

July 2023



isha residents' newsletter



Photo by Chan Lee

Welcome to our July 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

After a bit of a hiatus, we're delighted to be back with a bumper issue of our residents' newsletter.

Come and meet our new Resident and Community Involvement Lead and read about what we've been up to recently.

Inside this issue you'll also find:

- 54 affordable new homes in Waltham Forest.
- Beware of scam phone calls about repairs.
- Our damp and mould campaign.
- Are you looking to downsize?
- Tips on keeping safe and cool in the hot weather.

If you have any questions for us, our Customer Services Team are here to help. You can contact them 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
Head of Communication & Involvement



Beth Hayden, ISHA's Resident and Community Involvement Lead

Your voice matters: Get involved with ISHA

We know that good communication with ISHA is important to you. Our Resident and Community Involvement Lead is here to help amplify your voice and give you a say in how we improve the services we provide to residents.

We are delighted to introduce our new Resident and Community Involvement Lead, Beth Hayden. She is here to connect with residents, form action panels with you, and ensure your voice is heard when it comes to ISHA's service delivery and development.

Beth says:

"In my first few weeks at ISHA, I have met residents through attending repairs work, visiting estates, and joining the Menard Court Residents' meeting. I have also been in touch with ISHA's Scrutiny Panel, which I'm hoping to get up and running for the summer."

*"So far, I have understood that strong communication from ISHA is important to **you**, as well as making sure you are able to have a say in our current way of doing things, and any changes to our service."*

"I want to listen to you in more detail, and work with residents that want change across the organisation. If you are interested in joining me in this work, I'd love to have a chat."

Beth is currently planning a series of events and visits over the summer to meet with residents. If you'd like her to visit your area, please email her at involvement@isha.co.uk



Photo by Francesco Gallarotti

Community projects

If you have ideas for community projects where you live - get in touch. We can provide funding and put you in contact with the right people.

As well as bigger projects that cover the whole of ISHA, Beth, our Resident and Community Involvement Lead, is keen to know about smaller community-based projects or aspirations where you live.

Have you got an idea for a community project in your area? We are keen to support you to strengthen your community and improve your area. Get in touch to discuss your ideas and explore how we can help.

Get involved and help us improve things for everyone

With your help and involvement, we know we can improve our service to all our residents, it increases satisfaction amongst our residents and most importantly it helps create a home and a community where you feel proud and happy to live.

More information

You can find more information on the opportunities where you can [get involved on our website](#). Or, to start a conversation with Beth, email involvement@isha.co.uk.





Our new affordable homes on Hoe Street, Waltham Forest

ISHA launches 54 affordable homes in Waltham Forest

ISHA is proud to be investing in Waltham Forest and providing 54 beautiful, new, affordable homes for people living in the local community.

In June, [ISHA celebrated the opening of 54 new homes](#) with an official event.

We were joined by guests from the local Council and our Development partners Kind and Co, with catering done in part by the local community co-op, [The Hornbeam Centre](#).

Willow Tree nursery

At the event, we were also joined by staff from [Willow Tree nursery](#), where local families and children have benefited from the nursey moving to the commercial property underneath the new homes. We'll continue working with Willow Tree to spruce up the area for the children to enjoy, supporting their vision for outdoor learning and play.

ISHA is proud to be a part of building communities and helping families find a home.

Ruth Davison, our Chief Executive, highlighted the importance of delivering local, affordable housing, saying:

"These beautiful homes show what can be achieved when small, community housing associations work with the council. We dug deep to deliver these 54 homes for social rent and shared ownership, at a time of huge financial pressure and Waltham Forest contributed funds too."

"We're so proud to be on Hoe Street and part of this community. It's what ISHA are all about"

Shared ownership in Waltham Forest

If you are interested in becoming a homeowner in Waltham Forest through shared ownership, we still have homes available. Contact our Sales Team on 020 7704 7388 or email sales@isha.co.uk for more information.



Are you looking to downsize?

If you are interested in downsizing and want to take advantage of our incentives, contact our Customer Services Team on 0300 131 7300 or email isha@isha.co.uk.

Are you looking to downsize?

If you are looking to move to a smaller property, **we can support you in moving to a new home and we'll pay at least £750 for downsizing and contribute to your moving costs.**

There are many reasons people look to downsize (move to a smaller property):

- You're receiving less housing benefit because of the 'bedroom tax' (an under-occupancy charge) introduced as part of the Welfare Reforms in 2013.
- Your children have left home, and you don't need the extra space.
- Your current home is no longer suitable for your needs.
- You are finding it difficult to heat your home due to rising energy costs.
- You are finding it difficult to manage getting up and down the stairs.
- You want to move to a smaller, more manageable home in a different area – perhaps closer to friends or family.

Our incentive to downsize to a smaller property

ISHA's under-occupation incentive scheme means when you downsize by one or more rooms, you'll be entitled to financial rewards, help with moving costs and other support.

Who can downsize?

Any ISHA tenant can apply to downsize providing you haven't breached the terms of your tenancy and providing we're not taking legal action against you.

If you have rent arrears, we may be able to offset your arrears with your under-occupation payment.



How downsizing works

Moving home is stressful but with our support and financial incentive we can help you quickly get settled in a new home that you'll love.

Under our updated incentive scheme, **we will pay you £750 for downsizing by one room, and then £500 for the second and any other rooms.** So, if you downsized by two bedrooms, you would receive £1,250 (£750 + £500).

Plus

You will receive up to **£1,200 towards moving costs**, and if you're moving into a vacated flat, we'll provide floor and window coverings for your new property (e.g. curtains and carpets)

Plus

We'll cover the cost of disconnection and reconnection of any appliances or white goods such as cookers, fridge freezers, etc.

Plus

If you're aged 65 or over or have a long-term disability, we will pay for a packing and removal company to assist you when you move home.

How do I downsize?

If you would like to downsize, contact our Customer Services Team on 0300 131 7300 or email isha@isha.co.uk to begin the process. They can also help you with any questions or concerns you have.

WHAT ARE DAMP MOULD & CONDENSATION?

If you see damp and mould in your home – Report it

If you spot any signs of damp or mould, or you're concerned about condensation in your home - get in touch.

Damp and mould can be a serious issue, and we're redoubling our efforts to ensure any problems with damp, mould or condensation are dealt with effectively and efficiently.

We want you to **report any incidences of damp and mould at your property** and feel confident it will be dealt with.

We've been sharing preventative measures you can take on our [website](#), [YouTube](#), [Facebook](#) and [Twitter](#), but we'll always visit and assess your home when we're aware of damp and mould.

What will happen when I report damp and mould?

- We will visit your home and identify the causes.
- Where possible, we will complete any works immediately.
- If the damp and mould problem cannot be treated during a single visit, and further work is required, we will let you know how this work will be undertaken.

The length of time for the repair will depend on the seriousness of the issue.

How to report issues of damp and mould

If you spot any signs of damp and mould in your home, report it to us immediately, even if the problem is only small.

Contact our Customer Services Team on 0300 131 7300, email isha@isha.co.uk or visit the office (Monday – Friday, 9am – 5pm).



Scam warning

If you receive an unexpected phone call about a repair where you live, hang up.

If you are concerned, call us back on 0300 131 7300 or email isha@isha.co.uk.

We've had a few reports from ISHA residents and other housing associations concerning **scam phone calls about repairs**.

If you get an unexpected call about a repair from 'Social Housing Repairs', 'The Housing Disrepair Team' or similar, be very cautious about giving out your personal details. The calls are scams.

The aim of the scam is to get personal information from you that can be used in other scams, making purchases in your name or selling this information to other scammers.

The scam phone calls appear to come from these numbers: 0208 058 3758, 01514 386 673, 0330 270 151 and 03333 395 047, but there are likely to be other numbers used as well, and phone numbers can be spoofed using software.

What to do if you get a scam call

The best thing you can do is, **hang up and contact us directly**. You can call us on 0300 131 7300, email isha@isha.co.uk or visit our office.

We'll be able to tell you if there is a repair on our system for where you live, provide you with a reference number and give you more information about the repair itself, such as when it is due to be completed and the name of the contractor who will attend to carry out the repair.

More information

If you have any questions or concerns, get in touch with our Customer Services Team and they can reassure you if a repair is genuine.



Photo by Bluewater Sweden

Keeping cool and safe during hot weather

Do you have any tips or advice for keeping cool & comfortable in the hot weather? Email news@isha.co.uk and we might include them in a future newsletter, put them on our website or shared them on Twitter and Facebook.

Whilst most people often enjoy the hot, dry weather, it's important to stay cool and safe. Here are some tips to help you beat the heat and ensure your well-being:

Keep your home cool

Consider investing in a desktop or standing fan to keep the air circulating. Depending on the size, fans typically cost between £15 - £40 and can be charged with either a plug or by USB.

Close curtains and blinds

During the hottest parts of the day, close your curtains or blinds to block out the direct sunlight and prevent your home from heating up excessively.

Use air conditioning wisely

If you have access to an air conditioning unit, set it to a comfortable temperature and make sure all windows and doors are closed while it's running. Don't keep it on when you're not at home, as this will waste energy and increase your bills.

Stay hydrated

Drink plenty of water throughout the day, even if you don't feel thirsty. Dehydration can occur quickly in hot weather. Keep a water bottle handy and encourage everyone in your household to stay hydrated.

Limit strenuous activities

Avoid engaging in vigorous physical activities during the hottest parts of the day, typically from mid-morning to late afternoon. If you must exercise, try to do it early in the morning or later in the evening when it's cooler.



Photo by Dimitris Chapsoulas

More tips on keeping cool and safe during hot weather

If you're concerned about how you or a neighbour is coping in the hot weather, speak to us. Contact us on 0300 713 3000 or email isha@isha.co.uk.

Dress for the weather

Wear loose, lightweight, and breathable clothing made from natural fabrics like cotton or linen. Light colours reflect sunlight and heat instead of absorbing it.

Seek out cool spaces

Find public places that offer air conditioning, such as shopping centres, libraries, or community hubs. Spend time in these places during the hottest hours to give your body a break from the heat.

Protect yourself from the sun

Apply sunscreen with a high SPF to exposed skin and wear a wide-brimmed hat and sunglasses to shield yourself from harmful UV rays. Try to avoid going outside without proper sun protection, especially when the sun is strongest between 11am – 3pm.

Check on vulnerable neighbours

Keep an eye on elderly neighbours, young children, or individuals with health conditions who may be more susceptible to heat-related illnesses. Offer assistance if needed and make sure they are staying cool and hydrated.

Be mindful of food safety

During hot weather, perishable foods can spoil more quickly. Store and handle food properly to prevent bacterial growth. Keep refrigerators and freezers at appropriate temperatures and discard any items that may have spoiled.

Be aware of heat-related illnesses

Learn the signs and symptoms of heat exhaustion and heatstroke. If you or someone else experiences dizziness, fatigue, rapid heartbeat, nausea, or confusion, seek medical help immediately.



Photo by Toa Heftiba

A reminder on the rules and restrictions if you have a balcony or terrace

If you have any questions or concerns about the outside spaces, speak to your Neighbourhood Officer, contact us on 0300 713 3000 or email isha@isha.co.uk.

As the weather gets hotter and drier, if you have access to a private balcony or terrace, you're probably thinking about making more use of it.

While it's great to be able to get outside and take advantage of the sunnier days, we'd like to remind residents what you can (and can't do) safely on your balcony or terrace.

Using your balcony

As stated in your tenancy agreement with ISHA, you're allowed to use your balcony or terrace for quiet relaxation, but noise must be kept to a minimum and you must keep your balcony or terrace clean and tidy.

Your balcony or terrace should not be used to store personal possessions. BBQs, gas cylinders, bicycles, washing horses and clotheslines, reed fencing, or other combustible materials are not allowed. The use of BBQs is strictly prohibited on all ISHA properties

Children and toddlers

Take extra care if you have children or toddlers and always supervise them when outside. Furniture or toys should not be used to aid climbing as this can put children at risk of serious injury.

Securing windows and doors

Keep outside doors locked and closed. Make sure you use window restrictors if they are fitted and **don't leave young children unattended if you have your windows fully open.**



Photo by Firmbee.com

Contact us

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

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 ايشا (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 शिष्टा 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 برچے 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.

Brewers
DECORATOR
CENTRES

Exclusive Resident Discount

20%* off Decorating Materials



Simply quote
account number

ISHA011



isha
Islington & Shoreditch
Housing Association

Brewers
REVITALISE

Show your proof of tenancy letter to receive your discount. Need a letter? Contact isha@isha.co.uk to get yours.

*20% off Brewers standard pricing, excludes products already on promotion or for products in the spray category or Mirka and Festool products.