



Photo by Ben Garratt

ISHA Residents' Newsletter: June 2021

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

This month we're pleased to introduce **two new members of staff** – our Housing Manager, Aisling and our Leasehold Manager, Adam.

We're reminding residents that we are here to help and, even if the situation is stressful and upsetting, **our staff have the right to be treated with respect.**

Our Resident Involvement Team have been out and about **meeting our residents in person** and running a pilot employment project. We've also got **an update from our recent resident action forum** and a list of actions around cleaning and gardening.

If you're able to get out and enjoy the sunny weather – don't forget your sun cream and wear a hat.

- Ros Selby, Head of Communication and Involvement

Meet our new Housing Manager



My name is Aisling Hodson and I'm a Housing Manager. I manage a team of three tenancy officers, a Lettings Officer, an Outreach and Support Officer and a Specialist Housing Officer.

About the team

We are here to help ISHA residents with all aspects of their tenancy. From letting homes to new residents to providing specialist support if you need it. We aim to help you live peacefully in your community and maintain your tenancy.

The team works in partnership with local authorities, health services, the police and voluntary agencies to support you. If you are experiencing anti-social behaviour, let us know and we will work with you to resolve the issue.

I'm looking forward to meeting many of our residents in the months to come.

About me

I have worked in housing associations and local authorities for the last 12 years, first as a Housing Officer and then as a manager of front-line housing teams delivering a landlord service to residents. I was born in Islington and I live in Haringey. I might be the only person in North London who supports both Tottenham and Arsenal!

Contact us

If you would like advice on anything related to your tenancy or you or another ISHA resident need help and support, get in touch. Email isha@isha.co.uk or call 0300 131 7300 and our contact centre will put you in touch with the right officer from the Housing Team.

Meet our new Leasehold Manager



My name is Adam New and I am the new Leasehold Manager.

I specialise in residential leasehold management and have around 10 years experience in a various roles spanning both private and public sectors. Before joining ISHA I ran a business that managed blocks of residential flats.

About my role

My role at ISHA is **to create a better service for our home ownership customers that meets their needs and expectations**. This is a challenge given the negativity that surrounds leasehold as a tenure type but it's also an opportunity to provide our home ownership customers with a first class service.

I hope ISHA's commitment to improving the service to our home ownership customers will be welcome news to all our leaseholders.

About me

Outside of work I enjoy spending time with my two boys, boxing and jumping out of airplanes!

Contact us

The Leasehold Team consists of a Leasehold Officer and myself. You can contact us by emailing homeownership@isha.co.uk or by calling 0300 131 7300 and our contact centre will put you through to us.

Respecting our staff



Photo by Olha Ruskykh

The coronavirus pandemic has been challenging for a lot of our residents and the same applies to our staff. Like you, they have had to navigate their way through an unprecedented time and have done their best to balance their health, home life, work and other commitments during the lockdowns and restrictions on movement.

During the early part of the pandemic, we got some things wrong but together with our staff, **we have been working hard to improve and deliver a better service to everyone**, and we hope you've seen these improvements.

Treating ISHA staff with respect

Unfortunately, while we have been doing our best to deliver a brilliant service to you, **there has been some abuse and disrespectful behaviour to our staff by a small number of residents**. We know it has been an upsetting and stressful time for many people, but we do not tolerate unacceptable behaviour to our staff or contractors.

All our staff have the right to work in a safe and supportive environment, free from abuse, intimidation, threats of violence, aggression, racism, sexism or any other undesirable verbal, physical, implied or actioned behaviour.

Respecting our staff



Photo by Olha Ruskykh

We are proud of the diverse and varied backgrounds of our staff and the residents we serve. Please be mindful that there is a real person at the other end of the phone, or replying to your emails, and how you behave does have an effect on them.

Reporting unacceptable behaviour

If you feel a member of staff hasn't done a good job or hasn't treated you with respect, please get in touch so we can investigate in line with [our complaints policy](#).

If you have experienced or witnessed any behaviour by another resident towards you, a member of staff or a neighbour that you feel is unacceptable and you want to report it to us, call us on 0300 131 7300, or email isha@isha.co.uk.

Local community updates



Employment workshops

We've had some great success from our pilot employment workshops. The series of five evening workshops cover CV writing, interview skills, transferable skills and more. They are designed to build confidence for anyone wishing to enter or re-join the workforce.

We're hoping to expand the course to all ISHA residents, email involvement@isha.co.uk to register your interest or [watch the short video on YouTube for more information](#).

Get to know your neighbours

With the weather improving and some Covid restrictions easing the team have been out at four estates meeting residents, hearing their stories and sharing ideas for improving their community.



Local community updates



If you have a passion for your community or want to get to know your neighbours better, email involvement@isha.co.uk and we'll help you get started. There's lots you can do and it doesn't take much effort.

- Why not create a WhatsApp or Facebook group for your community? It's a great way to share ideas and work together.
- If you have a communal garden or outside space, arrange a socially distanced meet up to say hi to everyone.
- Start a neighbourhood book club or a free library and share your favourite reads with other people.
- Speak to our Resident Involvement Team about creating a [residents' association](#).



Resident forum - Cleaning and gardening



Photo by Pawel Czerwinski

On 24 April our [resident scrutiny panel](#) hosted an **online resident action forum about cleaning and ground maintenance**.

Residents discussed their experiences and ideas for improving things where they live. After the forum, ISHA carried out further consultation with residents to **create a list of recommended actions**. These actions will be completed over the next 12 months and the scrutiny panel will be monitoring progress.

Actions

- Residents invited to (monthly/quarterly) estate inspections. Dates will be put on the ISHA website and estate noticeboards.
- A leaflet will be given to residents about bulk waste collection, contacting ISHA about cleaning or additional services (such as window cleaning), how to request new or replacement bins, and explaining what is included in the cleaning and ground maintenance contracts.
- A peer review of an estate's environmental policy.
- A dynamic purchasing system for contractors.
- An audit of bin stores and their usage by non-ISHA residents.
- An investigation into areas experiencing heavy fly-tipping and recommendations for reducing the problem.
- Emails to isha@isha.co.uk will be responded to within 24 hours, Monday to Friday.
- 70% of phone calls to 0300 131 7300 to be resolved at the first point of contact.

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