



Photo by Anjana Menon

ISHA Residents' Newsletter: April 2021

Welcome to the April edition of ISHA's resident newsletter.

This month's focus is on resident involvement – and how you can help us provide a better service.

From how we appoint repairs contractors, improving our website, to helping us oversee our complaints processes, there are many opportunities for you to shape our services.

The commitment is flexible and develops transferable skills that employers value. So, if you have any views about ISHA and how we operate, get in touch at involvement@isha.co.uk.

Enjoy the long weekend!

- Ros Selby, Head of Communication and Involvement

Moving London out of lockdown



Photo by Ben Garratt

Moving out of lockdown

This week, marks the first step in the country moving out of lockdown, as we're allowed to see other people outside as part of the Government's roadmap out of lockdown.

ISHA customer services and repairs

We know that the last few months have been tough for everyone, and at ISHA we have been doing all we can to support you. Our Customer Service Team are here to take your calls and emails – call them on 0300 131 7300 or email isha@isha.co.uk.

Our repairs service continues to run as normal, but if you have Covid symptoms, have tested positive, or are shielding, do let us know. All our repairs contractors have the correct PPE, but if you would prefer to delay any work in your home then, unless there is a serious reason, we will accommodate you.

Update your contact details

It is vitally important that we have your contact details. **If we don't have an email address or mobile phone number for you, or if you've recently changed it, let us know by emailing isha@isha.co.uk.** With up-to-date contact details, we can make sure you receive information about service updates as soon as it is available.

Stay safe – look after yourselves and each other

We hope all our residents continue to stay safe and healthy during these times. Look after yourselves, and each other, and we will keep doing our best to support you.

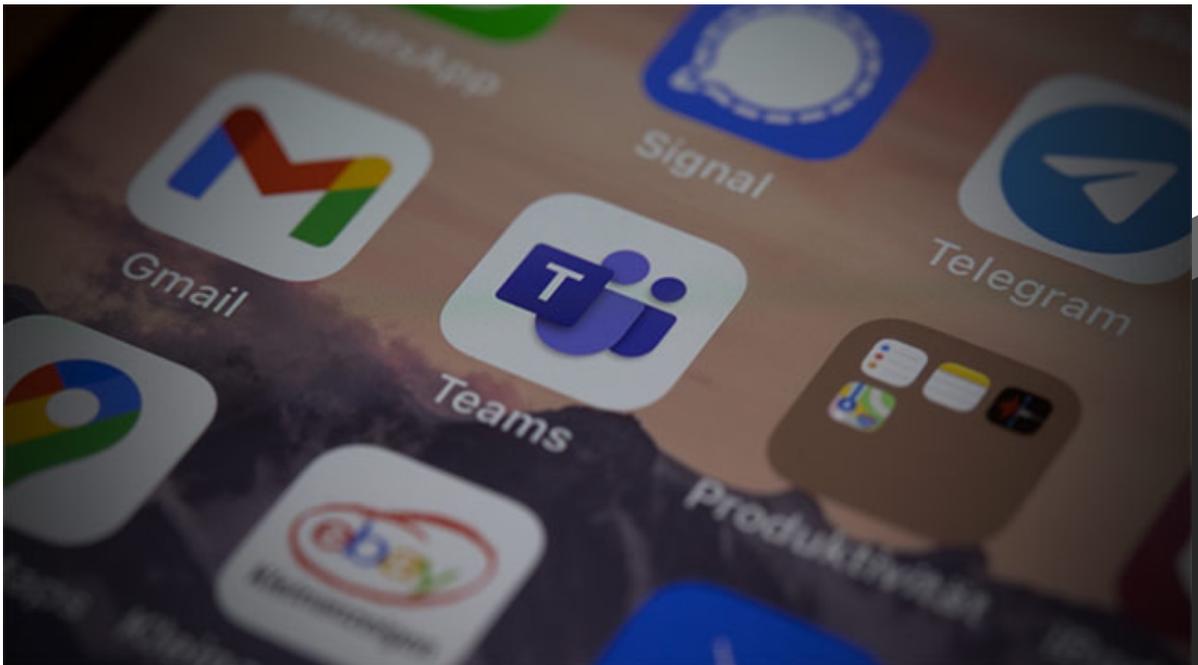


Photo by Dimitri Karastelev

Our Resident Scrutiny Panel

What does the Scrutiny Panel do?

ISHA's Scrutiny Panel is made up of a group of residents from all walks of life from across ISHA's communities. The Panel works closely with the Customer Insight Team, ISHA's Leadership Team and the Board, to make sure that the work that ISHA does as a landlord is up to standard.

The Panel coordinate the Resident Action Forums, join strategic discussions with staff and sense check new policies and procedures.

The Panel is designed to be a platform for co-creation - an opportunity for residents to engage as equals in discussions about service delivery, value for money and user experience. The Panel is an equal opportunities platform, open to all residents who are interested in making long-lasting positive changes to your landlord.

The Scrutiny Panel meets a minimum of six times per year, plus occasional meeting with Leadership and Board. The meetings are entirely flexible, and have been held online, with physical meetings being hosted when and where suitable for Panel members.

Our Resident Scrutiny Panel

Who is the Scrutiny Panel?

The members of the Scrutiny Panel currently come from five different properties: Canonbury Court, Britannia Walk, Lyme Grove House, Stables Lodge, and Vivian Comma Close.

The membership ebbs and flows over time with new members joining and other members retiring.

The Panel is always looking to grow representation to cover more residents, especially those in Waltham Forest. If you want to be part of a co-creation hub, please get in touch at scrutiny@isha.co.uk.

Our Resident Scrutiny Panel – Introducing Elaine

Elaine is one of our longest standing Panel members and has been on the Panel since September 2017.

Why did you join the Scrutiny Panel?

To help improve customer service and satisfaction by being a voice for all residents. Also to give constructive feedback, solutions and ideas for improvements from a tenant's perspective whilst at the same time being honest about what is good and bad.

What have you enjoyed or learned about, being on the Scrutiny Panel?

I have enjoyed meeting and working with other members of the Panel, some of whom have now become friends.

The role of the Scrutiny Panel is to review and challenge decisions about services and policies which are of concern to residents.

I have learned how to constructively challenge and influence for positive change. I have also learned how ISHA works behind the scenes and how they are committed from top level down to listening and effecting change.



Elaine, a long standing ISHA Scrutiny Panel

Our Resident Scrutiny Panel – Introducing Elaine

Since the arrival of the new CEO and Customer Insight Manager I feel we are listened to and there is a real appetite to effect change. This view I know is shared by other members of the panel.

What do you do for work outside the Scrutiny Panel?

My work is mainly contract in sectors such as Rail, Real Estate and Regulation.

What are your favourite things to do (outside the Scrutiny Panel of course)?

My hobbies are reading, cooking, running and ballet (I am lucky as my daughter is a ballet teacher).

Elaine has been a valuable asset to the Scrutiny Panel and ISHA is proud to thank her, and of course the other members of the panel, past and present, for their dedication in helping us to achieve some great things.

Our Resident Scrutiny Panel – 2019 highlights

While 2020 has presented us with some new and unique challenges, we have made progress against the recommendations from the Resident Action Forums, some highlights from 2019/20 include:

October 2019 - Communication about repairs

Tightened up the call queueing and voicemail system, resulting in 70% reduction in dropped calls, 89% of resident queries are resolved at first point of contact, responses to voicemails on average within 24 hours.

The Repairs Promise leaflet has been distributed to all residents who receive repairs service from ISHA, including definitions of emergency and routine repairs.

An updated Repairs Commitment to all residents including contractually binding elements:

- Residents are given a preference when it comes to repair communication method.
- Contractors are confirming every job before arriving, ensuring they wear ID.
- ISHA is keeping residents up-to-date on the progress of their repair if not resolved at first visit.

Our Resident Scrutiny Panel – 2020 highlights

February 2020 – Anti-social behaviour reporting

An updated anti-social behaviour information leaflet distributed to all residents.

Tightened up process for ASB cases, with clear communication expectations for staff.

The neighbourhood team have so far conducted 31 twilight inspections of properties to identify areas which can lead to increased night-time ASB. A variety of actions have been taken ranging from CCTV, improved lighting, removal of bulky items blocking walkways and bin stores.

Received 440 resident survey responses since May 2020, identifying key concerns by residents when it comes to ASB in their neighbourhood. This information will be used to inform future neighbourhood strategy moving into 2021/22.

Our Resident Scrutiny Panel – 2020 highlights

September 2020 – Resident experiences during Covid

Updated ISHA Business Continuity Plan to include residents in the event of a situation affecting ISHA's ability to deliver business as usual service, including:

- Communication standards.
- Identification of vulnerable groups and support available.
- Back up plans for ensuring residents experience as minimal disruption as possible.

Transparency on cleaning and gardening service - the Panel have decided to focus the next Resident Action Forum on this topic, coming April 2021.

ISHA is looking into updating our internal database and improving the information we hold on our residents.

A community development project has started, with an additional part-time staff member to manage the programme. Three properties have representation in the project and will be pioneers in the project.

Our Resident Scrutiny Panel – Coming up

If you want to get involved with ISHA's open resident opportunities, email us at involvement@isha.co.uk.

Here's what is coming up over the next few months...

Resident Action Forum 24 April 2021 - Cleaning and grounds maintenance

This forum will be open to all residents who receive a cleaning or grounds maintenance service from ISHA. A formal invitation will be circulated with more information. If you want to pre-register please get in touch with us.

Repairs Panel - Looking at new contractors

ISHA is updating the way we work with our contractors, with a flexible approach, focussed on working with smaller, community-minded contractors. We want to co-create the procurement and ongoing scrutiny of contractor performance with residents.

This is a formal panel which is open to join, please email us if you are interested in working with us on this project, ensuring value for money and quality for all.

Our Resident Scrutiny Panel – Coming up

Communications Panel – Improving our website

We know our website could do with some work. And of course, we want to ensure it works best for the people who use it most, our residents. While we conduct a site audit, we are starting to plan out a series of interactive user experience tests, and design co-production sessions involving residents.

If you have experience with website or design, or if you simply want to see an improved website, we want to hear from you.

Complaints Panel – Reviewing the process

As part of our ongoing commitment to a reliable and positive complaints process which identifies the things we need to put right, we want to review our complaints with residents.

If you have experience with complaints, or simply want to make sure resident complaints lead to improved service, get in touch.

Resident Engagement and Involvement Strategy 2021 – 2025

All of these panels and more are detailed in our [Resident engagement and involvement strategy 2021 - 2025](#), which is available online.

Safe use of your balcony or terrace



Photo by Ben Allan

As we move into Spring and the weather improves, if you have access to a private balcony or terrace, you're probably thinking about making more use of it. While it's great to get outside and have your own outside space, we'd like to remind residents what you can (and can't do) safety on your balcony or terrace.

Allowed use of your balcony

As stated in your tenancy agreement with ISHA, **you're only allowed to use your balcony or terrace for quiet relaxation**, noise must be kept to a minimum and you must keep your balcony or terrace clean and tidy.

Your balcony or terrace should not be used to store personal possessions. **BBQs, gas cylinders, bicycles, washing horses and clotheslines, reed fencing or other combustible material are not allowed.**

Children and toddlers

Take extra care if you have children or toddlers and supervise them at all times when outside. Furniture or toys should not be used to aid climbing as this can put children at risk of serious injury.

Securing windows and doors

Keep outside doors locked and closed. Make sure you **use window restrictors if they are fitted and don't leave young children unattended** if you have windows fully open (e.g. For cleaning or increased ventilation).

Keeping safe during the pandemic

Remember to follow the latest guidance on Covid-19 and don't break the law on mixing with people outside of your household.

Contact us

Customer service and repairs

0300 131 7300

isha@isha.co.uk

Emergency gas leaks

0800 111 999

ISHA WhatsApp

+447950 972 098

Website

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

Arabic

تتعلق هذه بمكان سكنتك
إذا أردت ترجمة هذه الوثيقة، يرجى الاتصال بالرقم 0300 131 7300 أو بالبريد الإلكتروني على 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 -আইডিভিতে 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

Gujarti

આ તમે ક્યાં રહો છો તે અંગે છે
જો તમે આ દસ્તાવેજ ભાષાંતર કરાવવા ઈચ્છો તો કૃપા કરીને 0300 131 7300 પર ફોન કરો અથવા
isha@isha.co.uk પર ઈમેલ 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 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

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 halkan 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

Turkish

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

Urdu

یہ آپ کی جائے 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 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