



Photo by Mick Haupt

ISHA Residents' Newsletter: November 2021

Welcome to our November residents' newsletter

Inside this month's issue, a reminder that **you are responsible for making sure your rent and service account isn't in arrears.**

We highlight an important **pilot project to tackle unresolved repairs in Islington and Waltham Forest.**

Often a couple of surprisingly **easy checks you can do yourself will get your central working properly.**

We explain what **asbestos is, why it can be dangerous and what to do if you are concerned.**

Lastly, if you live in Islington, you can **join free exercise classes as part of the Active Spaces programme.**

- Thea McNaught-Reynolds, Head of Communications & Involvement

Keeping on top of rent and service charges



Photo from Rupixen.com

No matter how your rent is paid, **as a resident, you have a responsibility to make sure your account is not in arrears.** Our Income and Sustainability Team are here to support you and can provide advice when you need it.

Rent payments are due in advance

It's important to know that **all rent and service charge payments are due in advance.**

We understand that **universal credit and housing benefit are often paid in arrears and this can cause some confusion.** You can pay your rent and service charges to us through:

- housing benefit
- universal credit DWP direct payments
- Direct Debit
- Standing Order
- online using Allpay
- through a PayPoint kiosk
- debit and credit card payments over the phone

Direct Debit

Direct Debit is the simplest and most convenient way of paying your rent and service charges. To pay by Direct Debit, call us on 0300 131 7300 with your bank account details.

Keeping on top of rent and service charges



Photo from Rupixen.com

Housing benefit

If you are in receipt of housing benefit, **we can receive your housing benefit payment from your local authority and get it paid directly into your (ISHA) rent account.** As housing benefit is usually paid in arrears, you may need to work with us and pay a small amount yourself so your rent account is not in arrears.

Depending on your circumstances, you will be entitled to either full or partial housing benefit payments.

Housing benefit is usually paid four weeks in arrears and the payment is usually received on the 5th or 6th week but backdated. This can cause arrears on your rent account and you will receive letters from us telling you that your account is in arrears.

We are encouraging all our residents to work with us to catch up on any arrears to avoid receiving these letters.

Universal credit direct payments

If you are in receipt of universal credit, **we will apply to the Department for Work and Pensions (DWP) to pay your rent direct to us** if you fall under the categories stipulated by DWP or if you fall into arrears. This payment is paid on same day you receive your personal allowance.

We will apply for additional payment if you have arrears on your account.

Keeping on top of rent and service charges



Photo from Rupixen.com

Standing Order

With a Standing Order, **you instruct your bank to pay your rent or service charge to us on your chosen date.** To set up a Standing Order will need to include your reference number (from your rent statement or rent card) and quote the following:

- ISHA bank account number 20673803
- ISHA sort code 20-45-93

Online payment via Allpay

To pay online, you will need to [register with the Allpay website](#). You will need your reference number from your rent statement or rent card and a debit or credit card.

PayPoint

You can pay your rent anywhere that displays PayPoint e-pay sign. You will need your rent payment swipe card and your cash or debit card. Please keep the payment receipts

Card payment

To make a payment over the telephone, call us on 0300 131 7300 during normal office hours. Alternatively you can call Allpay's automated service anytime on 0844 557 8318.

More information

Call our Customer Service Team on 0300 13 7300 or email CustomerAccounts@isha.co.uk to discuss your account and any support you might need.

Unresolved repairs pilot project



Photo by David Pisnoy

We know repairs are an important issue for tenants, and previously, repairs carried out by ISHA and its contractors haven't always been up to our high standard.

We are working hard to improve things and **we are seeing a significant improvement in the quality and quantity of repairs** carried out at our properties.

Unresolved or incomplete repairs in Islington and Waltham Forest

However, **we are aware some repairs have either been missed or haven't been properly resolved!**

We are sorry if this has happened to you.

To help resolve any outstanding repairs, we are piloting a new approach in Islington and Waltham Forest. The pilot project is running until Sunday 5 December.

If you are an ISHA tenant in these areas, have logged a repair with us, and it hasn't been completed, email unresolvedrepairs@isha.co.uk.

We will get back to you within two working days to find out more and work with you to resolve the issue.

You can find [more information about the pilot project on our website](#).

Complaints about unresolved repairs

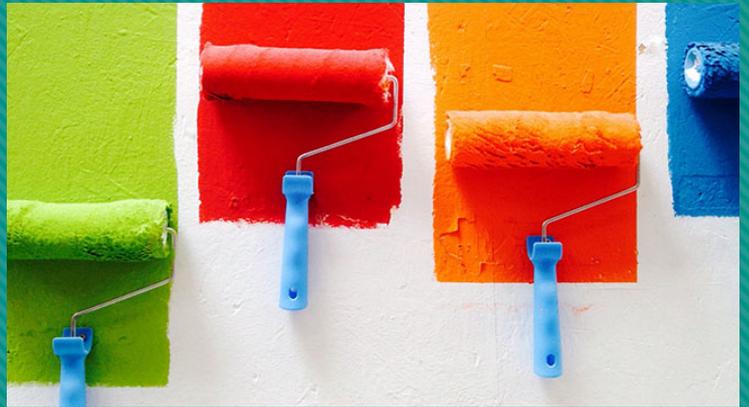


Photo by David Pisnoy

Complaints about repairs

Our complaints process is separate from this project.

If a repair is outstanding and you want to make a formal complaint, you can do so by emailing complaints@isha.co.uk or completing and returning [our complaints form \(docx, 109kb\)](#) to us.

You can learn more about our complaints process in [our complaints policy on our website \(pdf, 182kb\)](#).

More information

Contact our Customer Services Team on 0300 131 7300 or email isha@isha.co.uk for more information about the unresolved repairs pilot.

For more information on reporting repairs in other areas (Camden, Hackney, Haringey and Tower Hamlets) or if you are a leaseholder, see [the unresolved repairs article on our website](#).



Boiler settings and bleeding radiators



Photo by He Gong

As we head into winter and the temperatures decrease, **it is important to check that your boiler is working properly.** By taking a few minutes to do some simple checks, you can often avoid serious problems like having no hot water or heating!

Check the settings on your boiler

If you have hot water but no heating, check the settings on your boiler. **Your boiler might be on hot water only** (Summer setting) instead of hot water AND heating (Winter setting).

People often do this to save energy during the warmer months and it is surprisingly easy to forget to adjust it again once it gets colder. It's easy to check this and doing so can avoid an expensive call out for a specialist gas engineer to attend.

Bleed your radiators

It is important to **bleed your radiators** regularly to remove any trapped air. Air trapped in the radiator will prevent it from heating up properly and to the temperature you have set.

You should **always turn off your heating and let radiators cool down before bleeding them.**

To bleed a radiator valve you will need a special key. You can find these in most DIY or hardware shops.

Gas servicing and heating repairs

If after doing some basic checks, your boiler or heating still isn't working, contact us on 0300 131 7300 or email isha@isha.co.uk.

You can find [more information about gas servicing and heating repairs on our website](#).

Asbestos in the home



Photo by Brett Jordan

If there is asbestos in your property, ISHA has a duty of care towards you as our tenants.

Asbestos is a hard wearing mineral which is resistant to heat, fire, electrical currents and chemicals. It was used in a lot of building materials, particularly during the 1950s, 60s and 70s.

Asbestos can cause serious health problems. Since 1976, British manufacturers had to display labels on any products which contain asbestos and **since 1999, no building materials use asbestos.**

The health issues with asbestos

Asbestos is made up of tiny fibres. These fibres can cause health problems when the building materials start to deteriorate with age or the fibres are disturbed. The fibres travel through the air and into our lungs. This can lead to lung diseases such as asbestosis or lung cancer.

Identifying asbestos

It can be hard to tell the difference between materials with asbestos in from those that don't have it. Many modern products that don't contain asbestos look very similar to the products that do. This is why **specialty trained people are used to check for asbestos.**

Staying safe

Be cautious when carrying out DIY or decorating in your home. **If you want to undertake major refurbishment, you must contact us to get approval** so we can provide you with asbestos information.

Contact us

If you are concerned you may have asbestos in your home, contact us on 0300 131 7300 or email isha@isha.co.uk.

Active Spaces - free classes in Islington



If you live in Islington you can take advantage of **FREE ACTIVITIES** to improve your health, wellbeing and connect with other people.

Pilates

Join this varied weekly Pilates class at **Mildmay Community Centre, N16 8NA** to improve your strength, flexibility and tone. The class is suitable for all ages and levels of fitness. Mondays from 10 - 11am.

Total body workout

Get advice from a qualified fitness instructor as you work at your own pace through a range of full body exercises. Mondays 11am – 12 noon at **Bronte House multi-use games area, N16 8LG**.

Women's only Pilates

10.30 – 11.30am, **Andover Community Centre, N7 7RY**. Suitable for all ages and levels of fitness but please bring your own mat.

Balance and movement

A stretch and movement based class to help with balance and coordination that includes chair-based exercises. Tuesdays 1 – 2pm, **Durham Road community rooms, N7 7DT**.

Booking and more information

You must book in advance for all classes. To book your place, email office@healthygenerations.org.uk or call Sam on 07981 142 376.

You can find [more information about Active Spaces on the Islington directory](#).

Contact us

Customer service and repairs

0300 131 7300

isha@isha.co.uk

Emergency gas leaks

0800 111 999

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 سكنك
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 ઈચ્છો તો કૃપા કરીને 0300 131 7300 પર ફોન કરો અથવા
isha@isha.co.uk પર ઈમેલ 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 halkan 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 telefonun 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