour complaints that have occurred in the communal areas.

We will make sure all residents affected are informed of the outcome of communal area ASB action.

The Residents' Forum agreed that the Residents' Forum newsletter should be sent out after each meeting to all residents

The Residents' Forum Newsletter is produced and sent out after each Residents' Forum meeting.

# IMPROVING YOUR CLEANING AND GROUND MAINTENANCE SERVICE

Since May 2011 we have been reviewing our cleaning and grounds maintenance contracts, specifications and monitoring procedures. Each local area will have its own contract which means the cleaning and grounds maintenance will be carried out by the same contractor throughout the entire local area. A number of residents have been helping us choose new contractors and the selection process is almost complete.

The new contracts will be piloted for one year. This will allow us to closely monitor cleaning and grounds maintenance service contracts and if necessary make changes at the end of the year. During the year we will assess the best way of delivering the service to ensure value for money.

Your feedback is very valuable for us and helps us get things right. You can contact your Tenancy Services Manager or Estate Officer to discuss this. You can join us on one of our regular Estate Inspections. Please check our website/notice boards for your Estate Inspection dates. We would also appreciate it if you could take the time to return cleaning and grounds maintenance feedback cards that are delivered to you regularly.

We hope to start the new contract in April 2012 and you will be notified of the new contractor for your area before the contract starts.

## SPRING PAINT SALE

### Would you like to save money on painting your home this Spring?

Islington & Shoreditch Housing Association are working in partnership with the Forest Recycling Project to offer all our residents up to 15 litres worth of Reuse Paint for FREE\* throughout March and April. \*See below for terms and conditions

### How to find Forest Recycling Project

Paint is available from our Reuse Centre at 2c Bakers Avenue, Walthamstow E17 9AW

Our Reuse Centre is less than ten minutes walk from Walthamstow Central (Victoria Line underground and National Rail), or by bus: 20, 48, 69, 257, 357, W8, W12, W15

The Paint Shed is open Monday to Thursday – 10am to 4pm



### **THIS VOUCHER ENTITLES RESIDENTS OF ISLINGTON & SHOREDITCH HOUSING ASSOCIATION TO UP TO 15 LITRES WORTH OF REUSABLE PAINT FOR FREE**

#### How do I claim my Free Reusable Paint?

- 1) Visit Forest Recycling Project's Reuse (FRP) Centre, and present this voucher to a member of staff
- 2) Select up to 15 litres worth of reusable paint from our paint shed. FRP stock a wide variety of colours and types suitable for interior and exterior decorating
- 3) If more than 15 litres are required, additional paint is available for a donation of £1 per litre



**Terms and Conditions:** All paint has been donated by householders and companies, this voucher is for reuse paint only. This offer is only available to residents of Islington & Shoreditch Housing Association. Only one voucher allowed per household. This voucher is non-refundable and has no cash value – no change will be given. This offer expires on 30th April 2012.

**For further information, contact Forest Recycling Project on 020 8539 9076.**