

November 2023



isha residents' newsletter



Welcome to our November 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

[ISHA is 90 years young.](#) Since 1933, ISHA has been working to provide quality housing for people in North and East London and support those communities where they live.

We're immensely proud of what we've achieved, having grown from a single building, we now house over 5,000 people across Islington, Hackney and Waltham Forest, Haringey and Camden.

Over the next few weeks, we'll share stories from staff and residents about their experiences and history with ISHA. Also, this edition has some [practical tips for the cooler weather now that it's upon us.](#)

As we use the heating more, this can mean [damp, mould and condensation](#) become more of an issue - check out [our top tips to avoid problems.](#) We'll soon publish a detailed guide to help keep you safe & warm this winter. Beth is running [a free draught excluder workshop this month,](#) and Ofgem have a [priority register for vulnerable people.](#)

We've [an important update on resident and visitor parking changes,](#) and ahead of a busy time for deliveries, [we're partnering with Amazon to install Amazon Key.](#)

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.

Best wishes

Thea McNaught-Reynolds
Director of Culture, Communications & Involvement



A young resident enjoying the face painting activity at the Waltham Forest residents' event

Things are warming up for winter



Beth Hayden, Resident and Community Involvement Lead

The nights are drawing in. The clocks have turned back. It's soup season. But resident involvement isn't letting up.

Waltham Forest residents' meeting

In late October, we held a successful residents' meeting at The Mill Community Centre in Waltham Forest for ISHA residents to discuss repairs, rent, housing and to meet our staff.

Children enjoyed face painting at the event, and everyone helped themselves to delicious Turkish food from a local caterer. Thanks to so many of you who came down to the event. We're planning more for the Springtime!

Cost-of-living workshop: Make your own draught excluder

Cut costs on your bills and get creative! **On Friday, 1 December, at 2pm, ISHA will run a free make-your-own draught excluder workshop at our offices in Finsbury Park.** Draught excluders are a great way of keeping your home warm and your energy bills low.

The workshop will last two hours, from 2-4pm, at which point you can take home your draught excluder for immediate use in your home. RSVP to involvement@isha.co.uk.

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, 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.

[Read and share this article on our website >>](#)



Photo by Markus Wrinkler

Celebrating 90 years of ISHA



In 2023, we are [celebrating 90 years of providing quality and affordable homes](#) for people in North and East London. Over the years we've grown from a single building on Penton Street to providing over 2,500 homes in Islington, Hackney and Waltham Forest.

Since we began life in July 1933, our mission to tackle poverty, overcrowding, and unsanitary conditions in housing has remained largely unchanged.

Over the coming weeks we'll be sharing stories some stories from staff and residents about ISHA's importance to the local community and the difference we've made.

Coming soon - Our guide to keeping safe and warm this winter

We'll soon be publishing our winter guide full of information, tips and contact details to help keep you safe and warm in your home this winter.

We'll also be busting some myths and highlighting free resources to help you and make your money go further this winter.

In the meantime, [check out the first three top tips on our website](#).

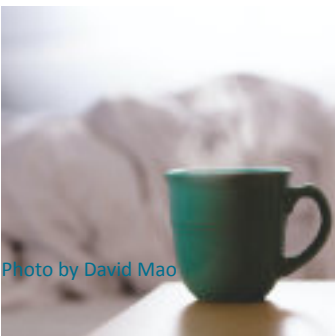


Photo by David Mao





Photo by Markus Wrinkler

Get help from your energy supplier

The [Ofgem Priority Services Register \(PSR\)](#) is a service provided by the Office of Gas and Electricity Markets (Ofgem). It is a **free register that energy suppliers maintain for vulnerable customers** who may need additional support with their energy supply.



The PSR is designed to help people who may be more vulnerable due to factors such as age, disability, long-term illness, or other special circumstances. You can find [more information about the Priority Services Register on our website](#).

If you think you or someone you know may be eligible for the Priority Services Register, contact your energy supplier and ask if you can register with them.

Damp and mould



As the weather gets colder, damp, mould and condensation can become more of an issue in our homes unless you [take steps to prevent problems occurring](#).

- [Watch our 10 tips for preventing issues with damp, mould and condensation](#)

At ISHA, [we take reports of damp and mould very seriously](#) and will always investigate any issues you raise with us.

See it, report it!

If you spot any signs of damp and mould in your home, report them to us immediately, even if the problem is minor. You can do this by calling our Customer Services Team on 0300 131 7300 or emailing isha@isha.co.uk.

After you report the issue to us, we will visit your property to assess the issue and arrange for a damp and mould treatment. If the problem is more serious, we will let you know how we will undertake the repair.



Photo by Markus Wrinkler

Our updated parking policy



Photo by Alwin Kroon

[We've updated our parking policy](#), and these changes will be coming soon.

Due to rising costs, we have raised our prices slightly. We have kept them as low as possible, and our parking permits are still more affordable than most parking providers, including your local council. We have also updated our policy to:

- make the parking process easier for our residents
- increase fair access to visitor parking
- introduce carers' permits for residents with care needs.

[Download our parking brochure \(pdf\)](#) which explains the changes and [read our parking policy \(pdf\)](#) for more information.

Amazon Key



We have teamed up with Amazon to help residents living in shared-access buildings receive Amazon packages safely inside or on your doorstep.

Amazon Key helps stop parcels from being left outside the building or in the wrong location within the building.

Over the next few weeks, Amazon technicians will visit some of our buildings to install a small smart device called an Amazon Key system.

[Find our more information about Amazon Key and where it will be installed >>](#)

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 مباشرة.

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.

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