



Photo by Mike Petrucci

ISHA Residents' Newsletter: May 2021

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

This month we're looking forward to government restrictions on what we can do and who we can meet being lifted further.

It has been a difficult year, but we hope that you have felt supported. If we can help you, call us on 0300 131 7300 or email isha@isha.co.uk.

May's newsletter looks at how you can grow your local community, a reminder about keeping communal areas and bin stores clean, energy saving tips for your home, and there are details about our new repairs service (coming soon). If you know, or if you are, a local contractor who would like to work with us to provide a great service to residents, email isha@isha.co.uk.

- Ros Selby, Head of Communication and Involvement

Growing your local community



Photo by John Cameron

Our Community Development Team is running a pilot project with residents from some of our estates to create a stronger sense of community. Together they've been **planning how to bring their neighbourhood together, get to know each other a bit better and build a stronger community feeling.**

Tips for developing your local community

If you're interested in creating a stronger sense of community, here are some tips to help you:

- Create a WhatsApp or private Facebook group to communicate thoughts, ideas and ways to work together to solve problems.
- If you have a communal area or garden, why not arrange a time to meet up and say hi? If you do meet up, remember to adhere to the latest guidance on social distancing.
- Create a neighbourhood library or book club.
- Speak to us about creating a residents' association. It's a recognised, formal process but is easy to do.

It only takes one person to start a conversation and it's amazing how much you can achieve when you start working with your neighbours.

For more information on how to develop your local community or to get help creating a residents' association, email involvement@isha.co.uk.

Finding fantastic new local repairs contractors



Photo by Sam Clarke

Since last year **we have been working with local contractors to carry out repairs to your homes.** We want to work with companies who share our values, who put residents first, who are based in our local communities, and who care about the work they do.

We are about to appoint new contractors to our list of firms working for ISHA. For this, **we need your help.**

Join our repairs panel

If you are interested in making sure the workmen who come to your homes are reliable, professional, and do a good job, **there is still time to join our repairs panel.**

This is a **group of residents who look at the proposals contractors put forward to ISHA and make sure they do a good job** and deliver a good service to ISHA residents. You'll get training and gain new skills, which could help you in your career or job search.

Become a repairs contractor for ISHA

We are also looking for contractors to work for us. If you have had a good experience with a local contractor, or if you are or work for a local tradesperson, let us know so we can provide more details. Alternatively, you can ask them to get in touch with us if they would like to work for ISHA.

Get in touch

To get involved in the repairs panel, tell us about a company that you would recommend, or to recommend yourself, email involvement@isha.co.uk. We look forward to hearing from you.

Energy efficiency in the home



Photo by Thomas Park

We look at what you can do to decrease the energy you use in your home. **By making small changes you'll be helping to tackle climate change and saving money at the same time.**

Turn off appliances

Leaving appliances like a TV or computer on standby still uses energy and costs money. Turn them off at the mains whenever they're not being used. Do check the instructions for satellite and digital recorders - these may need to be kept powered on in order to work.

Only fill the kettle with the amount of water you actually require. Boiling more water than you need wastes a lot of energy.

Reducing the number of times you use the washing machine will save water and **washing clothes at a lower temperature saves money** in energy bills.

During warm weather

Once the weather improves and it gets consistently warmer there are several things you can do to save energy and money.

- **Open windows** and get some air flow through your property. A natural breeze will help keep you cool and reduce the amount you need to use electric fans or an air conditioner.
- Make use of natural light during the day. **Open curtains or blinds** and turn off your electric lights.
- Alternatively, if you're finding the heat too much, try keeping curtains or blinds closed to reduce the amount of heat coming into your home.
- **Get outside.** The more time you spend outside the less you'll be using your appliances.

Energy efficiency in the home



Photo by Thomas Park

Energy-saving bulbs

- Replacing halogen lights bulbs with energy-saving LEDs can make a big difference to your energy consumption.
- **Turning off lights when you're not using them** also saves energy.

Radiators and heating

- Moving furniture away from the radiators will help warm air circulate better.
- **Turning down your thermostat by just one degree** will lower your costs.
- Keeping internal doors shut minimises draughts and heat loss.

In the bathroom

Fitting a water meter or water-saving devices such as a 'Save a flush' in the toilet cistern showerhead attachments can help save money and water.

Reducing the time you spend showering by even a single minute can save a considerable amount of water.

Turning off the tap when you brush your teeth can save as much as 6 litres of water every minute!

Switch supplier

You might want to **consider switching energy suppliers**. This can make a big difference to your monthly energy bills and there are many different tariffs for you to choose from, including green(er) energy options.

Do check carefully to make sure a contract is suitable for your needs. **ISHA doesn't recommend any one supplier**. Websites such as [Uswitch.com](https://www.uswitch.com), [Look after my bills](https://www.lookaftermybills.co.uk) or [Money Saving Expert](https://www.moneysavingexpert.com) can help you compare the options available and help you easily switch suppliers.

Keeping communal areas clean and tidy



Photo by Pawel Czerwinski

On 24 April, ISHA hosted a resident forum on cleaning and grounds maintenance. We had a great discussion and received lots of feedback from residents on how to improve our service.

We know rubbish and litter are a key issue for a lot of residents. Our cleaning contractors and neighbourhood officers do a great job but they can't do it alone. We need everyone to play their part.

Reduce, reuse and recycle

- Please make sure, if you have a gathering in a communal garden or space, that you leave the area clean and tidy afterwards.
- Please dispose of your rubbish in the correct bin (recycling or waste).
- If you find the bins are full, contact your local authority. They might have missed a collection and they can rearrange it quickly.
- If your bins are getting full up quickly, **contact us about ways we can work with your local authority to help.**

We believe that working together with our residents is the best way to make sure our homes and neighbourhoods are clean and somewhere we can all be proud of.

If you and your neighbours are conscientious but rubbish is still an issue where you live, do get in touch by emailing isha@isha.co.uk.

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 -আইডিজে 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 ઇચ્છો તો કૃપા કરીને 0300 131 7300 પર ફોન કરો અથવા
isha@isha.co.uk પર ઇમેલ 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 halkaan 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