



Photo by Tommaso Uri

ISHA Residents' Newsletter: December 2021

Welcome to our December residents' newsletter

Another year is almost over! **We'd like to wish all our residents a warm, safe and happy time over the festive period.** We do hope you're able to celebrate with friends and family – be it in person or remotely.

Remember to check regularly about the latest guidance and rules around Covid-19 as it does change quickly.

In this issue we tell you **about our opening hours** and **how to contact us in an emergency** while the office is closed, there's a reminder to **make sure you pay your rent and service charges** in time and **we've published our annual report for residents.** You download the annual report from our website.

Take care, season's greetings and we hope 2022 is a great year for you.

- Thea McNaught-Reynolds, Head of Communications & Involvement

Contacting us over the festive period



Photo by Olha Ruskykh

We close at 2.30pm on Friday 24 December and reopen 9am on Tuesday 4 January.

During this time, reception will be closed, emails won't be monitored and we'll be taking a break from Facebook and Twitter.

If you do contact us while we are closed, we'll respond to you as soon as possible when we return in January. Although, please note, there may be a backlog so it might take a few days for us to reply.

Emergency contact details

If there is an emergency while we are closed, you can call our out-of-hours service on 0300 131 7300. They're available 24/7 over the festive period – including on Christmas Day.

What is an emergency?

Emergencies include things like having **no heating and hot water, a complete loss of electrical power, flooding or serious water ingress, structural damage to the property, a gas leak, domestic violence or serious anti-social behaviour that makes you feel unsafe in your home or that your life is in danger.**

If it's not an emergency, either email isha@isha.co.uk as usual or hold off calling until we open again on Tuesday 4 January.

- [Emergency contact numbers](#)

Don't forget to pay your rent over Christmas



Photo from Rupixen.com

With Christmas only a few days away, we hope you are able to celebrate it safely with loved ones and friends.

For many people, it can be a stressful time and difficult to manage limited finances - especially with impact of the Covid-19 pandemic.

Your rent and service charges are due in advance

It is really important that you continue to pay your rent and services charges over the festive period. Remember, your rent and service charges are due in advance.

If you are unsure how you will pay for things, do get in contact with us.

Working with you

Together, we can work with you to prevent arrears building up on your account, discuss what payment options are available and avoid having to take enforcement action against you.

Financial advice and support

- [Help and support if you live in Islington](#)
- [Hackney money matters](#)
- [Benefits, debt and budgeting advice in Waltham Forest](#)

Contacting us

The Income and Sustainability Team are here to listen and assist you **up until 2.30pm on Friday 24 December**. You can reach them on 0300 131 7300 or by emailing CustomerAccounts@isha.co.uk.

They'll be back in the office from 9am on Tuesday 4 January.

Our annual report is now on our website



- [Download our 2020-21 Residents' annual report \(pdf, 4mb\).](#)

About the annual report

Our residents' annual report is about our service to you from April 2020 to March 2021.

As well as the areas we are required to report on, we tell you how we responded to the challenges of Covid, how we have been able to make positive changes to our repairs service, what we have been doing to keep you safe in your homes, and how we have involved you in developing new services.

We also asked for your views on our performance during the period and have the results of the survey, what you and other residents told us about our service, and how we have responded to the feedback you gave.

More information

For more information about our annual report or if you have any questions about it, contact us on 0300 131 7300 or email isha@isha.co.uk.

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 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 -আইডিতে 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 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