



Photo by Alexander London

# ISHA Residents' Newsletter: September 2021

Welcome to the September issue of our resident newsletter.

We've a bumper issue for you this month with lots of information, advice and opportunities for you to get involved with our work.

**Our rating with the Regulator for Social Housing** stays the same, **reception is open** for walk-in appointments and we have a **new car parking contractor**.

We highlight **our gardening partnership with ecoACTIVE**, the first **TRASH TALK! event** and **we want your help with our customer satisfaction survey**.

The **'Made of Money' workshops** return in November, Tpas has launched a new online resource and the **Warm Home Discount Scheme** is opening soon.

Finally, we've a **discount code for second-hand furniture** and residents can also **collect free paint**.

*- David Saunders, Digital Communications Officer*

# ISHA retains G1/V2 status



Photo by Benjamin Davies

We're pleased to announce that following our In Depth Assessment (IDA) by the Regulator of Social Housing, **ISHA has retained our G1 and V2 status**. These ratings show that the regulator believes ISHA is well governed, our financial plans are consistent, we're financially stable and in a good place to deliver our strategic objectives.

The report highlights the significant investment ISHA is making to tackle building safety issues and how the additional cost of doing this means we're building less new homes in the short-term.

Following the announcement, [ISHA has called on the Government to take action on the building safety crisis](#). **We are urging the Government to do more to protect leaseholders and social landlords** from the high cost of the necessary remediation work to make your homes safe.

## More information

You can read [the regulatory judgement on the Regulator for Social Housing website](#). If you have any questions or concerns about the safety of your building, email [buildingsafety@isha.co.uk](mailto:buildingsafety@isha.co.uk).



# Our reception is open again



Photo by Mike Petrucci

With many of the Covid-19 restrictions now fully lifted across the country, **we have re-opened our reception area to our residents.**

You can still book an appointment with us – and **we would encourage everyone to book in advance where possible**, but you are now able to drop-in without pre-booking an appointment.

## Opening hours

**Reception is open and staffed from Monday to Friday from 9am to 5pm.**

## About your visit

You'll notice a few things have changed since your last visit.

We now have clear plastic (Perspex) screens on the counter, disposable face masks you can use and we provide hand sanitiser. We kindly ask that all our visitors sanitise their hands when you enter and exit the reception area and wear a face mask, unless you are exempt.

## More information

Email [isha@isha.co.uk](mailto:isha@isha.co.uk) or call 0300 131 7300 if you have any questions or to book an appointment.

# New car parking contractor



Photo by Alwin Kroon

At the beginning of this year, we met with residents to discuss car parking. From the feedback we received it was clear our car parking contractors were not operating at the high standard we required.

## Our new car park management company

We put the contract out to tender and after a detailed and diligent process we can now announce that **UK Parking Control (UKPC) will be taking over the management of ISHA's car parking areas.** We felt UKPC demonstrated empathy towards our residents and provided an excellent response to our written specification.

**We are updating signage across our sites and are introducing ANPR cameras** to help manage parking and identify people who are parking where they shouldn't.

## More information

We'll keep you updated on how these changes will affect your parking areas, but in the meantime, if you have any questions, contact us on 0300 131 7300 or email [isha@isha.co.uk](mailto:isha@isha.co.uk).



# Join our communal gardening projects



Michael Wardle

ISHA is working with [ecoACTIVE](#) (an environmental education charity based in Hackney) and residents to create new planting areas in the communal gardens at Shoreditch Court and Upcott House.

## **Raised beds and a trellis at Shoreditch Court**

At Shoreditch Court, Michael Wardle has turned his fabulous designs for trellis and pergola areas into a reality.

Thanks to the hard work, knowledge and experience of residents and funding from ISHA and contractors FDH, raised beds and a trellis have been installed and planted with scented and climbing plants. Some beds also have space for herbs, fruit and vegetables.

## **Get involved**

Next, we'll be planting bulbs to flower in the Spring (Monday 18 October) and on Tuesday 5 October we'll be propagating houseplants that people can grow at home.

# Join our communal gardening projects



## Growing fruit and vegetables at Upcott House

Residents at Upcott House said they wanted to grow fruit and vegetables and create a habitat for wildlife. With our help, they have **built raised beds for seeds and plants and have already harvested potatoes, kale, garlic and broad beans.**

A new hedgerow, wildflowers and spring flowers have been planted and we're working on a composting system as well as caring for winter vegetables and planting trees and perennial plants.



## Get involved

If you'd like to get involved with the project at Upcott House, **we'll be doing houseplant propagation on Saturday 9 October and 'planting and caring for winter vegetables' on Saturday 23 October.**

## More information

If you'd like to take part in the gardening projects, live at Upcott House, Shakespeare House or Lyme Grove, or want more information on the projects, **contact Tasha from ecoACTIVE** on 07517 483 078 or email [natasha@ecoactive.org.uk](mailto:natasha@ecoactive.org.uk).

*The ecoActive community garden projects at Shoreditch Court and Upcott House are made possible by funding from ISHA, City Bridge Trust and The Tudor Trust.*



# TRASH TALK! at Britannia Walk



On Saturday 28 August, ISHA and residents at Britannia Walk (N1) held their first "TRASH TALK!" event. The event was a **chance for residents to meet up for a chat and de-clutter their homes of anything they did not want.**

It was held in the communal gardens at Britannia Walk and was a great opportunity to meet other residents, share ideas and engage with other people in the local community.

Thank you to everyone who came along and helped make the event such a success.

**TRASH TALK! is a great example of a resident-led project where local people worked together to engage with their community and improve where they live.**

If you'd like to organise something like this in your neighbourhood, email [involvement@isha.co.uk](mailto:involvement@isha.co.uk).



Britannia Walk (N1) residents

# Tpas Connect – An online community



TENANT ENGAGEMENT EXPERTS  
**tpas**  
member 2020-2021

Tpas have created a new digital platform for their members called Tpas Connect.

[Tpas Connect](#) is an online network where you can **post questions, share information with like-minded people across the country and make new connections**. It includes a national group for staff who work in housing and a separate tenants' group.

Tpas are England's leading tenant engagement experts. They promote, support and champion tenant involvement in social housing. [Tpas](#) is a not-for-profit organisation and has been representing members since 1988.

## More information

ISHA works closely with Tpas and they helped us set up our [resident scrutiny panel](#) and write our [resident involvement strategy \(pdf, 1.1mb\)](#).

For more information on Tpas and how to join Tpas Connect, email [involvement@isha.co.uk](mailto:involvement@isha.co.uk).



# Help us improve resident satisfaction



Photo by Olha Ruskykh

## Would you like to help us write our customer satisfaction strategy?

You'll work with ISHA staff and other residents to inform and help develop a strategy that details what drives resident satisfaction and what you, as a resident, expect from IHSA when you need to get in touch with us.

The co-production session will be held **on Friday 8 October from 2 - 4pm**, hosted online through Microsoft Teams.

## More information

To reserve your place or for more information about the customer satisfaction strategy, email [involvement@isha.co.uk](mailto:involvement@isha.co.uk).

## Customer satisfaction surveys

Each month ISHA commissions the Institute of Customer Satisfaction (ICS) to conduct surveys with residents and collect feedback about our services and your neighbourhood.

You should only get one email or telephone call a year from ICS, so **please take the time to complete the survey**. If you have any questions or concerns, see our [data privacy policy](#) or email [involvement@isha.co.uk](mailto:involvement@isha.co.uk).

# Made of Money workshops



Our 'Made of Money' Zoom workshops will be returning in November with two workshops in the mornings and a repeated session in the afternoon.

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 two areas – making a plan and being a clever consumer.

**The making a plan workshop will be on Tuesday 9 November from 10.30am to 12 noon and repeated on Thursday 11 November from 1pm to 2.30pm.** The workshop will look at how you can prioritise your spending and explore different ways to plan and manage your finances.

**The clever consumer workshop is on Tuesday 16 November from 10.30am to 12 noon and again on Thursday 18 November from 1pm to 2.30pm.** This workshop will look at shopping habits, consumer choice and help you understand whether what you're buying really is a 'good deal'.

## Register your interest

To sign up for the workshops call 0300 131 7300 or email [alasdairp@isha.co.uk](mailto:alasdairp@isha.co.uk).

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



# Save £140 on your electricity bill

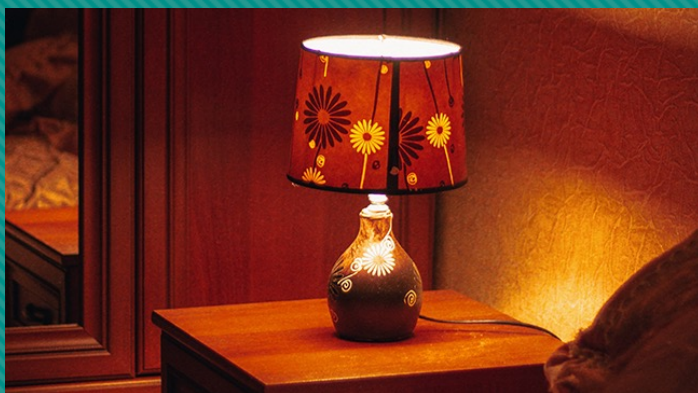


Photo by Dmitriy K

If you are on a low income or get the Guarantee Credit element of Pension Credit **you could save £140 on your Winter electricity bill under the Government's [Warm Home Discount Scheme](#)**. Most energy suppliers take part and the scheme opens on Monday 18 October.

## Am I eligible?

If you get the Guarantee Credit element of Pension Credit you should receive a letter confirming you automatically qualify for the discount.

If you don't receive a letter by Friday 31 December, you can **contact the Warm Home Discount helpline on 0800 731 0214**.

**If you are on a low income, you will need to check your eligibility and apply through your supplier.**

The criteria and time you have to apply depends on your supplier. **Get your application in quickly**. Usually people receiving means tested benefits (Universal Credit, Working Tax Credit, Employment Support Allowance or Income Support) with a child under five years of age or certain disability benefits are eligible for the discount scheme.

[Check whether your supplier is taking part in the scheme.](#)

**Your supplier will apply the discount by Thursday 31 March 2022.**

## What if I have a pre-payment or pay-as-you-go meter?

If you have a pre-pay or pay-as-you-go electricity meter, you will usually get the discount in the form of vouchers that you can use to top-up your meter.

## Need help?

[SHINE](#) is run by the Energy Advice Service and can help with getting the discount and provides advice on energy bills and energy efficiency. You can contact them on 0300 555 0195 or email [contact@shine-london.org.uk](mailto:contact@shine-london.org.uk).

# Test your boilers and check your radiators



Photo by He Gong

As the British Summer comes to an end and we move into the typically colder months of Autumn and Winter, **now is a great time to check your boiler and radiators are working properly.**

It's important to check now that they are all working correctly, there are no leaks or any other problems. If you do find something, get in touch and we can get it fixed.

## Gas safety checks

As a landlord, we need your cooperation to carry out a gas safety check every 12 months and issue you with a new gas safety certificate (CP12).

## More information

To report an issue with a radiator, boiler or to request a gas safety check, contact us on 0300 131 7300 or email [isha@isha.co.uk](mailto:isha@isha.co.uk).

You can find out [more information about gas safety checks on our website](#).



# Second-hand furniture and free paint



Photo by Benjamin Davies

We want to reduce furniture poverty and make sure our tenants have essential furniture items. **We encourage tenants to use second-hand options when purchasing furniture and to donate re-usable furniture.**

## Save money on second-hand furniture



[Bright Sparks](#) is a project which promotes furniture reuse. They sell large furniture items, as well as white goods, small electricals and crockery.

We've teamed up with Bright Sparks to offer ISHA residents **25% off your first purchase using code ISHA2021**, either in-store or online until Sunday 31 October.

Bright Sparks **provide a free collection service from Hackney, Camden, Islington and Waltham Forest.** Apart from mattresses, all furniture can be collected from inside your home.

### Bright Sparks stores

- 176 Seven Sisters Road, Finsbury Park, N7 7PX
- Unit 2, Maryland Industrial Estate, 26 Maryland Road, Stratford, E15 1JW.

## Free reclaimed paint

[The Forest Recycling Project \(FRP\)](#) are offering **free paint for ISHA residents** which can be collected from either the Leytonstone or Walthamstow shops.

Contact us on 0300 131 7300 or email [isha@isha.co.uk](mailto:isha@isha.co.uk) to get your voucher.



# Contact us

## Customer service and repairs

0300 131 7300

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

## Emergency gas leaks

0800 111 999

## 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

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### 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

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](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)