

Summer 2025

ishahome

Your ISHA Resident Magazine




Islington & Shoreditch
Housing Association

My Home

Making it easy to manage your tenancy

Photo Fun

Get snapping and enter our photo competition

Safety First

How we're keeping your homes safe

Welcome

I'm Jerome Geoghegan, Director of Development, and currently acting Chief Executive.

Ruth Davison, Chief Executive for seven years, has moved on, and we await the arrival of our new leader, Pippa Fleetwood-Read.

I'm pleased to take the wheel until October, and hope that you get a chance to know me better in that time.

I'll keep driving forward our mission to provide an excellent service to residents and to deliver more homes fostering vibrant communities in North and North East London.

In the coming months, we're on course to handover new homes in Islington and we'll continue to push government to provide us with access to building safety funds.

While we bid farewell to Ruth and thank her for her phenomenal impact at ISHA, we're excited about what's to come with Pippa's leadership.

There's also exciting news about our new service to you, which means you can manage many aspects of your tenancy directly, such as tracking repairs and your rent payments. It's a great development, and we're offering some incentives to our first sign-ups!

Have a great summer!
Jerome



Introducing My Home: a new way for you to manage your tenancy

Exciting news for you about the way you will soon be able to access our services! We're launching your new resident services portal, **My Home**, and if you register quickly, you could win a prize.



My Home



What can I do on the new portal?

You will be able to access your tenancy details, check your rent payments, follow progress on repairs and get the information that you need about your home at your convenience.

It means you'll have more freedom in how you interact with us, and it means staff will be able to spend more time with you when you need that extra bit of support over the phone.

We've been impressed with how easy-to-use **My Home** is, and thrilled with how much quicker our processes are and we know the contractors we work with feel the same.

Testing, testing

To make sure you will like **My Home** as much as we do we've recruited some resident volunteers who'll be testing ease of use and advising on how we can tweak the system further, to be the best for you! They'll also help us produce a user guide you'll be able to refer to and we'll be

working on some video tutorials too that will help you speedily navigate to the services you need.

What do I need to do?

You'll need to register to use the new **My Home** portal. Please follow the instruction below.

Just to say

Improved information improves our service capabilities. This means we can keep better track of your requests, whether for repairs or complaints, from start to finish. For example, knowing if you have a disability, or if you have small

children at home, helps us manage your repair appropriately.

When you phone in or email, staff may ask you questions about some of your personal details, to ensure we have the most up to date information. Please spare your time to ensure we have the right details for you.

It's still good to talk

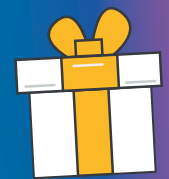
My Home will improve our service, but we know it's not right for everyone and you'll still be able to reach us via the phone or in-person if you prefer.

There will be a link to My Home on our website, which is getting a fresh new look from July. Be sure to visit the home page then, where you'll find a simple sign-up form that you will need to fill out so we can set up your personal My Home portal access for you. Why not bookmark the page while you're there to make access even easier in future?

How do I win a prize?

We're offering a **£10 voucher** to the first 50 households to sign-up for **My Home** before **September 1, 2025**. Signing up early will also enter you into a prize draw for the chance to win the big prize; a **£250 voucher**.

Once you've signed up, send an email to news@isha.co.uk so we can make sure we've included you in the draw. If you don't want to be entered but have signed up, please just let us know.



£250
Gift Voucher

Visit our website for regular updates about the launch of the My Home portal www.isha.co.uk

Keeping your homes safe

“Everyone deserves a home where they can feel completely safe – and we won’t settle for anything less. We are committed to putting our residents first, being transparent, accountable, and proactive in making this happen.”

Daniel Sheridan, Head of Building Safety



Your safety is at the heart of everything we do and this year we’ve stepped up our safety activities.

Foremost is an ambitious and proactive fire safety programme — not only upgrading our buildings but also holding others to account where needed.

Along with this, everyday safety measures are being strengthened; to give you a greater sense of security in your home.

And we’re supporting your communities with focused resident advice to raise awareness of everyone’s responsibilities when it comes to safety and security in the home.

Fire safety programme

If you live in a building requiring remediation, you will continue to receive direct updates about planned works. If you have any questions, our dedicated Building Safety Team is always on hand to help.

We’re committed to keeping you informed and involved. The team hosts regular resident meetings to

share updates and listen to your feedback. You can also speak to us in person at a Neighbourhood Night or Neighbourhood Knock visit.

Everyday measures

Our focus extends beyond buildings undergoing major remediation. We are continually enhancing everyday fire safety measures across all our buildings. This includes upgrading fire detection systems, replacing home entrance fire doors, installing new technologies to help prevent the spread of fire and smoke, and improving the frequency and quality of ongoing equipment checks and tests.

We’re also regularly on site conducting detailed building audits and taking preventative action wherever risks are identified. This proactive approach includes supporting residents when incidents happen. After a recent small oil pan fire, our team promptly visited the resident to offer guidance on preventing similar incidents in the future. The resident expressed sincere appreciation for: “The compassion and empathy shown by staff”.

In addition to safety upgrades,

we’re actively engaging with residents to better understand individual needs — especially those who may require extra support in an emergency. We’re working closely with you to develop personalised safety and evacuation plans tailored to your circumstances.

Our team continues to visit homes and estates, to build strong relationships, listen to your concerns, and take swift, meaningful action where needed.

Working together

Safety is everyone’s concern; we are safer when we work together. Look out for our new series of information booklets which we will be sending to every home shortly. These provide the information it’s essential you know, the advice it’s good to know and the things that you can do to keep you, your family and your neighbours safe.

Safer neighbourhoods

Our Neighbourhood Teams are also doing more than ever to promote our zero-tolerance policy to anti-social behaviours which impact your home security and building safety, supporting you to identify and report issues.

We’re also exploring ways to make the teams more visible when they are on your estates, acting as both reassurance to you in your homes and deterrent to those causing nuisance.

Get involved!



Scan the QR code and give us your feedback in our building safety survey.

Competition

What does home mean to you?



Perhaps it’s the children doing their homework, friends round the dinner table for a meal. Maybe it’s the sun beaming down on your house plants, the kids art on the fridge, or a line of coats and shoes in the hallway.

Then again, it could be a view of, or from, your home, or watching the raindrops on the windows while you’re cosy indoors.

How can you capture that?

With a photo! Please enter our fun photographic competition **‘My Home’** to coincide with our forthcoming portal launch (see p3) – you could win a prize.

Set your creativity free and take a snap of what captures home for you.

You’ve got the summer to get snapping and submit your entries

(ideally picking your best one or two) to news@isha.co.uk.

Please include your name, address and phone number with your entry. If under 18, please include your age. **Entries close on Tuesday 26 August 2025.**

The competition is open to anyone living in an ISHA home, whether rented or owned.

A panel of judges will pick the winners.

Win a £50 Voucher!

The first prize winner will receive a £50 gift voucher, with two runner up prizes of £25 vouchers each.

The winners will be featured on our website.

We look forward to seeing your photos. **Good luck!**



The first prize winner

You can call the Building Safety Team on **0300 131 7300** or email BuildingSafety@isha.co.uk

Visit our YouTube channel, Islington and Shoreditch Housing Association, for useful video guidance to simple DIY tasks around your home.



Want to build community spirit? Set up a Residents' Association!

Do you and your neighbours want to have a greater voice, to bring people together, share your viewpoints and experiences on the things that matter most on your estate? More voices are better than one - set up a residents' association!

Officially, a residents' association (RA) is a group of people from a specific area who come together to improve where you live and organise community events.

We're here to support you

- You will receive a £200 set up grant
- An annual £100 grant
- Printing and admin services
- A board room venue for in-person meetings.

It's a great way to also get to know your neighbours, and bring together people's knowledge, skills, and experience for benefit. But don't just take our word for it, earlier this year Niemann Court in Islington set up a Residents' Association and had their first successful meeting. Ed, the Chair of the newly formed RA has shared his views and key takeaways from his experience.

What motivated you to set up a Residents' Association and why?

"Two things really, building community where we live and raising important issues for our homes. The community spirit is there, it just needs a few of you to give it a nudge. We also realised the things that have bothered us have bothered our neighbours too, so we wanted to raise this together."

How did your first meeting go?

"The first meeting went well; an agenda was helpful as it kept us on track but also allowed ISHA staff to come to the meeting prepared to answer all our questions/issues. We all benefitted from feeling like we were being listened to, and action was being taken to improve our homes and community.

"Our hope is that we get most of the issues ironed out and get to focus more of our attention on community events and activities. We are currently planning a garden party for residents in the summer!"

Can you share top tips for other residents who are interested in setting up one?

- Chat to as many residents as you can to see who's interested.
- Give 14 days' notice for the meeting, choose a location that is convenient, and remember to sign the constitution at your first meeting.
- Once you have signed the constitution, ensure the committee chair/treasurer/secretary are happy to be credit checked and apply for your bank account.
- Speak to Sophie (Community Engagement Lead) - she is so helpful and will put you in touch with the appropriate team members at ISHA to raise issues quickly and send you all the resources for set up.
- Receive the grant from ISHA to spend on Resident Association activities and start planning - good luck!

Hello

Meet Pippa Fleetwood-Read, the new Chief Executive of your housing association from October this year.

Pippa is a respected housing professional who has spent 20 years dedicated to providing quality homes and places, reducing homelessness, supporting vulnerable people and empowering communities. In accepting the role, Pippa sent this message to residents:

"I was lucky enough to meet two ISHA residents through the recruitment process. They made me feel very welcome and gave me an insight into the variety of challenges I will work with residents on in my new role. I look forward to meeting you in the autumn when I start."

She added: "From my first full time job working with residents on a regeneration project in Lewisham to

my current role as Managing Director at another housing association, I have deeply enjoyed trying to support community-based action.

"I am passionate about what can be achieved when residents and local associations work together in their communities. I've always been hugely impressed by ISHA's strong reputation for local delivery, partnership building and values-led action, and I'm thrilled to be its new Chief Executive. I look forward to leading ISHA's dedicated and passionate team to build on this strong foundation to deliver the safe homes, quality places and continuously improving services that you deserve."



Farewell, from Ruth

ISHA's been serving the community for 91 years, which is something special. I am so proud that I have been a part of that for the last seven years. This has been the job I've loved most in life, and which has given me the most satisfaction, despite its challenges, largely because like ISHA, North London is my place.

In the last seven years we've invested so much more in people's homes, we've built stronger relationships with our contractors, which feedback shows you are seeing the benefit of, and we're more involved in the communities we work in.

We've worked with local authorities to build homes to help keep London mixed and vibrant, even when it's hard. We've continued to build 25 homes a year, in the catchment area of excellent schools, because a decent home and great school is life changing.

Tray's Hill Close was the first development I opened and the next we'll hand over is at Sunny Side Road, both just a few roads from where I live. That gives me so much satisfaction. In my time I would like to think we have got things right more than ever, and where we haven't, that we've acted with best intentions in mind. I've always challenged my colleagues to always ask themselves, "Is this the home, and the service, I would want for a loved one?" I know we are not there yet - but hopefully we are closer.

As I hand over to a new Chief Executive I trust them, and everyone at ISHA, to continue asking themselves that and to constantly strive to make sure that in time, and every time, they can answer yes!



Feeling inspired?

Contact Sophie, Resident & Community Involvement Lead for a discussion. Call **0300 131 7300** or email involvement@isha.co.uk

Subscribe to ISHA's monthly resident newsletter for updates and news: www.isha.co.uk/newsletter-signup

News in brief

Insuring the things that make your home your own

While we insure your building, contents cover financially protects the belongings in your home, should you need it.

We've teamed up with Royal & Sun Alliance to provide contents insurance for residents.

Cover starts from as little as 45p per week!

Head to our website to find out more.



Residents involved in recruitment

With both our Chief Executive Ruth Davison and Board Chair Mervyn Jones leaving, it was important to involve residents in the process of finding their replacements.

The Resident Scrutiny Panel reviewed job descriptions and their comments helped develop the role packs. Three online panels involved five residents who met candidates and asked them how

they planned to lead and develop ISHA for the future of residents. They shared their feedback with the recruitment consultant and the Leadership team.

Elaine, resident and CEO panel member said: "It's important that ISHA involves all different perspectives and views in the process to make these decisions, as ultimately, we are the customer".

Beautify your green space

If you have some outdoor space, and you and your neighbours would like to make it lovely for summer we'd like to hear from you.

We are excited to pair up with our local community partner, Eco Active who can supply their skills, tools and plants. They can also hold a fun and informative talk or event about the nature, flora and fauna in your area. Contact: involvement@isha.co.uk or call 0300 131 7300.



Community chest

Have you got ideas for fun and enjoyable events that will bring your neighbours together?

Then apply for one of our grants! There's a maximum of £200 per year for your estate. Whether for small gatherings throughout the year, such as a regular coffee morning, or a one-off such as a fun day or garden party, providing it includes all your neighbours and provides a wonderful opportunity to connect, we want to hear from you! Be quick, funds are limited. Contact: involvement@isha.co.uk or call 0300 131 7300.



Free entry to exhibitions

One of the benefits of being an ISHA resident is that we can sometimes offer you entry to attend private viewings and special events at The British Museum.

Residents have recently seen ancient Indian art, Japanese woodprints and learned about life as a Roman soldier.



Your home, your voice, your Resident Scrutiny Panel!

Only you can tell us what it's like to live in one of our homes, both the good and bad, so that we can improve them, and our services to you.

That's why we have a Resident Scrutiny Panel and involve our residents in what we do.

What's that then?

It's the official forum to raise the perspective of ISHA residents in the board room and with the Leadership Team, to make sure partnership working with residents shapes our decisions and processes.

Currently we have residents Sharon, Joy, Sarah, Jay, Kevin, and Brendan who meet online or in person every six weeks to have conversations and bring to light areas requiring improvements.

What do they do?

This March the panel met at the ISHA office to brainstorm and set an agenda for the areas they want to focus on in the coming year.

They made their decisions by reflecting on resident feedback and reviewing ISHA performance from the past year.

This year they will be turning attention to

- Anti-social behaviour (ASB)
- Service charges
- Building safety
- Repairs and maintenance
- Complaints handling

They will be requesting information and reports to review and scrutinise, and make their own recommendations.

Too busy to commit?

Simply share your feedback on any of these topics through email to Sophie, or you can do so by taking part in consultations or speaking to staff at our Neighbourhood Nights or at our Neighbourhood Knocks. We aim to listen to your concerns, and act on your feedback.



Resident Scrutiny Panel member Sarah, said:

"It was a productive meeting with lots of lively discussions debating the key priority areas ISHA needs to improve on. Then we planned how best to act on setting objectives for success".

Want to raise your voice?

The Resident Scrutiny Panel needs new members, the more residents' voices there are on the panel, the more power to make positive changes.

Interested?

Please contact Sophie, Resident & Community Involvement Lead - see details below.

Keep an eye out - the work and progress of the panel will be shared on our website.



You can discover more news and events by visiting our website www.isha.co.uk and subscribing to our e-newsletter: www.isha.co.uk/newsletter-signup



We are also recruiting residents to become Neighbourhood Champions and Communications Champions. If these opportunities, or any other involvement activities interest you, please contact Sophie at involvement@isha.co.uk or call 0300 131 7300



Everyone's a winner!

It may be something we have to do, but collecting tenant satisfaction feedback is also something we enjoy, because it's a win-win for all!

The annual Tenant Satisfaction Measures reporting ensures we are held to account by your feedback, we improve our services, and you feel those improvements in your home.

We've just had the results for 2024 and you've told us we've been better in 10 out of 12 categories.

We'll report on the full results in our Residents' Annual Report later in the year, providing in-depth detail, so look out for that in arriving in the post.

While we scrutinise the results this year, and what we must do next to continue to improve, this article outlines some of things that we have done and you have recognised.

How we got here

We listened to what you said in previous TSMs and at events such as Neighbourhood Nights and Neighbourhood Knocks across 2023 and 2024. Last April we restructured, assigning more resources to our customer facing services and crucially, placing our Customer Service Advisors in specific teams to offer more tailored support and improve first time resolutions.



What we're doing next

Our new housing system and the resident portal (see more on page 3) will revolutionise the way you interact with us.

Room for improvement

We were disappointed to learn your satisfaction with our complaints handling and with how we tackle Anti-Social Behaviour (ASB) has declined.

The data shows that cumulatively there's a decrease, but taking a closer look, we see an improvement at the end of the year to where we started. We are pleased that steps we've taken behind the scenes are starting to be felt by you. But this doesn't mean we'll now sit back and relax; we're always looking to improve your experiences.

Here's what we've been doing to turn those around.

Complaints handling

Our new housing management system centralises complaint information, recording emails, pictures, and required actions in one place, which has improved internal processes and streamlined complaint resolution. Our regular meetings with other housing associations

are helping us learn to improve our communications and case handling during the complaints process. Ideally, we'd prevent any complaints to begin with, and that's why we now have quicker access to photo evidence of repairs allowing us to immediately intervene if it's not up to scratch. As we get better at using these tools and applying what we learn, you'll start to see the results.

ASB

We've implemented a new system for handling ASB cases which allows us to keep much better track of reported issues. Feedback you provided let us know we had been underreporting on ASB, where incidents hadn't quite met the threshold but escalated over time. We now record it from the first incident, which allows us to respond faster and in a more informed way.

The Resident Scrutiny Panel

We introduced the Resident Scrutiny Panel on page 9. They're going to review the impact of the new ASB management system and look to see what we're learning from the complaints we receive. Their input will help shape improvements.

We're confident you'll soon start to see the results of these changes.

A word from the winners

Everyone who participated in the survey was entered into a quarterly prize draw for £150 of Love2Shop vouchers.

Two of our winners told us what they planned to use their vouchers for:

Mrs R:

"I don't know yet, I'm really shocked. I've never won anything before!"

Mr A:

"As long as my GP allows me, I would like to go on holiday. I've got an important appointment soon that's been on my mind, so this is really good news."

(ARP keep all feedback anonymous, but they do let us know who won).

How do TSMs work?

The TSM standards specified by the Regulator of Social Housing consist of 22 measures: 14 management information measures and 12 satisfaction measures. They cover five key themes: keeping properties in good repair, maintaining building safety, respectful and helpful engagement, responsible

neighbourhood management, and effective handling of complaints, alongside an additional measure for overall satisfaction with landlord services.

ARP research carry out independent surveys. They do these once per quarter by phoning 120 residents each time, covering flats

and houses, different household sizes, different tenancy lengths and backgrounds. In total, 480 residents completed the survey.

We also surveyed a small number of leaseholders and shared owners, but we are only required to report our tenant results to the regulator.

Visit our YouTube channel, Islington and Shoreditch Housing Association, for useful video guidance to simple DIY tasks around your home.

Let's have a conversation about where you live!

Knock, knock

Expect a friendly knock on your door if you are among the homes we will be visiting this summer. We'll be in Islington all day on Tuesday 1 July and in Hackney on Tuesday 12 August, and we will write to you first if we're visiting your home.

It's your chance to tell us how safe you feel in your area, how you feel about the condition of your home and how well you feel it is maintained. At the same time, to improve the information we have about your household we'll update this with you, making a note of any needs you may have, to find ways to best support you.

If we miss you on the day we'll follow up with a phone call.

Our Leadership Team will be making their regular estate walkabouts through the year, checking on how well we are looking after things, cleanliness, repairs that have been overlooked, and improvements that can be made.



Again, we'll write to you directly when we are calling on your estate.

While these visits take place during the day when many of you are at work, we hope that you can make it to talk to us.

Later in the year we have three evening Neighbourhood Nights lined up. Pop the dates in your diary. You are welcome to any, or all, of these events, whichever suits your calendar.

These are very popular. What's not to like? Meet up with our staff and other residents near you, enjoy a hot meal and talk to us about anything, we'll be there to listen.

We look forward to seeing you soon!

What you said

"Residents could also get immediate feedback from ISHA and assurances that ISHA had heard their concerns and would work with them to find solutions to the issues they raised."

"Everyone was so friendly and listened to what you had to say."

Neighbourhood Nights dates for your diary

Wednesday

**24
SEPT**

**Waltham
Forest
5:30pm
- 7:30pm**

Priory Court Community Centre,
11 Priory Court, E17 5NB

Tuesday

**28
OCT**

**Islington
5:30pm
- 7:30pm**

The Old Fire Station,
84 Mayton Street, N7 6QT

Tuesday

**25
NOV**

**Hackney
5:30pm
- 7:30pm**

Our Lady & St Joseph's Church
100A Balls Pond Road, N1 4AG



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