



Photo by Vicko Mozara

ISHA Residents' Newsletter: July 2021

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

This week the weather has really stepped it up a notch and the Government have officially removed many of the lockdown restrictions.

In this month's newsletter **we look at some of the teams you might engage with at ISHA and what they each do.**

We highlight the **online 'Made of money' workshops** we're running in partnership with Quaker Social Action.

We'll soon be sending residents **text updates about our quarterly estate inspections** - so make sure we have the correct contact details for you.

Finally, Tai, our Outreach and Support Officer, provides **an update for our ISHA Lien Viet residents** on the annual day trip and resident meetings.

- Ros Selby, Head of Communication and Involvement

Our teams and how they can help you



Photo by Olha Ruskykh

As an ISHA resident, you may contact us very rarely, or more frequently. We have looked carefully at the way we work and have **recently changed some of our teams**, to make sure we can provide you with the best service.

Customer Service Team

Our Customer Service Team **answers all our resident phone calls**, as well as sending emails on to relevant staff members. If you call 0300 131 7300, the Customer Service Team is the team you will speak to.

The team is led by Monique Duchen, with the support of Team Leaders, Akello Thomas and Lucy Mead. They have a wealth of information and if they cannot help you they will direct you to a specialist at ISHA.

Assets and Repairs Team

Our Assets and Repairs Team is led by Scott Hughes.

The Neighbourhood Services Officers you may see out and about at ISHA sites are part of this team. The officers are our eyes and ears on the ground and many of you will know them well.

Scott also leads our surveyors, who work with local repairs contractors to get things done in your homes, including emergency repairs as well as planned maintenance and bigger projects.

Our teams and how they can help you



Photo by Olha Ruskykh

Our Housing Team has recently undergone some changes. It is made up of our Leasehold, Income and Tenancy Sustainment and Housing teams.

Leasehold Team

We have a new Leasehold Team, led by Adam New.

We know that the issues leaseholders face can be different to those we work to resolve for tenants. **Adam and his team are dedicated to improving the service leaseholders receive and establishing a good relationship with them** as well as the managing agents who manage some of the estates where our residents live.

Income and Tenancy Sustainment Team

The Income and Tenancy Sustainment Team **works with residents to support and sustain tenancies.** It is led by Ade Adeshina.

If you ever face financial or other difficulties which may affect your ability to pay your rent, getting in touch with this team early can help you sort things out before they become more difficult. The sooner you tell us, the more help we can give, including signposting you to support you may not be aware of.

Our teams and how they can help you



Photo by Olha Ruskykh

Housing Team

The Housing Team, led by Aisling Hodson, **supports residents with living in ISHA homes.**

The team deals with tenancy management which includes:

- letting of our homes
- dealing with reports of antisocial behaviour and other tenancy breaches
- helping tenants who need support to move home
- supporting some of our more vulnerable residents who live in specialist housing schemes.

Made of Money workshops



ISHA and 'Made of Money' are running a series of financial workshops for ISHA residents. The workshops are aimed at families and will give you practical skills and confidence in managing your money.

Dates and times for the workshops

The workshops will cover attitudes and behaviour about money, budgeting, planning, using digital tools, shopping habits and more.

The workshops started on Tuesday 6 July but you can join at any point. **The workshops are held on Zoom between 10.00 am - 11.30 am each Tuesday in July.**

The workshops are not a financial or debt advice service. Made of Money is a project run by the [Quaker Social Action charity](#).

Register your interest

To register your interest or for more information, email alasdairp@isha.co.uk or call 0300 131 7300.

Join us for your next estate inspection



Each quarter, our Neighbourhood Services Team carries out an in-depth inspection at each of the estates where you live.

The inspections allow us to spot any issues with repairs, cleaning or the garden and outside areas. **They are a great opportunity to meet with you, get your feedback and discuss any areas of concern you have.**

The date of your next inspection

You can find details of when your next quarterly inspection is happening on the noticeboards at your estate and on the [‘In your area’ section of the ISHA website](#) (search for your estate by borough and estate name).

Text reminders

If we have a contact mobile number for you, **we will now be texting you a reminder of when your next inspection is coming up.**

Update your contact details

To update the contact details we have for you, email isha@isha.co.uk.

An update for our ISHA Lien Viet residents



Photo by HyggeLab Concept

Monthly residents' meetings

A number of our residents have been in touch, asking when the monthly, face-to-face residents' meetings will resume. We don't have a start date at the moment, but with many of the Covid-19 restrictions being lifted from Monday 19 July, we're hopeful the meetings can start again in the near future.

Annual day trip

Because of the Covid-19 restrictions, we weren't able to run our annual day trip last year and we're not sure if it will be possible this year. We know how much many of you enjoy the day trip and once it is safe to do so, we look forward to welcoming you back onboard the bus for what will be an enjoyable and social day.

More information

If you'd like more information about anything to do with being a Lien Vet resident, contact Tai on 0300 131 7300 or email taih@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