



Photo by Benjamin Davies

# ISHA Residents' Newsletter February 2021

Welcome to the first edition of ISHA's resident newsletter in 2021.

This month's newsletter brings exciting news for ISHA in Stoke Newington, gives some guidance about anti-social behaviour and help with your rent, and also launches our new complaints policy.

If you'd like to get involved with any of the work ISHA is doing, get in touch at [involvement@isha.co.uk](mailto:involvement@isha.co.uk).

- Ros Selby, Head of Communication and Involvement

# 25 new homes coming to Stoke Newington



Photo by Alexander Savin

We've recently bought a new development site in Stoke Newington from a property developer. All being well, we hope to build 25 brand new, safe, easy to maintain, affordable homes.

The site at 87, 89 and 91 Barrett's Grove, N16 was a MOT garage in a previous life.

There's a fair amount of work to do before we can award a contract to a builder but we're really excited to be able to provide new homes to Hackney residents in such a great and sought-after location.

# Noise and anti-social behaviour (ASB)



As the Covid-19 restrictions continue, we'd like to remind people about noise levels and anti-social behaviour (ASB).

## Noise levels

We are all spending a lot more time at home and this often results in more noise transference between properties. Spending more time at home means we are all probably making a little more noise and we need to be tolerant of some increased noise from our neighbours. **A small increase in noise is not in itself anti-social behaviour.**

That said, we all need to be mindful of our neighbours, who, like us, are often having to spend much of their time at home. Where possible, **keep noise to an acceptable level especially during the night (from 10pm to 7am).**

Try to keep to a daily routine that would mirror your life out of lockdown. For example, keeping the same sleeping patterns. This will prepare you for when the restrictions are eased and will be appreciated by your neighbours.

## Anti-social behaviour

If you do feel noise levels are excessive and occur regularly, we have information online about [noise nuisance](#), what is considered [anti-social behaviour](#), and how to report it.

You can also contact your Local Authority noise patrol team and ask them to investigate.



# Updated repairs and anti-social behaviour leaflets online



## Resident involvement strategy

We are keen for our residents to get involved in delivering a better service to all our tenants and customers. By engaging with you and listening to your concerns and issues, we can make your ISHA home and community somewhere you really love.

You can find out more about getting involved and what we hope to achieve in our newly published [resident involvement and engagement strategy \(pdf, 1.1mb\)](#).

## New anti-social behaviour and repairs leaflets

A great example of our recent work with residents are the updated anti-social behaviour and repairs responsibilities leaflets we've put on our website.

Both leaflets were designed with invaluable input from our residents and are available in English and Vietnamese versions.

- [Anti-social behaviour leaflet for tenants \(pdf, 4.3mb\)](#)
- [Anti-social behaviour leaflet for Vietnamese tenants \(pdf, 4.6mb\)](#)
- [Repairs and responsibilities for tenants \(pdf, 831kb\)](#)
- [Repairs and responsibilities for Vietnamese tenants \(pdf, 486kb\)](#)

# Our new complaints procedure



Photo by Priscilla Du Preez

We work hard to provide a great service for all our customers but there may be times when we don't get things right. **We know that our complaints process wasn't working for everyone – which is why we changed things.**

## Sabina Begum - Our new Complaints and Resolution Officer

Our full-time complaints officer, Sabina Begum, will answer all complaints. Sabina is independent of any team, making doubly sure that our approach to your complaint is fair. The first thing she'll do when she receives your complaint is to find out more about it from you. You can make a complaint by calling us or emailing [isha@isha.co.uk](mailto:isha@isha.co.uk).

## What we will do

**When we make a mistake we will always apologise, aim to put it right and do things better so we don't make the same mistake again.** We learn from our mistakes and use your feedback to improve our services.

[Our new complaints policy \(pdf, 182kb\)](#) gives details of our promise to you, the two stages of our process, what to do if you are still unhappy with our response, and how to escalate your complaint to the Housing Ombudsman.

# Our new complaints procedure



Photo by Priscilla Du Preez

## **We need your help**

We are setting up a Resident Complaints Panel to oversee how we respond to complaints, how we are improving service as a result of complaints, and how our process is working.

The panel will meet four times per year – we believe this time commitment is manageable.

If you are interested in working with us to improve our response to complaints and our service as a result of them, and you can commit to a virtual meeting every three months, please do get in touch at [involvement@isha.co.uk](mailto:involvement@isha.co.uk).

# Are you concerned about paying your rent?



Photo by SCREEN POST

Although there is positive news with the rollout of Covid-19 vaccines and a road-map to how things will hopefully be getting back to normal, we know this remains a stressful and worrying time for many people. There is still much financial uncertainty and you may be worried about paying bills, buying food and affording your rent.

**If you are concerned, don't "suffer in silence".** While you do need to keep up-to-date with your rent payments, **there is help available.** Call us on 0300 131 7300 or email [isha@isha.co.uk](mailto:isha@isha.co.uk) and we'll do our best to help you and explain the options available.

## Universal Credit

If you have lost your job or are facing a reduction in your income, we recommend you immediately **apply for Universal Credit**. You can do this on the Universal Credit section of your Local Authority website:

- [Camden](#)
- [Haringey](#)
- [Islington](#)
- [Tower Hamlets](#)
- [Hackney](#)
- [Waltham Forest](#)

## Discretionary housing payment

If you are claiming Universal Credit and have a shortfall in rent because of the benefit cap, you may be able to get a discretionary housing payment.

Contact your Local Authority for information on how to apply.



# Contact us

## Customer service and repairs

0300 131 7300

[isha@isha.co.uk](mailto:isha@isha.co.uk)

## Emergency gas leaks

0800 111 999

## ISHA WhatsApp

+447950 972 098

## Website

[www.isha.co.uk](http://www.isha.co.uk)

### Albanian

Kjo eshte per banesen tuaj. Nese deshironi ta keni kete dokument te perkthyer ju lutem telefononi 0300 131 7300 ose email [isha@isha.co.uk](mailto:isha@isha.co.uk)

### Arabic

تتعلق هذه بمكان سكنتك  
إذا أردت ترجمة هذه الوثيقة، يرجى الاتصال بالرقم 0300 131 7300 أو بالبريد الإلكتروني على [isha@isha.co.uk](mailto:isha@isha.co.uk)

### Bengali

এটি এই সম্পর্কে যে, আপনি কোথায় বসবাস করেন  
আপনি যদি এই নথিটিকে অনুবাদ হিসেবে পেতে চান অনুগ্রহ করে, 0300 131 7300 নম্বরে ফোন  
করুন বা [isha@isha.co.uk](mailto:isha@isha.co.uk) -আইভিতে ই-মেইল করুন।

### French

Cette section traite de l'endroit où vous vivez. Si vous désirez obtenir ce document traduit dans une autre langue, veuillez téléphoner au 0300 131 7300 ou envoyer un e-mail à [isha@isha.co.uk](mailto:isha@isha.co.uk)

### Gujarti

આ તમે ક્યાં રહો છો તે અંગે છે  
જો તમે આ દસ્તાવેજ ભાષાંતર કરાવવા ઇચ્છો તો કૃપા કરીને 0300 131 7300 પર ફોન કરો અથવા  
[isha@isha.co.uk](mailto:isha@isha.co.uk) પર ઇમેઇલ કરો

### Hindi

यह इस बारे में है कि आप कहाँ रहते हैं  
अगर आप चाहते हैं कि इस दस्तावेज़ का अनुवाद किया जाए, तो कृपया 0300 131 7300 पर फ़ोन करें या  
[isha@isha.co.uk](mailto:isha@isha.co.uk) पर ईमेल करें

### Polish

Tutaj znajdziecie Państwo informacje na temat miejsca zamieszkania. Jeżeli chcieliby Państwo otrzymać tłumaczenie niniejszego dokumentu, prosimy o kontakt z nami pod numerem 0300 131 7300 lub o przesłanie maila na adres [isha@isha.co.uk](mailto:isha@isha.co.uk)

### Somali

Waxay tani ku saabsan tahay halka aad ku nooshahay. Haddii aad rabto in dukumeentigan lagu soo turjumo fadlan soo wac 0300 131 7300 ama email u soo dir halkaan [isha@isha.co.uk](mailto:isha@isha.co.uk)

### Spanish

Información sobre la zona dónde vive. Si le gustaría tener este documento traducido, llame al 0300 131 7300 o envíenos un email a [isha@isha.co.uk](mailto:isha@isha.co.uk)

### Turkish

Bu, yaşadığınız yerle ilgilidir. Bu belgenin tercümesini istiyorsanız lütfen 0300 131 7300 no.lu telefonu arayınız veya [isha@isha.co.uk](mailto:isha@isha.co.uk) adresine e-posta gönderiniz

### Urdu

ہم آپ کی جانے رہائش کے بارے میں ہے  
اگر آپ کو دستاویزات ترجمہ شدہ شکل میں مطلوب ہوں تو 0300 131 7300 پر فون یا [isha@isha.co.uk](mailto:isha@isha.co.uk) پر ای میل کریں۔

### Vietnamese

Tài liệu này cung cấp thông tin về khu vực nơi quý vị sinh sống  
Nếu quý vị muốn dịch tài liệu này, xin quý vị vui lòng gọi điện cho số điện thoại 0300 131 7300 hoặc  
gửi thư điện tử theo địa chỉ [isha@isha.co.uk](mailto:isha@isha.co.uk)