



Photo by Annie Spratt

# ISHA Residents' Newsletter: March 2022

## **Welcome to our March residents' newsletter**

This month's newsletter is going out later than we'd hoped because of the recent IT issues we're experienced – there's more about that inside.

In the March issue, we also look at the **help available to you if you're concerned about the rising energy costs** and we explain **why we'll no longer be accepting Amex or cash payments** from 1 April. We highlight **free cycling lessons in Waltham Forest** and show how we've listened to your feedback and stepped up the **cleaning of communal bins and bin stores**.

If you have any questions or concerns, we are here to support you. Call us on 0300 131 7300, email [isha@isha.co.uk](mailto:isha@isha.co.uk) or now the weather is improving – why not pop by our office? Spring is definitely on the way!

*- Thea McNaught-Reynolds, Head of Communications & Involvement*

# We experienced an IT security incident



Photo by Mike Petrucci

You may have seen on our website that [we have been experiencing IT issues](#) as a result of an IT security incident on Tuesday 22 February.

## How can I get in touch with you?

We are open and have continued to help and support our residents throughout the disruption. We know the disruption has been frustrating for you, and for this, we are sorry.

Call us on 0300 131 7300, email [isha@isha.co.uk](mailto:isha@isha.co.uk), visit our office, message us by WhatsApp on 07950 972 098 or send a private message through Facebook or Twitter.

Our phone lines are back up and running but it may take longer than usual until we answer your call. Please stay on the line.

All staff can now send and receive emails. If you sent an email after Monday 21 February and we haven't replied to you, please assume we didn't receive it and resend your email.

## Opening hours

We are available from 9am – 5pm, Monday to Friday to answer your calls, emails or if you want to visit us at 102 Blackstock Road, London, N4 2DR.

## When will the IT issues be resolved?

We've brought in external, specialist IT support to help us understand what happened and get us back up and running as quickly as possible. At this time, we can't say for sure when everything will be back to normal.

# We experienced an IT security incident



Photo by Mike Petrucci

## Is it safe to pay my rent?

Yes. The security incident didn't impact our payment methods which are run by third parties.

## I am not safe and need urgent help

If you are in immediate danger, call the police on 999.

If you are not in immediate danger, call the police on the non-emergency number 101, or speak to us about how we can help you.

## Do I need to worry about my data?

Whether there has been an impact on data is a core part of what is being investigated.

We take data protection very seriously and are carefully checking our systems to fully understand the situation. Once we have established what has happened, we will advise if you need to take any action.

## More information

For [more information on the IT issues](#), see our website. When we have further information we can share with you, we will update our website and post on Twitter and Facebook.

If you have any questions or concerns about the IT issues, contact us on 0300 713 3000 or email [isha@isha.co.uk](mailto:isha@isha.co.uk).

# No Amex or cash payments after 1 April



Photo by Rupixen.com

**From Friday 1 April, we won't be accepting cash or American Express (Amex) card payments from our residents.**

## **Why will we no longer accept Amex or cash?**

American Express (Amex) has higher transactional charges than other cards.

For security, we'll no longer be accepting cash payments at our offices, but you can continue to pay cash into our account through a bank or Post Office.

## **How to pay your rent or service charges**

You can pay your rent or service charges in the following ways:

- over the telephone using a Mastercard or Visa credit card
- Direct Debit
- standing order
- by direct bank transfer or through telephone banking
- by allpay online, via the app or using the allpay swipe card
- by cheque
- paying cash into our account at a bank or the Post Office.

## **More information**

You can find [more information about how to pay you rent and service charges on our website](#).

Alternatively, you can call us on 0300 131 3700 or email [isha@isha.co.uk](mailto:isha@isha.co.uk).

# Help with the increasing energy costs



Photo by Kwon Junho

**From Friday 1 April, the energy price cap will increase by 54% for around 22 million customers in the UK.**

**If you are concerned about how you will pay your energy bills, speak to your energy supplier as soon as possible.**

## **How much is the price cap increasing by?**

People on default tariffs (where there is no fixed price guarantee or people who have been moved to a new supplier) will see an increase of £693 if they pay by Direct Debit and an increase of £708 if they are on a prepayment plan.

**Customers on a fixed deal will see no increases** until their bill ends unless their provider fails and they are moved to a new energy supplier.

## **Financial help available**

### **£200 discount**

Earlier this year, the Government announced a £200 'discount' on energy bills. In October 2022 every electricity bill will be discounted by £200 or receive a £200 credit. This discount will be paid back over five years from April 2023 at a rate of £40 per year.

### **£150 council tax rebate**

Homeowners with properties in council tax bands A-D will receive a £150 rebate. The payment will be made directly by your local authority (e.g. Islington or Hackney). If you pay council tax by Direct Debit, you will receive a one-off payment in April 2022.

# Help with the increasing energy costs



Photo by Kwon Junho

## Discretionary funding for local authorities

A discretionary fund of £144 million is available to local authorities in England to support people on low incomes or who don't qualify for the £150 rebate.

## Warm home discount

If you are on a low income or get the guarantee element of pension credit or some working age benefits, you may be eligible for the [Warm Home Discount Scheme](#). You'll need to contact your supplier for more information.

## Winter fuel payment

If at least one member of your household is above the state pension age you could get [between £100 - £300 to help pay your heating bills](#).

## Why are energy prices so high?

The increase is driven by a record rise in global gas prices with wholesale gas prices quadrupling over 12 months.

Because gas is used to generate electricity in the UK, this increases the price of electric we use in our homes, workplaces and anywhere electricity is used (e.g. Venues and shops).

## When will the price cap increase again?

As wholesale gas prices are still at almost record levels amidst concerns about supply (including but not limited to the war in Ukraine, Brexit and the impact of the Covid-19 pandemic), the price cap will increase still further from 1 October 2022.

# Help with the increasing energy costs



Photo by Kwon Junho

## More information

If you are concerned about how you will pay your energy bills, contact our Tenancy and Sustainability Team for help and advice on 0300 131 7300 or email [customerAccounts@isha.co.uk](mailto:customerAccounts@isha.co.uk).

[SHINE](#) (Seasonal Health Intervention Network) can also offer help and advice to ensure you get the help you need to reduce utility bills, be energy efficient and stay warm.

You can also contact the [National Debtline](#) on 0808 808 4000 or [Citizens Advice](#) for free and independent advice.

# Improving our bin stores



Photo by Pawel Czerwinski

**You said, we did: Improving the condition of our communal bin stores.**

## **You said**

Our residents provided feedback through our regular satisfaction surveys that communal bin stores at some of our properties are misused and can be unpleasant.

## **We did**

Our team of Neighbourhood Officers has started an advanced cleaning schedule at these properties to improve the condition of the communal bin stores.

We know it will take time to embed these improvements but we will continue to encourage residents to use the bins appropriately and maintain the cleaning schedule so we can improve the condition of these bin stores over time.

## **More information**

If you'd like to know more about our new cleaning schedule, please contact ISHA on 0300 131 7300.

For any questions about your rubbish collection service, please contact your local borough council.

# Free bicycle lessons and rides for all the family



[JoyRiders in Waltham Forest](#), with funding from Bikeability Trust, are offering **free bicycle hire and lessons for parents and children to learn to ride together as part of their RIDE! project.**

The lessons take place across the borough from April to September and are led by female cycling instructors.

There's also [a course for teenage girls](#) to give them the confidence to ride independently and there are regular, fully led rides you can join.

Register on the Joyriders website to book your place or for more information about the RIDE! project.

# Contact us

## Customer service and repairs

0300 131 7300

07950 972 098 (WhatsApp)

[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 سكنك  
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) -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](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 telefonun arayınız veya [isha@isha.co.uk](mailto:isha@isha.co.uk) adresine e-posta gönderiniz

### Urdu

ہر 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  
اک 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)