

Useful Information

This booklet includes information on:-

Neighbourhood Services / Inspections

How to get involved with ISHA / Lien Viet

Home Insurance

Pets

Complaints

Customer Care Standards

Neighbourhood Services / Inspections

What are Neighbourhood Inspections?

We regularly inspect our estates to make sure they meet our standards. We want to make sure our estates are not only clean and tidy but also a place that you are proud to call your home.

What do we check during a Neighbourhood Inspection?

We check the general appearance of the estate plus specific areas such as:-

- Standard of cleanliness throughout the estate.
- Standard of grounds maintenance including any plants and trees and whether they are well kept.
- A check to see that there are no urgent repairs to the communal areas and if there are that they have been reported and timescales for repairs agreed.
- Anti-Social Behaviour.
- Potential future estate improvements.

We use this information to 'grade' the estate so we can compare them to others we manage to ensure our properties meet our standards. Where they do not, we will work with you to come up with improvements and let you know how long they will take.

What can I expect from ISHA Neighbourhood Services?

- We monitor & supervise the cleaning and ground maintenance operatives and their work.
- We visit each site once a week.
- We report and inspect communal repairs.
- We rotate bins, tidy the bin chamber and liaise with the local refuse team.
- We check lift/s whilst on site to ensure they are working and test the fire & smoke alarms - where these are installed.
- We check that there are no health and safety issues including items stored in hallways, meter cupboards and stairwells.

Join us for your Neighbourhood Inspection and help us improve our service to you?

If at any time you are not happy with your cleaning or grounds maintenance please let us know. by emailing neighbourhoods@isha.co.uk. We will update you about your matter, and if appropriate use it as part of the estate inspection.

Each quarter we carry out an estate inspection with our cleaning and ground maintenance contractors and residents are invited to attend these inspections. The inspection dates are advertised on notice boards and our website at https://www.isha.co.uk/your_home/in_your_area/in-your-area.html . This is an opportunity for residents to provide feedback on estate standards and discuss any improvements that they think would benefit the neighbourhood. Following these inspections any resident who attends will be notified of the outcome of the inspection and sent an action plan of any issues that were identified. If you would like to be involved please contact us.

You can also contact us to let us know what you want included in the estate inspection report if you cannot attend. This includes telling us things you are happy about, as well as importantly the things that need improving.

- Phone between 9am and 5pm on **0300 131 7300**
- Email neighbourhoods@isha.co.uk
- Visit the ISHA website.

Why should I get involved?

- It is a way of influencing improvements we can make to your home.
- You can give feedback on the current services.
- You can exchange ideas with other ISHA customers.
- You can improve your employability



Get Involved with ISHA / Lien Viet

ISHA actively promotes the involvement of customers in shaping and improving our service to you. ISHA also supports customers to build and develop the communities they live in.

What's in it for you?

Getting involved helps ISHA improve as an organisation, but it can also have amazing benefits for you! Getting involved can...

- Lead to overall improvements in your housing and yours services;
- Help you build community and make friends by introducing you to your neighbours and other ISHA customers;
- Get you better value for your money by developing more efficient services;
- Improve your employability through developing new skills, receiving free training, and gaining an understanding of the housing sector;
- Help other customers to get the best from their homes;
- Give you a meaningful way to spend free time.

ISHA will support you in your involvement by paying for travel, out of pocket expenses and training that you may require, and we may also be able to assist with the cost of your childcare or other caring duties whilst being involved.

You can get involved in many different ways and give as much or as little time as you wish.

To find out more about how to get involved:

- Visit the ISHA website – check the “Events Calendar” for details of customer events or visit https://www.isha.co.uk/get_involved;
- Look out for announcements on your communal noticeboard;
- Attend your local estate inspections.

What if I can't attend meetings or events?

There are many ways to get involved without leaving your home! You can join our Customer Sounding Board, respond to a survey, or let us know your views on any of ISHA's services by emailing us on isha:@isha.co.uk

ISHA Outreach and Support Service

What we do

We offer temporary support to help you maintain your accommodation and independence, improve your well-being and remain safe.

Here are some examples of the kind of support we offer:

- **Money support:** help with budgeting and managing debts, including rent arrears; applying for benefits, tax credits and furniture grants
- **Employment support:** information on finding a job or course; referrals to specialist employment advice; and help paying for employment-related courses through our Bursary Scheme
- Referrals to **specialist support** to help you manage your physical or mental ill-health, disability or substance use
- Working with other ISHA staff to help you deal with **anti-social behaviour, domestic abuse and tenancy issues**
- Help **finding more appropriate accommodation** or **arranging adaptations** if you have a disability
- Finding or arranging **social activities** in your area

How do I refer myself for support?

Contact ISHA to speak to the Outreach and Support Team to arrange an appointment to talk about your support needs.



Home Contents Insurance

If you had a burglary, flood or fire, would you be able to replace everything you own? Insurance is a way to make sure you are protected if things get damaged or stolen.

ISHA offer a scheme that has been assessed as good value for money. The scheme covers things like household contents and personal belongings:

- Furniture
- TV
- Clothing
- Electrical Goods
- Lost or stolen keys

It also protects you in the event of:

- Theft
- Fire
- Flood
- Vandalism

This gives ISHA residents the chance to insure the contents of their homes in an easy and affordable way.

It is a simple and value for money scheme, which you can pay annually, monthly or weekly

You still should carry out your own research to see which scheme you think is best. It is not ISHA that provides this scheme, but it has been designed for housing association residents.

ISHA can send you an application form or you can download it from our website.

For more information or to access the application form online please follow the link below:

https://www.isha.co.uk/tenants_content_insurance.html

Pets

If you are considering having a pet, please check your tenancy agreement. It will advise if you need our permission or state that pets are not allowed.

Where permission is required we will comply with our Pets Policy.

ISHA's Pets Policy

Irresponsible ownership of pets can cause a nuisance and affect the quality of life for other residents in an area. This can lead to complaints and ill feeling between neighbours.

What kind of animals does ISHA's Pets Policy apply to?

It applies to cats, dogs and larger birds e.g. parrots. It also applies to animals that could be classed as 'exotic' (snakes, caged spiders etc.) or vermin (hamsters, mice, rats etc.). We will not normally allow more than two pets per property.

What kind of animals does the Policy not apply to?

It does not apply to small animals that are housed in cages or bowls/tanks in properties i.e. small birds (canaries & budgies) and small fish (goldfish).

How do I get permission to keep a pet?

A pet application form must be completed for each pet. Pet application forms are available on request from the Customer Service Team. If permission is granted you will have to sign the Pets Policy form. Please note permission will only be granted on condition that this form is signed and dogs have tracker chips fitted.

All requests to keep pets will be considered fairly, bearing in mind any problems or restrictions which may exist on any estate or in any block.

What do I do if I have a pet but don't have permission for it?

If you live on an estate where there is a No Pets Policy, we will ask you to remove your pet. If your tenancy agreement states you need permission you should inform us as soon as possible.

Dangerous dogs and wild animals

Dogs listed in the Dangerous Dogs Act 1991 and any animals listed in the Schedule of the Dangerous Wild Animals Act 1976 may not be kept.



What happens when permission is given?

Where permission is given, tenants are responsible for the health and welfare of their pets. If tenants have any questions about the care of their pets they should contact their vet or a suitable accredited animal welfare organisation.

To comply with current legislation dogs must be micro-chipped and wear a collar and tag.

Control of pets

The control of pets and any pet visiting the property is the responsibility of the tenant. Cats should not cause nuisance to neighbours. Dogs must always be kept on a lead when in public areas. They must never be let out on their own – this includes communal balconies and stairwells.

Dog faeces must always be removed immediately.

Further Information

You can request to be sent a full copy of our Pet Policy and Procedure; you can also find it on our website.

Complaints

ISHA wants to know when you are not happy with its service. We see this as vital insight into how we can improve. We welcome any comments, compliments and complaints you may have.

How can I complain?

We want to make it as easy as possible for you to give us feedback. You can therefore make a complaint in any way you wish to contact us:

- Call ISHA on **0300 131 7300**
- Email _isha@isha.co.uk
- Write to ISHA, 102 Blackstock Road, London, N4 2DR
- Come to our office at the same address
- Complete an online form on our website using the link below

https://www.isha.co.uk/contact_us/have_your_say

- Fill out a complaints form. You can download this from our website using this link:

https://www.isha.co.uk/downloads/Contact_Us/Complaints%20form.pdf

What you can expect from ISHA

If this is the first time you have contacted us about something that has gone wrong, we will try to do all we can to put it right immediately.

If we can do this, we will log an informal complaint which are included in reporting and give us a better picture of where we need to improve.

However, we will not investigate your complaint any further with you or follow this up with you, unless we agree otherwise.

If we cannot resolve your complaint straight away we will log your this as a formal complaint.

There are three stages that your formal complaint may go through:

Stage 1

Your complaint will be acknowledged within 2 working days and you will receive a written reply within 10 working days.

If you are not happy with our response, you should contact the member of staff who wrote to you to discuss your issues further.



If you remain unhappy, you can ask to take the complaint to **Stage 2**.

Stage 2

When asking to escalate your complaint to stage 2, you should let us know why you remain unhappy and how you would like us to resolve your complaint.

You will receive an acknowledgement to this within 2 working days.

A different staff member will deal with your stage 2 complaint and you will receive a detailed response within 10 working days.

If you are not happy with our response, you should contact the member of staff who wrote to you to discuss your issues further.

If you remain unhappy you can request to take the complaint to **Stage 3**.

Stage 3

When asking to escalate your complaint to stage 3, you should let us know why you remain unhappy and how you would like us to resolve your complaint.

This will be acknowledged within 2 working days.

Your complaint will then be reviewed by senior managers and we will write to you advising whether your complaint will be taken to stage 3.

You may then be invited to meet with a senior member of ISHA staff to discuss your complaint.

The Chief Executive of the Association may then arrange a panel hearing within 20 working days or at your convenience.

The panel will usually comprise of three members from the ISHA Board or the Sub Committee responsible for the service in question. Staff involved in the complaint response may also attend the panel to give evidence or observe.

You will be invited to put your case before the complaints panel and their written response will be sent to you within 5 working days of the hearing.

If you are told your complaint will not be taken to stage 3 you will have exhausted our internal complaint process. You can then take your complaint to a designated person or the ombudsman. Details of how to do this are below.

Holding Responses

If a full response cannot be given within the 10 working days timeframe we will send you a holding response. This will include a new response date. You should be contacted before receiving a holding response to agree this new date with us.

Designated Person

If you are still not happy with the outcome of the Stage 3 panel hearing, or your complaint was not taken to stage 3, the next step would be to contact a designated person. A designated person can be an MP, local councillor or a recognised Tenant panel.

If the designated person cannot help they will then refer your complaint to the Housing Ombudsman.

You can refer your complaint to the Housing Ombudsman directly, without contacting a designated person.

Housing Ombudsman

If you still feel that the complaint is not resolved, you can make an appeal to the independent Housing Ombudsman. However, they will not consider your complaint until 8 weeks from when your complaint finished our internal complaint process.

You can contact them about individual complaints using this address:

Housing Ombudsman Service
PO Box 152
Liverpool L33 7WQ

For all other correspondence you can contact them using these details:

Housing Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9GE

Telephone: 0300 111 3000

Closure of Complaints

If we do not receive a reply from you within 28 working days, the complaint will be considered closed and you will receive a closure letter to confirm this.



Customer Care Standards

What you can expect from ISHA

The Customer Service Team is the first point of contact for all your enquiries.

Standards for telephone calls

- Our phone lines are open on weekdays between 9.00am and 5.00pm.
- We will always give you our name so that you know who you are speaking to.
- We will try to resolve your query for you when you first call us.
- If we cannot resolve your call immediately, or connect you straight away with someone who can, we will take your details and call you back within 1 working day.

Reception / personal callers

- Our offices are open on weekdays between 9.00am and 5.00pm.
- Staff will be friendly, welcoming and make sure you know the name of the person you are speaking to.
- Information about our services and opening times will be clearly visible in reception. If there is information missing, the Customer Service Team will be happy to find it for you.
- We will provide special services for people with hearing or visual impairments(loop induction system, publications in large print or Braille).
- We will provide translation or interpretation on request for people who do not have English as a first language.

Emails to ISHA

- We will send an e-receipt within 1 working day.
- We will respond to your email within 10 working days.

Letters to ISHA

- We will respond to your letter within 10 working days.

For further information or any queries please contact ISHA on 0300 131 7300 or visit our website www.isha.co.uk If you would like this booklet translated or in a different format please contact us directly.

Albanian

Për informacion të mëtejshëm ose për çdo pyetje ju lutemi kontaktoni ISHA në 0300 131 7300 ose vizitoni faqen tone të internetit www.isha.co.uk Nëse këtë broshurë e doni të përkthyer ose në një format tjetër ju lutemi na kontaktoni direkt.

Arabic

لمزيد من المعلومات أو أية استفسارات يرجى الاتصال به أي نس اتش أي على
www.isha.co.uk 0300 131 7300 أو زيارتنا على موقعنا على الشبكة
إذا رغبت في كتيب مترجم أو اردت النص بصيغة اخرى
يرجى الإتصال بنا مباشرة.

Bengali

আরও তথ্যের জন্য কিংবা আপনার কোন প্রশ্ন থাকলে অনুগ্রহ করে 0300 131 7300 নম্বরে ISHA-এর সাথে যোগাযোগ করুন অথবা আমাদের ওয়েবসাইট www.isha.co.uk দেখুন আপনি যদি এই পুস্তিকাটি অন্য ভাষায় অনুবাদ কিংবা ভিন্ন ফরম্যাটে পেতে চান সেক্ষেত্রে অনুগ্রহ করে আমাদের সাথে সরাসরি যোগাযোগ করুন।

French

Pour tout renseignement ou problème supplémentaire, veuillez contacter ISHA au 0300 131 7300 ou visiter notre site www.isha.co.uk Si vous souhaitez avoir la traduction de cette brochure ou l'obtenir dans un format différent veuillez bien nous contacter directement.

Gujarati

વધુ માહિતી અથવા કોઈ પૂછપરછ માટે કૃપા કરીને ISHAનો 0300 131 7300 પર સંપર્ક કરો અથવા અમારી વેબસાઈટ www.isha.co.uk જુઓ. જો તમને આ પુસ્તિકા ભાષાંતર કરાવેલી અથવા બીજા કોઈ સ્વરૂપમાં જોઈતી હોય, તો કૃપા કરીને અમારો સીધો સંપર્ક કરો.

Hindi

AiDk jwnkwrI Xw iksl svwl ky iIE kfpXw eéSw (ISHA) ko 0300 131 7300 pr tyilPon kryN Xw hmwrl vybsweét www.isha.co.uk dyKyN[Xid Awp es pui/Eqkw kw Anuvwd Xw esy iksl AñX ÆEv]p myN lynw cwhqy hYN qo kfpXw sIDw hmsy spkÉ kryN[.

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

Macluumaad dheeraad ah ama wax weydiinba fadlan kala xiriir ISHA oo laga helo 0300 131 7300 ama booqo webseytkayaga ah www.isha.co.uk Haddii aad jeclaan laheyd buug-yarahan oo turjuman ama qaab kale ah fadlan toos noola soo xiriir.

Spanish

Para más información o cualquier consulta puede ponerse en contacto con ISHA llamando al 0300 131 7300 o visite nuestra página 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 isterseniz ya da sorularınız varsa lütfen biz ISHA'yı 0300 131 7300 numaradan arayınıza ya da websitemiz www.isha.co.uk 'u ziyaret ediniz Bu kitapçığın başka bir formata çevrilmesini istiyorsanız lütfen bizi doğrudan arayınız.

Urdu

www.isha.co.uk: کچھ سے ملاحظہ سٹ ویب یہمالی 0300 131 7300 سے اس تمیر پر رابطہ کوئے ISHA نے کے سوالات یکمل معلومات مزید اگر آپ کو اس تاجے کا ترجمہ علی بی ایک مختلف صورت می 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 Nếu bạn muốn cuốn sách mỏng này được dịch hoặc có một định dạng khác.



ISHA & Lien Viet



@ISHA_LV