



Photo by Toa Heftiba

# ISHA Residents' Newsletter: October 2021

Now the evenings are getting darker earlier, you can tell we're heading into Autumn. And Christmas is only 50 something days away – now that is scary!

In this issue we look at how our Income and Sustainability Team can help if you're worried about the **£20 reduction in universal credit** and we've teamed up with [Quaker Social Action](#) to offer **free, online workshops** to help you feel more confident about money.

Applications for the **Emerging Talent Programme** are closing soon.

We explain **what we're doing to combat tenancy fraud** and **why it's important we have the correct details for your household**.

There's an opportunity to **attend a private viewing at the British Museum**, **free men's football** and Islington Council want to know **how Covid-19 has impacted you**.

*- David Saunders, Digital Communications Officer*

# Apply for the Emerging Talent Programme



Applications for this year's Future of London (FoL) Emerging Talent Programme are now open.

## About the programme

The Emerging Talent Programme **offers people from ethnic minority communities the chance to start a professional career in housing, regeneration and development.**

**The programme is a 21-month paid placement** and you'll complete three different placements with host employers in London from January 2022 to October 2023.

## Who can apply?

The programme supports people starting their careers and people who are looking to change their career direction.

## Applications

To start your application, download the application form and email it to [etp@futureoflondon.org.uk](mailto:etp@futureoflondon.org.uk) by 12pm on Monday 1 November.

## More information

You can find [more information about the programme and application process on the ISHA website](#) and the [Future of London website](#).



# Universal credit reduced by £20 per week



On Wednesday 6 October, the **£20 uplift in universal credit and working tax credits was removed**. The increase had been in place since 6 April 2020.

This could mean your income has decreased by over £1,000 a year.

If you are concerned about being able to maintain your tenancy with us, **our Income and Sustainability Team are here to help**.

The team can help you:

- manage your budget and save money on household bills
- claim the correct benefits to maximise your income
- access emergency support for food or utilities
- signpost you to local support and wellbeing services
- develop your digital skills.

**Email your name, address, contact details and what you'd like support or advice on to [CustomerAccounts@isha.co.uk](mailto:CustomerAccounts@isha.co.uk)** and the team will get back to you within three working days.

## More information

You can find more information [about the changes to universal credit on our website](#), on the [understanding universal credit website](#) and [the universal credit section of the Citizens Advice website](#).

# Feel more confident about your money



Our [free, online 'Made of Money' workshops](#) start again in early November.

The workshops are aimed at families in Islington, Hackney and Tower Hamlets and will give you practical skills and confidence in managing your money.

## Dates and times for the workshops

Workshop	Location	Date	Time
Making a money plan	Zoom (online)	Tue 9 November	10.30-12.00
Making a money plan	Zoom (online)	Thu 11 November	13.00-14.30
Being a clever consumer	Zoom (online)	Tue 16 November	10.30-12.00
Being a clever consumer	Zoom (online)	Thu 18 November	13.00-14.30

## 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](#).*

# Tackling tenancy fraud



## What is tenancy fraud?

Tenancy fraud is where a housing association or council tenant sublets their home to someone else without the permission of their landlord. **Tenancy fraud is against the law.** Often the tenant continues to pay their rent to the landlord but charges a much higher rent to the person they are subletting their property to.

It's estimated that one in every 100 housing association or council properties in the UK is illegally sublet.

## Tenancy fraud stops people getting a home

When someone sublets the whole of their home and isn't living there, they are preventing someone who needs housing from getting a home. This could be a vulnerable person or a young, single parent family.

There is a shortage of housing in London and local authorities have long waiting lists of people who need affordable homes. Often these people are living in short-term private rented accommodation which is not suitable for their needs and very expensive for the local authority.

## How ISHA tackles tenancy fraud

**We are committed to tackling tenancy fraud.**

We work in partnership with local authorities and other agencies to identify households that are at high risk of tenancy fraud. We carry out an audit to check that the correct people are living in that property and if we find one of our homes is being sublet, **we will apply to the county court for permission to repossess the property.**



# Tackling tenancy fraud



We may also refer the matter to the local authority who could prosecute you under the Prevention of Tenancy Fraud Act 2013. This carries a **sentence of up to two years in prison and fine of up to £5,000**. For more serious cases, offenders can also be prosecuted under the Fraud Act 2006. This carries a prison sentence of up to 10 years and/or an unlimited fine.

## What to do if you are subletting your property?

**We are giving tenants who are subletting their property a short window to surrender their tenancy without fear of prosecution.** If you are illegally subletting your home, you can hand back your keys and surrender your tenancy to ISHA at 102 Blackstock Road, London N4 2DR by 5pm on Tuesday 30 November 2021.

## Report subletting

If you suspect that someone is illegally subletting their property you can report this in confidence by calling us on 0300 131 7300 or emailing [housing@isha.co.uk](mailto:housing@isha.co.uk).

We will not disclose your identity without your consent.

## More information

For more information on tenancy fraud or if you have any questions about subletting, contact us 0300 131 7300 or email [housing@isha.co.uk](mailto:housing@isha.co.uk).

# Updating us about your household



Photo by Olha Ruskykh

It's important for your tenancy that we know how many people are living at your property.

If your family increases in size, somebody leaves or you have someone else living with you long-term, you must let us know.

**Accurate records help us manage your tenancy and it's important for fire safety.**

Anyone who is living with you can be added to your occupancy records. For example: Children, spouses or partners, immediate family members or a carer.

## **Do you need to update your details?**

Your Tenancy Officer will be able to advise you how to add someone to your household and what documentation we need to make this change.

**It is your responsibility to update us with any changes to the long-term occupants in your home. You can do this by emailing [housing@isha.co.uk](mailto:housing@isha.co.uk) or calling 0300 131 7300.**



# New cleaning and maintenance leaflets



**We've published new leaflets about communal cleaning and ground maintenance.** Depending on where you live, this can include the cleaning of communal areas, gardening and general maintenance and upkeep of the building.

The leaflets tell what services we provide where you live and how often we carry out that work.

## Download your leaflet

Each of the areas has a slightly different leaflet. Although most of the information is the same, **you'll find the contact details are specific for where you live.**

- [Camden cleaning and maintenance leaflet \(pdf, 701kb\)](#)
- [Hackney cleaning and maintenance leaflet \(pdf, 701kb\)](#)
- [Haringey cleaning and maintenance leaflet \(pdf, 701kb\)](#)
- [Islington cleaning and maintenance leaflet \(pdf, 701kb\)](#)
- [Tower Hamlets cleaning and maintenance leaflet \(pdf, 701kb\)](#)
- [Waltham Forest cleaning and maintenance leaflet \(pdf, 701kb\)](#)

Information about the cleaning contract for your building can be found on the communal noticeboard and on the ['In your area' section of our website](#).

We carry out regular inspections and surveys to check that our cleaning and gardening contractors are completing the work to a good standard.

## More information

If you have any questions or concerns about communal cleaning and ground maintenance where you live, email [isha@isha.co.uk](mailto:isha@isha.co.uk) or call 0300 131 7300.



# Free men's football in Islington – Every Friday



Photo by Alex

If you fancy a kick about, making new friends and getting some physical exercise, Active Spaces and the Access to Sports project are offering **free men's football every Friday**.

The sessions are for men aged 18 or over and all fitness levels are welcome.

You can drop in but booking is advised.

## When?

- 11am – 1pm on the Sue Davis pitch at the Andover Estate (corner of Seven Sisters Road and Sonderburg Road).
- 1.30 – 3.30pm on the red pitch at the Mayville Estate (corner of Mildmay Road and Boleyn Road).

## More information

For more information or to book a space, email [info@accesstosports.org.uk](mailto:info@accesstosports.org.uk).

Active Spaces is a project by Islington Council's Community Development Team.

# Attend a free preview of Peru: A journey in time



As an ISHA resident, you can attend a special preview of the British Museum's latest exhibition on Sunday 7 November from 10am - 4pm.

## About the exhibition

[\*Peru: A journey in time\*](#) explores the vibrant world of Peru and how people have thrived for millennia in one of the most complex and challenging environments on the planet.

The exhibition highlights the history, beliefs and cultural achievements of the different people who lived here, features objects from the British Museum's collection and pieces borrowed from Peru itself.

At the preview there will be three ten-minute long dance performances from Baila Perú at 1.30, 2.30 and 3.30pm.

## Booking and tickets

To book your ticket or be added to our community events mailing list, email [alasdairp@isha.co.uk](mailto:alasdairp@isha.co.uk).



# The impact of Covid-19 in Islington



ISLINGTON

**Islington Council would like to hear from residents about how the Covid-19 pandemic has impacted them.**

Coronavirus has been a challenging time for many people and brought about many changes. The council want people to share their experience and provide feedback to help them provide the necessary support to people who live in the borough.

Information collected will be anonymised and shared with policy makers at a national and local level.

**To complete the survey, go to [islington.gov.uk/CovidSurvey2021](https://islington.gov.uk/CovidSurvey2021), scan the QR below or call 07813 545 613.**

The survey will take about 15-20 minutes to complete and, if you wish, you can enter your details for a chance to win a £50 shopping voucher.

## More information

Email [covid-19survey2021@islington.gov.uk](mailto:covid-19survey2021@islington.gov.uk) for more information about the survey.



# 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) -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](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 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](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

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](mailto: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](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)