

August 2023

isha residents' newsletter



Photo by Samuel Regan-Asante

Welcome to our August 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

We're now solidly in the traditional holiday season with the schools having broken up for Summer. Talking of which, we've pulled together some information for you about [Summer activities for young people in Hackney, Islington and Waltham Forest](#). Even better, most of them are free!

Beth, our Resident and Community Involvement Lead, is back with [an update on resident involvement and details of the latest events](#) she's attended.

Inside this issue you'll also find information on:

- [changes we've made following your feedback](#)
- [our new lift repair and maintenance contractor](#)
- [moving to Universal Credit](#)
- [meet our Complaints Team](#)
- [home contents insurance](#).

If you have any questions or need to speak to 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



"I'm happy to see these events are happening again" - Resident involvement update

Just six weeks into the role, I've already held two resident-facing events, and had numerous conversations with people interested in the [resident scrutiny panel](#). If you'd like to be involved, email involvement@isha.co.uk to get in touch.

Hackney residents' meeting

On Thursday, 27 July, we opened the doors of St Michael & All Angels Church in London Fields, Hackney, and welcomed in the local ISHA community for a shared meal and the chance to provide feedback on their experience with us.

ISHA was out in full force – with repairs, surveyors, development, customer service, rent and income, housing, neighbourhoods and outreach all in attendance to meet with residents, listen to their concerns and find solutions together. [Read more about what residents thought of the Hackney residents' meeting >>](#)

Zoffany Street, N19

I also visited Zoffany Street with Neighbourhood Services Officer, Gary Johnson, to speak to residents about their frustration with lift repairs and communication.

We were delighted to hear that residents were happy with our service in many ways. We noted their concerns around communication and are implementing some changes to make all residents aware of communal issues and repairs going forward. [Read more about the Zoffany Street residents' meeting >>](#)

More meetings with our residents

We are planning to run similar events in the London Boroughs of Islington and Waltham Forest. If they're of interest to you, email involvement@isha.co.uk.

Have your say – a quick survey

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

Beth Hayden

Resident and Community Involvement Lead



Photo by Markus Wrinkler

Summer activities for under 18s



There are many activities for young people to participate in throughout July and August across [Islington](#), [Hackney](#) and [Waltham Forest](#).

From Summer Starts Here in Fellowship Square (Waltham Forest) and the Summer Fun activities programme in Islington to sports clubs, art workshops, drama courses, music and DJ-ing opportunities in Hackney.

[More information about activities Summer holiday >>](#)

Plumbing apprenticeship for young ISHA residents



Photo by Wesley Caribe

FDH Services is looking to hire a plumbing apprentice from the local area. FDH is a successful, family-run plumbing, gas and electrical business that works across North and East London.

To apply, you'll need to be between 16 and 21 years old, live local to Waltham Forest and ideally have some plumbing experience.

The apprenticeship combines first-hand work experience with a college course. Typically you'll spend 20% of your time studying and 80% of your time working with FDH, learning all about what they do and gaining practical skills 'on the job'.

See our website for [more information about the apprenticeship](#) or email billie@fdhservices.com to apply.



Photo by Markus Wrinkler

You said, we did



Photo by AbsolutVision

We want to provide the best service we can for all our residents, here are some changes we've made based on your feedback.

We know one area we need to get better at is communicating to you in a timely manner and in a way that works for you. So, we've:

- created some new signage for the noticeboards in each block
- addressed a problem with some residents not receiving text (SMS) messages from us.

You can read more about these changes in the [You said, we did](#) article on our website.

Introducing our new lift contractors

Apex Lifts have been appointed as [our interim lift maintenance and service contractor](#).

Apex Lifts have a customer-first approach and are well equipped to keep up with the level of demand we have for lift repair and maintenance service. They are fully accredited and we've signed an initial one-year contract.



We'll be undertaking a formal tender process for our long-term provider later this year.

If you'd like to be involved in the tender process, you can join our [resident repairs panel](#). For more information on the panel and its role, email involvement@isha.co.uk.



Photo by Markus Wrinkler

Meet our Complaints Team

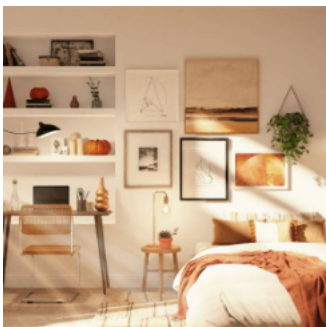


We work hard to deliver a great service to all our residents, but we don't always get it right. If you are unhappy with your home or the service from ISHA, you have a right to complain and we want you to let us know.

We have recently published our updated [complaints policy \(pdf, 762kb\)](#) on our website and published a news story about [how to complain to us and what will happen you make a complaint](#).

You can make a complaint however it is easiest for you but we do recommend either calling us on 0300 131 7300 or emailing complaints@isha.co.uk to raise your complaint.

Home contents insurance



ISHA provides buildings' insurance for our properties, but **we don't provide contents insurance**.

If you want to protect your personal possessions and fittings such as carpets from loss or damage from fire, burglary, or water damage you need to take out a home contents insurance policy.

While we can't recommend a particular policy or provider we have partnered with RSA to offer residents access to their Simple and Simple+ contents insurance.

[Find out more and apply online >>](#)





Photo by Pawel Czerwinski

Supporting you if you're moving to Universal Credit

If you need help and support with your tenancy, contact our Outreach and Support Team on 0300 131 7300.

If you are [moving to Universal Credit from other benefits](#), it's important you **contact our Customer Service Team** to work out how much rent you'll pay and agree payment dates.

How do I know if I need to apply for Universal Credit?

The Department for Work and Pensions (DWP) will have written to you previously if you're moving to Universal Credit. They will have given you a deadline to apply and it's important that you submit your claim by that date.

You can apply for Universal Credit online or by calling the Universal Credit helpline on 0800 328 5644 or texting 0800 328 1344. [Citizens Advice has information on their website about moving to Universal Credit.](#)

How ISHA can support you

If you are concerned about rising costs, rent, debt or struggling to pay your bills, [our Outreach and Support Team can help](#). As well as providing advice they can direct you to third-party advice and information. Call 0300 131 7300 or email outreachandsupport@isha.co.uk.

Local council services are also available to help you manage your money in [Hackney](#), [Islington](#) and [Camden](#).





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 برجي إتش آي أس (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 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.