



Photo by Max van den Oetelaar

ISHA Residents' Newsletter: February 2022

Welcome to our February residents' newsletter

In acknowledgement of Tết– the Vietnamese Lunar New Year, and also the start of the Chinese New Year, we wish our residents joy and prosperity in the year of the tiger.

In our first issue of 2022, we highlight the Hackney Community Fund and a £750 hardship fund in Waltham Forest. We look at why it is important we get access to do gas and electricity safety checks, how supply chain issues are affecting repairs and how more of our staff are moving back to working in the office.

- Thea McNaught-Reynolds, Head of Communications & Involvement

Wishing you joy and prosperity in the year of the tiger



Each year, we are proud to celebrate Vietnamese New Year, known as Tét, with our Lien Viet residents and community. Sadly, due to the ongoing Covid pandemic, **we are yet again unable to hold our Lunar New Year celebrations this year.**

We hope you and your family are keeping safe and well.

While we might not be having a celebration, **the Vietnamese Community in East London – Tower Hamlets will be celebrating Vietnamese New Year on Sunday 13 February** at Dockland Settlement, 4 Saunders Ness Road, London E14 3PS. There will be a lion dance, food, drinks, music and a raffle.

About this new year

Tét 2022 falls a little bit earlier than previous years on Tuesday 1 February. Short for Tét Nguyên Đán, Tét is also known as the Spring Festival, Lunar New Year or Vietnamese Lunar New Year and is one of the most important celebration in Vietnamese culture. In 2022 it is time to welcome in the year of the tiger.

Characteristics of the tiger

People born in a year of the tiger are said to be brave, competitive, unpredictable, confident and display extraordinary levels of willpower. The tiger is often referred to as the king of all beasts in China and comes third in the Chinese zodiac.

Tét 2023

Hopefully, we will all be able to meet up and celebrate Tét 2023 together. Stay safe, and we wish you all: Joy, happiness, luck, prosperity and longevity in the year ahead.

We're (mostly) back in the office



Photo by Mike Petrucci

Now many of the rules and restrictions around Covid-19 in England have been lifted, where it is safe for them to do so, **our staff are now back working from our office on Blackstock Road.**

While many of our staff worked from home throughout the pandemic, our customer services and repairs teams continued to work from the office and our dedicated Neighbourhood Officers were out and about visiting estates and properties.

They have now again been joined in the office by other staff such as surveyors, our Income and Sustainability Team, Complaints Officer, other staff in our Housing Directorate and back office support staff like our Information Technology (IT) Team.

With agreement from their managers and in line with our flexible working policies, some staff continue to work from home for one or two days a week.

Reception

Our reception is open for drop-in visits. You can pop in, Monday to Friday from 9am to 5pm.

If you wish to visit us in person, we kindly ask that, if you are able to, you continue wearing face masks and wash or sanitise your hands when you arrive.

More information

For more information on visiting us, arranging appointments or if you have any general questions, call 0300 131 7300 or email isha@isha.co.uk.

Providing access for mandatory safety checks



Photo by Kwon Junho

It's vitally important that we get access to your home to carry out gas and electrical safety checks at least once a year.

It is a legal requirement for ISHA to carry out these checks under health and safety regulations and by completing them, we are helping to keep you and your family safe.

If we have contacted you with a time and date for carrying out either a gas or an electrical safety check, **please do make sure you are at home and able to give our contractor access.**

Help us complete gas and electrical safety checks in your home

As an ISHA tenant, you have a vital role to play in making sure our properties are safe for you and your family.

It's a legal requirement that we do these checks every year and a condition of your tenancy agreement that you allow us access to do so.

If we have contacted you with an appointment and it isn't convenient, do let us know at least 24 hours in advance by calling us on 0300 131 7300 (option 1), and we can rebook it for a better time.



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The checks don't take long and our contractors follow all the latest guidance, including wearing face masks when entering your home.

If you can't be around, let us know

If the time and date aren't convenient or something happens and you can't provide access, please do let us know as soon as possible and at least 24 hours in advance.

Contact us on 0300 131 7300 (Option 1) to rebook your appointment or if you have any questions or concerns.

Delays getting lift parts



Photo by Arisa Chattasa

Unfortunately, **we are continuing to experience serious problems getting hold of some parts and supplies. This is leading to delays completing repairs and maintenance** at our properties, especially when it comes to lifts.

A lot of our supplies come from Europe and stock is proving difficult to come by or subject to long delays when crossing the border into the UK and getting to where it is needed.

We are working closely with our suppliers and contractors but repairs and maintenance to properties and estates may take longer to get resolved.

We know that getting repairs done in a timely manner is important to you and we thank you for your patience and understanding.

More information

If you want to follow up on an existing repair, report a new issue to us or require more information, call our Repairs Team on 0300 131 7300 or email isha@isha.co.uk.

Grant funding in Waltham Forest and Hackney



Photo by Francesco Gallarotti

Hackney Community Fund

Hackney Council are **providing grants of up to £100,000 to local groups, charities and organisations in Hackney** to fund projects that reignite the rich culture of Hackney and bring the community together.

Applications are open until Sunday 20 March and the Hackney CVS Organisational Development Team can provide help and assistance to associate members with their applications.

More information

There's [more information about the Hackney Community Fund](#) and application criteria on the Hackney Council website.

Up to £750 for vulnerable residents in Waltham Forest

[Citizens Advice Waltham Forest](#) are offering grants of up to £750 to help vulnerable people with their living costs.

If you're a Waltham Forest resident and need help paying for essentials like food, heating and electricity or transport you can apply by calling Citizens Advice on (freephone) 0808 2787 838, Monday to Friday, 9am to 5pm.

More information

You can find [more information about the support available on the Waltham Forest Council website](#), including information on Local Welfare Assistance (LWA), discretionary payments, housing benefits and debt advice.

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 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 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