

October 2023



isha residents' newsletter



Graphic by Black History Month

Welcome to our October residents' newsletter

Customer service and repairs
0300 131 7300
isha@isha.co.uk

Emergency gas leaks
0800 111 999

Damp & mould
0300 131 7300
isha@isha.co.uk

Website
www.isha.co.uk

**Islington & Shoreditch
Housing Association (ISHA)**
102 Blackstock Road
London N4 2DR

October is [Black History Month](#), and ISHA is proud to be once again celebrating this important event with our residents and staff.

And as we move from Summer into Autumn, we're [preparing for colder weather](#), and looking at why it's so important you provide access for our contractors to carry out [gas safety checks](#).

You should now have received your copy of our Resident's Annual Report 2022/23, and over the coming weeks, some of you will also receive a call from ARP Research as part of our [annual Tenant Satisfaction Survey](#). If you are contacted, please be honest with your feedback - it's important we know where you feel about our services.

Beth is back with her latest resident involvement update and [we've recruited eight new members for our Resident Scrutiny Panel](#). There are also [photos from a family fun day](#) on one of our estates to celebrate the end of summer.

We hope you enjoy our latest newsletter and look forward to sharing more news with you soon. As always, if you have any questions or need to speak to us, contact our Customer Services Team on 0300 131 7300, email isha@isha.co.uk or pop by the office, Monday to Friday, 9am to 5pm.

Best wishes

Thea McNaught-Reynolds
Director of Culture, Communications & Involvement



At the residents' meeting you can meet and chat with ISHA staff like our Neighbourhood Services Officers.

Next residents' meeting and welcome to the Resident Scrutiny Panel

Waltham Forest residents' meeting – 5.30pm Thursday, 19 October



Beth Hayden, Resident and Community Involvement Lead

After successful residents' meetings in Hackney and Islington, we'll be holding a similar **residents' meeting in Waltham Forest** for you to discuss repairs, rent, housing matters and to meet our staff.

All are welcome at this event, with children's activities provided and food for all. See details below:



Invitation: Waltham Forest Residents' Meeting

- Meet ISHA staff
- Share your views
- Connect with your community

All ISHA residents welcome

 **The Mill Community Centre**
7-11 Coppermill Lane
E17 7HA

 **Thursday 19th October, 5:30-7:30pm**

 **Food provided**

for more information, email involvement@isha.co.uk



Here's what residents have been saying about the previous meetings:

"Coming here to solve these things has been so much easier."

"A real community spirit; the food was great too!"

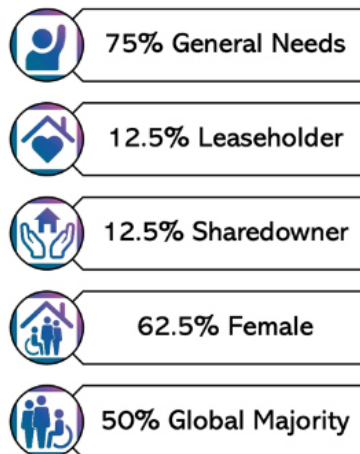
"It's good to see you're working on communicating with residents better, because ISHA needs to improve in telling us what's going on and having a transparent approach."

Welcome to the new members of our Resident Scrutiny Panel

After lots of interest in the Panel, we are delighted to welcome eight people onto the [Resident Scrutiny Panel](#).

The Scrutiny Panel is an independent group of ISHA residents that investigates all things ISHA – such as repairs, communication, customer service and housing – and works with us to improve our service for residents.

The Panel: A snapshot



I look forward to working with these residents, and updating the larger ISHA community on their activities in 2024.

The Resident Scrutiny Panel is just one form of resident involvement; going forward, I hope to involve larger groups of residents in community research, and specific task groups on other various issues.

You can be involved right now! Have your say – a quick survey

Filling out this survey will take the same amount of time as making a cup of tea.

[Share your views about our service, your priorities, and how we can best support you](#)

If you would like to learn more about how else you could be involved, email involvement@isha.co.uk.

Beth Hayden
Resident and Community Involvement Lead



Photo by Markus Wrinkler

Residents' Annual Report



We've published [our Residents' Annual Report for the financial year 2022/23](#). Inside the report, we reflect on our work, what we have delivered and the improvements we've implemented. Look out for your printed copy of our report in the post.

Last year, we welcomed residents into 93 brand-new homes, continued working on improving the safety and quality of our existing homes and re-tendered several repairs and maintenance contracts.

We fitted 132 new boilers, upgraded 29 bathrooms, replaced 29 kitchens and completed 1,261 emergency and 4,921 routine repairs.

Tenant Satisfaction Survey



Photo by Micheal Ogunbge

We want to know how you feel about our services and have commissioned an independent survey company, [ARP Research](#), to help us find out.

Over the next month, you may get a phone call from ARP Research, and we would love it if you would take the time to answer their 12-15 questions. [The government sets the questions](#), and we'll be asking the same questions each year to monitor our performance and progress.

Everyone who participates in this year's survey will go into a draw for Love2Shop vouchers, with a first prize of £300, second prize of £200 and third prize of £100.

"Our journey towards equality will never be complete until we confront the obstacles that hold us back."

Dame Jocelyn Barrow

Dame Jocelyn Barrow's legacy is interwoven with her relentless pursuit for racial equality in the UK. As a foundational figure behind the Campaign Against Racial Discrimination, her advocacy was pivotal in shaping the Race Relations Act. Beyond legislation, she left an indelible mark on British broadcasting, championing the principles of diversity and inclusivity. Her Damehood stands as a testament to her profound impact, and though she may have passed, her contributions to British society will long be celebrated and remembered.

"Racism is a disease. And we have to work together to find a cure."

Baroness Lawrence

Doreen Lawrence, now known as Baroness Lawrence of Clarendon, is a testament to the power of resilience and advocacy. Following the tragic murder of her son, Stephen Lawrence, she channelled her grief into a relentless campaign for justice. This pursuit not only led to pivotal legal reforms but also established her as a potent voice against racial injustice. Elevated to the House of Lords, she continues her advocacy, ensuring that issues of race and inequality remain at the forefront of national discourse.

Graphic provided by Black History Month

Black History Month 2023



**SALUTING
SISTERS**

October is Black History Month, and [ISHA is proud to be once again celebrating this important event](#) with our residents and staff.

Black History Month is a significant annual observance celebrating the Black community's contributions, achievements, and rich cultural heritage.

This theme of this year's Black History Month is 'Saluting our Sisters'. Key figures include the founder of the MOBO Awards – [Kanya King](#), [Baroness Lawrence](#), [Yvette Williams OBE](#) (a co-founder of [Justice 4 Grenfell](#)), and [Valda James](#) – former Mayor of Islington and the Council's first Black female member.

In our office we've been promoting Black History Month through posters, news articles and our Equality, Diversity & Inclusion Council arranged a special celebration to mark Nigerian Independence Day. [Read our equality, diversity and inclusion strategy \(pdf, 1mb\)](#).

ISHA/ecoACTIVE family fun day



[Upcott House, Shakespeare House and Lyme Grove residents celebrated the end of summer in style with a family fun day.](#)

[Beth, our Resident and Community Engagement Lead](#), joined community garden charity and ISHA partner, ecoACTIVE, and ISHA residents for food, discussions about the improvements to the garden and a tea-making workshop run by Jyotea.

Meanwhile, younger guests took part in painting signs for the garden, planting herbs and playing football.





Photo by Markus Wrinkler

Warm for Winter



Photo by he gong

British Summer Time (BST) officially ends on Sunday, 29 October, when clocks are put back by one hour.

As we move into the typically colder months of Autumn and Winter, now is a great time to **check your boiler and radiators are working properly**. By taking a few minutes to do some simple checks, you can often avoid serious problems later in the year.

Read more information about [checking the settings on your boiler, bleeding radiators and re-pressurising your heating system](#).

Access to carry out gas safety checks



Photo by Callum Hill

Gas safety checks are inspections of gas appliances and systems within a property to ensure they work safely and efficiently.

As your landlord, ISHA has a legal requirement under health and safety regulations to arrange maintenance by a Gas Safe registered engineer for all pipe work, appliances and flues, which we own and have provided for your use. We must carry out the check annually and issue a new Landlord Gas Safety Record (LGSR).

The safety of our residents is our number one priority, and **you must allow our contractors access to do the gas safety check**.

[Read more about what to expect when an engineer attends to do a gas safety check.](#)



Photo by Firmbee.com

Contact us

Albanian

Nëse keni pyetje ose keni nevojë për informacione të mëtejshme, ju lutemi kontaktoni ISHA në 0300 131 7300 ose në www.isha.co.uk. Ju lutemi na kontaktoni drejtpërdrejt nëse ju nevojitet kjo fletëpalosje në një gjuhë apo format tjetër.

Arabic

لمزيد من المعلومات أو أية استفسارات يرجى الاتصال بآي أس آتش أي (ISHA) على 0300 131 7300 أو زيارتنا على موقعنا الإلكتروني www.isha.co.uk إذا رغبت في كتيب مترجم أو اردت النص بصيغة أخرى يرجى الإتصال بنا مباشرةً.

Bengali

আরও তথ্যের জন্য কিংবা আপনার কোন প্রশ্ন থাকলে অনুগ্রহ করে 0300 131 7300 নম্বরে অথবা www.isha.co.uk ওয়েবসাইটে ISHA-এর সাথে যোগাযোগ করুন। লিফলেটটি অন্য ভাষায় অনুবাদ কিংবা ভিন্ন ফরমেটে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে সরাসরি যোগাযোগ করুন।

French

Si vous avez des questions ou souhaitez des renseignements complémentaires veuillez contacter ISHA au 0300 131 7300 ou consulter notre site www.isha.co.uk Si vous souhaitez avoir la traduction de cette brochure ou l'obtenir dans un format différent veuillez nous contacter directement.

Gujarati

જો તમને કોઈ પ્રશ્નો હોય અથવા વધારે માહિતી જોઈતી હોય તો, કૃપા કરી ISHA નો 0300 131 7300 ઉપર અથવા www.isha.co.uk ઉપર સંપર્ક કરો. જો તમને આ પત્રિકા બીજી ભાષા અથવા રચનામાં જોઈતી હોય તો કૃપા કરી અમારો સીધો સંપર્ક કરો.

Hindi

यदि आपके पास कोई प्रश्न है या आपको अन्य जानकारी चाहिए तो कृपया शिहअ से 0300 131 7300 पर या www.isha.co.uk पर संपर्क करें। यदि आपको यह पत्रक किसी अन्य भाषा या अनुरूप में चाहिए तो कृपया सीधा हमें संपर्क करें।

Polish

W przypadku pytań, lub w celu uzyskania dalszych informacji, prosimy o kontakt z ISHA pod numerem 0300 131 7300 lub na stronie www.isha.co.uk Prosimy o bezpośredni kontakt z nami, jeżeli potrzebne jest tłumaczenie tej broszury lub udostępnienie jej w innym formacie.

Somali

Haddii aad su'aalo qabto ama aad u baahan tahay macluumaad dheeraad ah fadlan kala xidhiidh ISHA 0300 131 7300 ama www.isha.co.uk Fadlan si toos ah nola soo xidhiidh haddii aad u baahan tahay buug-yarahaan oo luqad kale ku qoran.

Spanish

Para más información o cualquier consulta puede ponerse en contacto con ISHA a través del número 0300 131 7300 o de nuestro sitio web www.isha.co.uk Si desea este folleto traducido o en un formato diferente, por favor, póngase en contacto con nosotros directamente.

Turkish

Daha fazla bilgi almak veya sorularınız için lütfen ISHA'yı 0300 131 7300 numaradan arayın ya da websitemiz www.isha.co.uk 'u ziyaret edin Bu kitapçığın başka bir formata çevrilmesini istiyorsanız, lütfen bizi doğrudan arayınız.

Urdu

مزید معلومات یا کسی سوالات کے لئے ISHA سے اس نمبر پر رابطہ کیجئے 0300 131 7300 : یا ہماری ویب سائٹ ملاحظہ کیجئے www.isha.co.uk : اگر آپ کو اس پرچے کا ترجمہ یا یہ ایک مختلف صورت میں چاہئے تو براۓ مہربانی ہم سے براۓ راست رابطہ کریں۔

Vietnamese

Để biết thêm thông tin hoặc nếu bạn có bất kỳ thắc mắc nào, xin vui lòng liên hệ với Isha theo số 0300 131 7300 hoặc truy cập vào website của chúng tôi tại www.isha.co.uk nếu bạn muốn tập thông tin này được dịch ra một ngôn ngữ hoặc có một định dạng khác.



Islington & Shoreditch
Housing Association

Homeswapping event!

Thinking about moving home?

Want to relocate?

Meet other people interested in exchanging homes
and get more details on the mutual exchange
process.

Open to any and all social housing tenants.



Tuesday 24 October
4pm - 7:30pm
LIFT building
45 White Lion Street
London, N1 9PH

Food and drink provided

