



Photo by Max Di Capu

# ISHA Residents' Newsletter: April 2022

## Welcome to our April residents' newsletter

The days are getting longer, trees and flowers are in bloom and it's generally getting warmer – Spring is upon us!

In this month's newsletter we provide **an update on the IT issues** we mentioned in our March issue and **we highlight our complaints process** so you know what to expect if you do have an issue you're not happy with.

We also remind people to vote in **the upcoming local elections** (5 May) and **we wish all our residents a blessed Ramadan and a happy Easter**. All being well, our next issue will be out in early May.

In the meantime, if you have any questions or concerns, we are here to support you. Call 0300 131 7300, email [isha@isha.co.uk](mailto:isha@isha.co.uk) or pop by our office.

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

# An update on the IT security incident



Photo by Mike Petrucci

**ISHA experienced an IT security incident on Tuesday 22 February.**

## **What happened?**

We experienced a security incident that caused a number of IT issues. Since the incident, we have been working with external IT specialists to restore our systems and understand more about what happened.

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

## **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 have been carefully checking our systems to fully understand the situation.

We hope to conclude our investigation shortly. Once we have information we can share with you, we will do so and advise if you need to take any action.

## **Is it safe to pay my rent?**

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



# An update on the IT security incident



Photo by Mike Petrucci

## 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.

## Contacting us

We have made significant progress in resolving the IT issues and **our telephone lines and emails are now back up and running**. It may take us longer than usual to answer your call so please stay on the line.

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.

## More information

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

# Ramadan Mubarak!



Photo by Naveed Pervaiz

Ramadan Mubarak is a well-known phrase and can be used as a general 'happy Ramadan' greeting. The direct translation is 'blessed Ramadan'.

## About Ramadan

Ramadan is the ninth month of the Islamic calendar and is considered to be the holiest month of the year. The exact timing of Ramadan varies each year as it depends on the sighting of the moon over Mecca. In the UK in 2022, Ramadan occurs between Friday 1 April and Sunday 1 May.

Ramadan is a month of spiritual rejuvenation, where most Muslims try to avoid negative acts or their personal vices, while practising positive acts, self-control and compassion for those less fortunate than themselves. It is a month to focus on devotion, during which many Muslims will spend extra time reading the Qur'an and performing special daily prayers (the Salat).

Fasting during Ramadan is one of the five pillars of Islam and is a form of worship that brings Muslims closer to God. Fasting occurs between sunrise and sunset.

Every day of Ramadan, Muslims eat a pre-fast meal called the Sahoor, which is taken before sunrise. They don't eat again until after sunset when they eat the Iftar meal.

## Eid al-Fitr

Ramadan ends with the holiday of Eid al-Fitr (the Festival of the Breaking of the Fast) where traditionally families and friends gather together to share celebratory meals and give gifts to their children.



# Happy Easter!



Photo by Rodion Kutsaev

Easter is the most important festival in the Christian calendar. It celebrates Jesus, rising from the dead three days after he died during his crucifixion.

Celebrations culminate on Easter Sunday, the date of which varies each year depending on the lunar cycle. This year, Easter Sunday is on the 17 April.

## **Palm Sunday**

The previous Sunday is known as Palm Sunday and makes the start of a holy week. Palm Sunday is when Christians celebrate Jesus' arrival in Jerusalem.

## **Maundy Thursday**

The Thursday before Easter Sunday is when Jesus ate the Last Supper with his disciples. Christians remember it by sharing bread and wine together during the Holy Communion, Eucharist or Mass at a church.

## **Good Friday**

Good Friday is a day of mourning as Christians commemorate the crucifixion of Jesus in Golgotha – a skull shaped hill in ancient Jerusalem. Christians remember Jesus' suffering and death and what it means for their faith.

## **Easter Sunday**

Easter Sunday marks the end of Easter and Jesus' resurrection by God. After being buried in a tomb guarded by Roman soldiers, Jesus managed to exit the tomb and was seen by Mary Magdalene, his disciples and many people over the following 40 days.

# Our complaints procedure



Photo by Priscilla Du Preez

We work hard to provide a great service for all our customers but we know we don't always get things right. We want to learn from our mistakes and we use your feedback to improve our service.

## Our Complaints and Resolution Officer

Our full-time Complaints Officer, answers all complaints. They are independent of any team, making doubly sure that our approach to your complaint is fair. The first thing they'll do when they receive your complaint is to find out more about it from you. You can make a complaint by calling us on 0300 131 7300 or emailing [isha@isha.co.uk](mailto:isha@isha.co.uk).

## What we will do

**When we make a mistake, we will always apologise, aim to put it right and do things better so we don't make the same mistake again.** We learn from our mistakes and use your feedback to improve our services.

[Our complaints policy \(pdf, 182kb\)](#) gives details of our promise to you, the two stages of our process, what to do if you are still unhappy with our response, and how to escalate your complaint to the Housing Ombudsman.



# Vote in the local council elections



Photo by Arnaud Jaegers

On Thursday 5 May, many parts of the country will be holding local elections with more than 4,000 council seats being contested in England alone. **In London all 32 London boroughs will be holding council elections.**

## Mayoral elections

In addition to the 1,817 council seats up for election, **residents will also be directly electing a Mayor in Hackney, Newham, Tower Hamlets, Lewisham and Croydon.**

## Why you should vote

The elections give you the chance to **choose the councillors you want to represent you for the next four years.** The elected councillors are ultimately responsible for many things where you live, including social care and bin collection.

Councillors represent everyone who lives in the area they are elected into. They work with local schools, community and residents' groups, youth organisations and housing providers to help to improve your local community.

**Councillors give a voice to their residents, influence what the council does and how they do it.** They do not directly manage services but they do make the decisions on what those services will be like.

# Vote in the local council elections



Photo by Arnaud Jaegers

## How to vote

You must be registered, aged 18 years or older and living in a London borough to vote in the elections. **On polling day – Thursday 5 May, you will be able to vote in person at your local polling station from 7am to 10pm.**

You do not need to take your polling card with you, although doing so may speed up the process. You'll be given ballot papers to record your vote. Do read the instructions carefully as they can vary.

## How to vote if you have Covid

You have until 5pm on Thursday 5 May to [apply for an emergency proxy vote](#) where a close relative can vote on your behalf.

## Election results

The [London Councils website](#) will show the results for London and many news services will be reporting the results live across the country as they are announced.



# Make your picture our May cover image



Photo by Nicolas Ladino Silva

## Are you an accomplished or budding photographer/artist?

If you'd like your photo or artwork featured as the cover image for the May issue of our newsletter, email a low resolution version to [involvement@isha.co.uk](mailto:involvement@isha.co.uk) with a short description on the image and why you think it's perfect for the May issue.

All artwork must be original and where you own the licence or it is provided under a Creative Commons licence for us to use.

There's no money involved but we will give you full credit and link to your website or social media profile if you want us to do that.

# 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 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) -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 રહી 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 halkan [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)