

September 2023



# isha residents' newsletter



Photo by David Wilson

## Welcome to our September residents' newsletter

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**Customer service and repairs**  
0300 131 7300  
[isha@isha.co.uk](mailto:isha@isha.co.uk)

**Emergency gas leaks**  
0800 111 999

**Damp & mould**  
0300 131 7300  
[isha@isha.co.uk](mailto:isha@isha.co.uk)

**Website**  
[www.isha.co.uk](http://www.isha.co.uk)

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

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It's another month and with it, lots of changes in the weather. With lots of children, including mine, starting a new school year, the roads are busier again and we're all trying to settle back into routine. We've another busy issue for you this month with information on:

- [the latest resident event we held in Islington](#)
- [how residents' feedback has influenced our parking policy](#)
- [how our Neighbourhoods Team are improving security and safety where you live](#)
- [preparing for the new school year](#)
- [our new Resident Liaison Officer, Sumaya](#)

And look out later this month for the Residents' Annual Report 2022/23, which will be delivered in hard copy to all our residents.

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](mailto: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



Our latest residents' meeting took place at Holloway Neighbourhood Group in Islington. As you can see, it was a lively session.

## Resident involvement update: The wheels are turning...



Beth Hayden, Resident and Community Involvement Lead

As the end of summer draws closer, I'm reflecting on my nearly four months here at ISHA as the Resident and Community Involvement Lead. I am overwhelmed at the amount of support and interest I have received from ISHA staff and ISHA residents – thank you all for being so open, trusting and hopeful in the power of resident voices to help shape change. Long may that continue! Here's a look at the latest developments in resident involvement.

### Back to our roots with an Islington residents' meeting

On Thursday, 31 August, ISHA staff welcomed Islington residents for an evening of conversation and connection.

Food was provided by the wonderful Jerk Grill, and there were lots of mouths to feed! We had over 20 members of ISHA staff from various teams, such as Repairs, Housing, Neighbourhoods, IT, Outreach and Rent. 22 residents passed through to raise challenges and share ideas with us. All-in-all, it was a great success.

Thank you to the kind residents who came through to raise repairs, talk about communal repairs/ASB ([anti-social behaviour](#)), and get answers to their questions on all things ISHA.

### *"I now can see the efforts ISHA is making for us" - Resident consultation on ISHA's new parking policy*

The above quote is from the recent resident consultation on ISHA's new car parking policy.

As communicated in previous newsletters and emails, ISHA is changing its parking policy for the first time in 10 years!



Ayo, one of our Neighbourhood Services Officers (left), advising a resident at the Holloway Neighbourhood Group event in Islington.

To ensure the new changes work for residents of all abilities and backgrounds, I collaborated with the Neighbourhoods and Customer Service Teams and our contractor, UKPC, to gather initial resident views on the procedure.

### **Taking part in the car parking consultation**

**We've now moved onto stage two of the consultation and we're again inviting residents to take part.** If you'd like take part, fill out this short survey or call 0300 131 7300 to speak to our Customer Services Team about the policy.

You have until 5pm on Thursday, 21 September to respond.

If you're not sure about where you want to be involved, [Jay, one of our residents, has given us an interview about his experience with the consultation](#) so you can learn more about what your participation could look like.

### **A fresh start for ISHA's Resident Scrutiny Panel**

Thank you to over 20 residents who came along to the Scrutiny Panel information evening on Thursday, 17 August. It was a pleasure to meet you and learn about your ideas and experience for the [Resident Scrutiny Panel](#) – the most formal resident panel we will form and one that holds genuine power to hold ISHA accountable in its service delivery.

If you'd like to learn more about how the Scrutiny Panel works, what's in it for you, and the commitment it requires, I've put together a short brochure with more information.

[\*\*Download the Scrutiny Panel brochure \(PDF\)\*\*](#)

Hopefully, in the next newsletter, we can announce our new panel members! As always, keep in touch. I'm always up for a chat and to learn more about you, [involvement@isha.co.uk](mailto:involvement@isha.co.uk).

**Beth Hayden**

**Resident and Community Involvement Lead**



Photo by Markus Wrinkler

## **A resident's perspective on the recent car parking consultation**



Following the recent consultation with residents, our Resident and Community Involvement Lead, Beth, spoke with Jay Jackson, an ISHA resident who lives in Waltham Forest, about his experience and what he took from the consultation.

Jay highlighted the importance of transparency around decision-making, flexible parking spaces for carers and providing more information about why it is necessary for ISHA to use number plate recognition cameras to enforce parking.

[Read about Jay's experience as part of the parking policy consultation with residents >>](#)

## **Improving safety and security in your neighbourhood**



We sat down with Teslim, who leads our Neighbourhood Services Team, to learn how he and his team have been [improving safety and security where you live](#).

You've probably noticed your Neighbourhood Services Officer (NSO) out and about during their regular visits. As well as meeting residents and checking in on people, their visits are crucial to helping us quickly identify any communal maintenance or repair issues that need addressing.



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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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 ہمارى ويب سائٹ ملاحظہ کیجئے [www.isha.co.uk](http://www.isha.co.uk) : اگر آپ کو اس پرچے کا ترجمہ یا یہ ایک مختلف صورت میں چاہئے تو برائے مہربانی ہم سے برائے 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](http://www.isha.co.uk) nếu bạn muốn tập thông tin này được dịch ra một ngôn ngữ hoặc có một định dạng khác.