

December 2023



isha residents' newsletter



Welcome to our December residents' newsletter

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

Emergency gas leaks
0800 111 999

Damp & mould
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Website
www.isha.co.uk

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

I'd like to wish all our residents a happy and safe time over the festive period. If you are celebrating Christmas, I hope you get to spend time doing something nice and seeing friends and family.

Our last issue of the year is focused around winter and what happens over the festive period. [Our office will be closed from Friday, 22 December to Tuesday, 2 January](#) with emergency cover provided by the out-of-hours team. There's a reminder about what to do with [rubbish, recycling and bulky items](#) and our [winter warm guide](#) is now available to read or download.

[Beth provides an update](#), introduces [the newly elected Resident Scrutiny Panel Chair](#) and we've [a hearty & healthy recipe from ISHA resident Michael Wardle](#) – perfect comfort food for the colder months.

As part of our [90th anniversary celebration](#) we meet long-term [ISHA residents Jean & Sidney](#) and we're proud to announce [105 new homes](#) are coming soon thanks to a successful bid by ISHA and our [North River Alliance](#) partners.

Chag sameach to our Jewish residents celebrating [Hannuakh](#) from Wednesday, 7 to Friday, 15 December. May it bring blessings to you and your family.

Merry Christmas once again and we'll see you in 2024!

Thea McNaught-Reynolds
Director of Culture, Communications & Involvement



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

Resident involvement update



Beth Hayden, Resident and Community Involvement Lead

At our October residents' meeting in Waltham Forest, residents who filled out a feedback form were entered into a random draw to win tickets to Winter Wonderland. Mary and her family enjoyed their day out to the attraction in Hyde Park, saying "We had an absolutely amazing time. It's an experience that we won't forget!".

The festivities upon us are a time for reflection, and there's a lot to reflect on with resident involvement. In just over six months, here are the numbers:

3 resident engagement events in Hackney (July), Islington (August) and Waltham Forest (October)

46 ISHA staff actively engaged (including 10 contractors) in resident engagement events or through attendance of resident involvement meetings.

84 residents actively engaged through resident engagement events, information sessions, panel interest, phone calls and emails.

8 Scrutiny Panel members selected from 15 applications.

2 resident consultation exercises in parking and consumer standards with another planned around anti-social behaviour.

In 2024, you can expect all of this and more! I'll be providing more information in the New Year. In the meantime, if you'd like to be involved, email involvement@isha.co.uk.

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, priorities, and how we can best support you](#)



Six out of the eight members at their November meeting. L-R: Sarah Mace (Chair), Sharon Cunningham (Deputy Chair), Jay Jackson, Mimi Scully, Elizabeth Gordon, Joy Mobbs.

Meet the Chair of ISHA's Resident Scrutiny Panel

Tell us a little bit about yourself and how long you've been with ISHA

Hi! I'm Sarah, interim Chair of the [ISHA Resident Scrutiny Panel](#). I have been an ISHA resident for 14 years, based in Hackney.

What motivated you to join the Scrutiny Panel?

I joined the panel as I really believe in people being part of decisions that affect their lives and their futures. I want to ensure that ISHA can deliver the best services for all residents, be they leaseholders or general needs tenants.

It is important that decisions are shaped by the people who live with them – not just those who manage the money, policies and processes that make the decisions.

What would you say to residents about the role of the Panel and its upcoming work?

We are a new panel, and we are motivated to provide solutions that are affecting all of us – not just individuals.

Once we have completed training and getting to know ISHA better, we will be undertaking a number of reviews. If you receive any invitation to take part, please do engage with those things from ISHA. If you want to get in touch with us in the meantime, email the resident engagement team at involvement@isha.co.uk.





Season's greetings

We'd like to wish all our residents a Merry Christmas and a Happy New Year.

Whether you are celebrating or not, we hope everyone has a safe and enjoyable time over the festive period. Keep warm and check in on friends, family and neighbours – it looks like it's going to be a cold one.



Rubbish and recycling

Christmas is coming and often that means lots of extra rubbish, recycling and room waste to be disposed of.

It's important to ensure these and bulky items are dealt with correctly to avoid bins and communal bin stores becoming inaccessible, attracting vermin or pests or incurring additional service charges or potentially fines.

Read [our website news story for information on what to do and how to contact your local council](#) if you need to arrange a collection for large items.



Emergency contact details while we're closed

[Our office will be closing at 3.30pm on Friday, 22 December](#) for the festive period. We reopen again at 9am on Tuesday, 2 January.

While we are closed, if you have any problems, you can call us on the usual 0300 131 7300 number which will be monitored by our out of hours call centre.





A hearty recipe from a resident



ISHA resident Michael Wardle sent us this great [recipe for eggs with chickpeas, spinach and tomato](#).

Michael told us he likes to make up a big batch before portioning it and storing it in the freezer. It said the tasty recipe can be easily adapted with herbs and spices to suit North African and Indian tastes. And importantly, it's inexpensive to make.

Do you have a recipe you'd like to share with residents? If so, email involvement@isha.co.uk and we'll include it in a future issue of our newsletter.

Be mindful of scam phone calls about repairs that are not from ISHA



Be very cautious if you get an unexpected call from 'The Housing Disrepair Team' or similar. The calls may come from phone numbers such as 01514 386 673, 0330 270 151 and 03333 395 047 or from a withheld number.

Often, [these calls are scams](#) to get your personal details or get you to sign a confusing and potentially expensive contract.

If you receive an unexpected call and are unsure, hang up. Call us back at 0300 131 7300, or email isha@isha.co.uk to check if it's genuine.





Meet ISHA residents, Jean and Sidney

[Jean has been an ISHA resident since she was 19 months old.](#) Her Uncle and Aunt took Jean in when her mother sadly passed away and her father was away with the army during the Second World War. Along with Jean's older brother, they moved into a four-bedroom in Islington.

Jean remembers many fun evenings organised by the local community, a coronation party for Queen Elizabeth II and children using the car park as a playground.

Later in life, Jean met Sidney at the Strava Ballroom Club and after getting engaged, they moved into another ISHA property across the road from Jean's childhood home.



Funding for 105 new homes

We're proud to announce that [the North River Alliance \(NRA\) has been successful in its application for £15.7million of funding](#) from the Greater London Authority (GLA).

ISHA will be working with NRA partners Gateway Housing Association, Hornsey Housing Trust, Shian Housing Association, North London Muslim Housing Association and Barnsbury Housing Association to deliver 105 new, truly affordable homes for people living in Barnsbury, Islington, Waltham Forest and Haringey.

The new homes will be a mix of London Living Rent (which includes an option to buy) and properties for sale through shared ownership.



Keep your home safe and warm



We've put together [a free guide full of tips, advice and contact details](#) which you can download from our website.

The guide covers:

- Ways to save on pennies and power.
- Top tips on heating, energy consumption and plumbing.
- information on preventing issues with damp, mould and condensation.
- How ISHA can support you to keep your home safe and warm.
- Information on food banks, warm banks, and community support near you.

[Read our FREE guide to keeping your home safe and warm \(pdf, 1.4mb\)](#)

Myth-busting



Myth: It's cheaper to leave the heating on low all day, instead of only when I need it.

Fact: If you have good insulation in your home, then even when the heating is off, heat will be kept in. If you keep the heating on all day, you're losing energy. Only heat the rooms you're using.

You can find more myth-busting facts, top tips for saving energy, information about support in your neighbourhood in [our guide to keeping your home safe and warm \(pdf, 1.4mb\)](#).



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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