

isha Homeowners news



the quarterly newsletter for Islington and Shoreditch and Lien Viet Housing Associations' residents

Homeowners: Summer 2016

www.isha.co.uk



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Help Us Improve Your Neighbourhood

Service Charge Final Year End Account

At the end of each financial year ISHA will prepare a statement of income and expenditure, showing actual costs compared to estimated budget sent to you earlier. We will be sending out your service charge final account by the end of September for the year ended March 2016. The account will show your contribution towards the maintenance of your block based on the estimated service charge budget sent to you in February 2015. The statement will also show the balance in your sinking fund (your long term contribution towards major works on the building).

If there has been an over estimation of budget cost there will be a surplus credited to your rent account. However, if the reverse is also true and there has been an under estimation, an extra balancing charge will be applied to your rent account.

We will credit your account or send you a cheque for the surplus provided your account is not in arrears. In the event of a deficit you should pay

within 30 days of receiving the statement. If you are unable to make the payment within the 30 days then you must contact ISHA immediately who will make arrangements with you as to how you can clear the balance.

If you have any queries about your service charges, you can contact Boyo Baiyewu, Service Charge Co-ordinator on 020 7704 7390 or boyob@isha.co.uk

you said...

Non-residents are parking their vehicles without a parking permit

Repairing snagging in a new property – the contractors are not in contact to make appointments

...we did

We installed a Gerda key locking system on the three vehicle gates

Customers are now consistently provided with information and updates

Section 20

Notices to Leaseholders and Shareowners

You will have recently received two Section 20 notices to consult you on the procurement of Building Insurance and Repairs.

The Procurement of Building Insurance

The purpose of the section 20 notices is to notify you of our intention to competitively tender our Building Insurance contract because the current contract is coming to an end by October 2016.

Whether you're a shared owner or a leaseholder it's essential we have the right insurance for your block. Our insurance covers the structure of the building and the shared areas that we are responsible for maintaining.

Your property is insured for the cost of rebuilding it. This is re-calculated every year by looking at building prices. We regularly review all our insurance policies to make sure they provide good value for money.

We insure your home on our block policy. As all our properties are insured on this policy; we get a cheaper rate and pass these savings to you.

We charge for insurance through your service charges. We review the amount annually and reflect any changes in final audited service charge account which is sent to you within six months of your service charge year end.

The Procurement of Repairs

The purpose of the section 20 notice is to notify you of our intention in going to a competitive tender for a repairs contract because the current contract is coming to an end by March 2017.

The value of this contract requires us to comply with Procurement Regulation and to advertise our intention to procure in the European Journal.

We expect to be in a position to contact leaseholders again in December 2016.

ISHA are being assisted with the procurement process by a consultancy, Faithorn Farrell Timms.



Bursary Award Scheme

Over the age of 18? Want to get back to work but are struggling with the cost of training?

Launched earlier this year, our Bursary Award Scheme has already helped several residents to begin their journey back to work. So far we have helped towards the cost of railway safety, counselling and engineering courses.

The bursaries are up to £500 and can be used towards the cost of an educational or skills-based course provided by a recognised learning or training organisation or accredited body.

Here's what one resident has to say:

"I found the process easy to apply for and I am so glad that I was able to take advantage of one of the opportunities available to ISHA residents. This bursary for books and further education will help me pursue my career in engineering. I would definitely recommend to any resident looking into going back to study."

For further details please contact Alasdair Paterson at Alasdairp@isha.co.uk or by phone on 020 7704 7357.



British Museum Community Previews

ISHA and Lien Viet residents now have the wonderful opportunity to see special exhibitions at the British Museum **for free**, alongside other community groups. The previews are usually held when the museum is closed to the general public, giving the experience a really special feel.

Tickets go like hot cakes so please contact Alasdair Paterson at Alasdairp@isha.co.uk or by phone on 020 7704 7357 to add your name to the list for future exhibitions.



Sadler's Wells 'Get into Dance' Scheme

Our partnership with Sadler's Wells theatre in Angel aims to encourage Islington residents from low-income households to see and take part in dance for the first time by offering tickets for the amazing price of £3!

If you thought dance was just about tutus think again! Previous shows include the hugely popular Matthew Bourne's *Sleeping Beauty*, *The Snowman* as well as flamenco, ballet and break-dancing.

Once you are registered for the scheme the theatre will send you a copy of the season's guide and your unique 'Get into Dance' membership number, which you will need when you buy your tickets through the box office. From the moment you join you can book up to 16 tickets per year! Tickets are limited so book early to avoid disappointment.

To register, please contact Alasdair Paterson at Alasdairp@isha.co.uk or call him on 020 7704 7357.



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Focus on Mental Health...

Mental health issues are common. Up to 1 in 4 people will experience mental health problems at some point in their lives. They could be caused by stressful events such as losing a job, bereavement or money issues. With the right support and help people usually make good, positive steps towards recovery.

What signs to look out for

Most people will feel low, anxious or irritable at some point in their lives. But if you have several symptoms at the same time, and they have lasted for a while, it may be a sign that something is not right.

These symptoms could be:

- being anxious or irritable
- having a low mood for a long time
- finding it difficult to concentrate or remember things
- sleeping less or too much
- changes in your mood
- finding it difficult to manage everyday life, for example, washing regularly
- feeling teary
- becoming suspicious, paranoid or experiencing hallucinations
- becoming isolated and withdrawn
- having suicidal thoughts

If you know someone who is experiencing mental health problems just letting them know there is help out there can make a big difference. Listen without judging them and ask them to describe what they are going through.

What help is available?

If you or someone you know is at immediate risk of harm call **999**. For non-emergencies, or if you are not sure, call NHS **111**.

If you or the person you are worried about is going through a crisis, but is willing to talk to someone, you can also contact:

Samaritans

08457 90 90 90

Email: jo@samaritans.org

Website: www.samaritans.org

SANEline

0300 304 7000

Daily 6pm to 11pm

Website: www.sane.org.uk

Talk with your GP

They may be able to offer treatment such as medication, refer you to 'talking therapy' (counselling) or offer advice on eating well, sleeping better and exercise. Remember that even when your surgery is closed there will be an out-of-hours phone service for urgent problems.

Talking Therapies

These are often very effective in tackling depression and anxiety. There are Improving Access to Psychological Therapies (IAPT) services in most areas (check www.nhs.uk for the one nearest you or ask your GP)

For advice on all types of mental health problems contact:

MIND

0300 123 3393

Mon to Fri, 9am to 6pm

Text: 86463

Email: info@mind.org.uk

Website: www.mind.org.uk

Rethink

www.rethink.org

0300 5000 927

Mon to Fri, 9:30am to 4pm

Five steps to mental wellbeing

Below are five things that, according to research, can really help to boost our mental wellbeing:

1 Connect – connect with the people around you: your family, friends, colleagues and neighbours. Spend time developing these relationships. Strengthen relationships with people who are close to you, such as family and friends. Broaden your relationships in the community and the wider world.

2 Be active – you don't have to go to the gym. Take a walk, go cycling or play a game of football. Find an activity that you enjoy and make it a regular part of your life.

3 Keep learning – learning new skills can give you a sense of achievement and a new confidence. So why not sign up for that cooking course, start learning to play a musical instrument, or figure out how to fix your bike?

4 Give to others – even the smallest act can count, whether it's a smile, a thank you or a kind word. Larger acts, such as volunteering at your local community centre, can improve your mental wellbeing and help you build new social networks.

5 Be mindful – be more aware of the present moment, including your thoughts and feelings, your body and the world around you. Some people call this awareness "mindfulness". It can positively change the way you feel about life and how you approach challenges. Learn more here <http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/mindfulness.aspx>



Mind Your Own Business

In 2017 we're launching a new self-service customer portal that will allow you to access more of our services via our website at your convenience.

We want you to tell us what services you would like to access via our website. We've set up a very short questionnaire <https://www.research.net/r/ishacustomerportal>. www.google.co.uk Please could you take a moment to complete it and do let us know if we can contact you again over the coming months for your input.

If you have any questions or views we'd love to hear from you. You can email the Project Team at ProjectTeam@isha.co.uk



Free Laptop – strings attached

Do you know your bytes from your bits?
Do you use YouTube to teach yourself new skills? Are you a whizz on the web? Do you Skype with success?

Put your skills to use to help others in your community learn how to make the most of digital technology.

ISHA is looking for digital champions to help us set up and run a project to improve the digital skills of all customers. In return for volunteering some time with us, you'll receive free training, gain new skills, improve your CV and make a real difference to

people in the community. What's more, if you are chosen to help us develop the project, we'll give you a free laptop!

If you want to improve your digital skills yourself, there is lots of help available. For free or low cost courses in your area search here <https://www.ukonlinecentres.com>

To learn online in your own time, there are plenty of resources here <http://www.learnmyway.com>

Or to be involved in ISHA's digital inclusion project, contact Alasdair Paterson at Alasdairp@isha.co.uk or call him on 020 7704 7357.

How your views will improve our services

Islington and Shoreditch Housing Association (ISHA) is committed to understanding what our customers think of our services so we can continue to improve and offer you a better experience. In order to do this, over the coming year, you may receive a call from a company called Critical.

Critical will be conducting research on behalf of ISHA to find out your opinion on the services we provide. If they call you it will be to invite you to take part in a short telephone survey on a range of services and your overall opinion of ISHA.

Critical is a company partner of the UK Market Research Society (MRS), and all of its surveys are conducted under the MRS Code of Conduct. Amongst other things this ensures that all personal information is handled responsibly and according to the UK Data Protection Act. In addition, anything that you say to them will be completely confidential;

unless you request them to, they will not associate results with the individuals who participate.

I can also confirm that the information ISHA passes to Critical is limited to that needed to carry out the survey and does not include detailed personal information about you, your family or the detail of the service you received.

Any questions, please contact Tullia Morris on 0207 704 7349 or by email on Tulliam@isha.co.uk

Cyclical Decorations

We'll have written to you if your block is due to be decorated this year. Works that repair and redecorate the external elements of your properties are carried out by ISHA every 5 to 7 years. This year we are working on 224 homes covering 18 different estates and sites. To check whether your home is on this year's programme, go to the **In Your Area** section on our website https://www.isha.co.uk/your_home/in_your_area.

Feedback from Ainsworth Road who had decorations carried out in January 2016 gave high levels of satisfaction. When you tell us about things you weren't happy about, we go back to the contractor to sort it out and we use that dissatisfaction to improve your service in the future.



GET YOUR NEWSLETTER BY EMAIL

Please register with ISHA by sending an email to haveyoursay@isha.co.uk confirming your name and address and future newsletters and annual reports will then be sent to you at your email address.

Help shape the new repairs contract

Work has commenced to put in place new contract arrangements covering repairs to commence in April 2017. ISHA are keen to involve residents in this process and are looking for possible volunteers. Training can be provided if required.

Once it is clearer what commitments people may be able to offer, the involvement format can be finalised. It would be great if residents could form part of the project team, or alternatively form a review group.

It is appreciated that not everyone may have the time to be fully involved, but may be able to contribute in some

other way. For example, reading and commenting on documents and proposals would be useful.

If you are interested, or wish to find out more, please contact John Everett, Interim Head of Property and Asset Management on 0207 704 7380 or email JohnE@isha.co.uk



Reception Refurbishment

Since 20 June for about 5 weeks our reception has been going through refurbishment to help improve the experience of our customers. During this period our reception is closed and access to the building is around the back via Vivian Comma Close (through our car park). Whilst this is less than ideal we have signposted the way into the building.

We'll be reopening our new look reception in late July and hope customers will enjoy the more comfortable surroundings.



Help us improve your neighbourhood

Currently we monitor the cleaning and grounds maintenance to ensure that it meets the standards we set. We know this is not enough to improve the area that we manage and we want to do more. This year we have changed the way we monitor the communal area we manage and we want to take into account some of the problems you have told us about. For example we know that the issue of bulk rubbish is a problem in some areas, whilst in others it is people who do not live in the block taking the limited car parking spaces that are available.

Where we know there are problems we will take them into account and each of our estates will be graded excellent, good, satisfactory but needs improvements and poor. Where an estate is satisfactory or poor we want to work with you to come up with a plan to improve things and we have set aside a small budget of £25,000 to help us pay for some improvements. We have already allocated some of this money on items such as a car park gate and a security system after consultation with residents.

We will also work with you and help to put together an application for funding to our Bid for Better fund which can help fund any improvements.

If you would like to become involved in helping us improve the way we manage your block please contact us on haveyoursay@isha.co.uk



Residents' Content Insurance

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

ISHA have arranged with Royal and Sun Alliance to provide residents with insurance easily. This is called the "Simple" scheme.

Royal and Sun Alliance provide an insurance policy for everything you own. It is easy to understand and not expensive. You can pay every week, every month or every year.

Please make sure that you carry out your own comparison figures. This scheme is not provided by ISHA but it has been arranged and designed specifically for housing association residents.

To request an application form or if you would like more information, contact your Resident Services Manager.

You can also download an [application form](#) directly from our [website](#). Please print this form, fill it in and send it to the address on the front page of the form. Alternatively, you can email the form to: datamanagement@ryandirectgroup.co.uk





How you can **save money on energy**

Switch off standby

You can save around £30 a year just by remembering to turn your appliances off standby mode. Almost all electrical and electronic appliances can be turned off at the plug without upsetting their programming. You may want to think about getting a standby saver which allows you to turn all your appliances off standby in one go.

Check the instructions for any appliances you aren't sure about. Some satellite and digital TV recorders may need to be left plugged in so they can keep track of any programmes you want to record.

Careful in your kitchen

You can save nearly £50 a year just by using your kitchen appliances more carefully:

- ◆ Use a bowl to wash up rather than a running tap and save £30 a year in energy bills.
- ◆ Only fill the kettle with the amount of water that you need and save around £7 a year.
- ◆ Cutback your washing machine use by just one cycle per week and save £5 a year on energy, and a further £7 a year on metered water bills.

Get a head

If you've got a shower that takes hot water straight from your boiler or hot water tank (rather than an electric shower), fit a water efficient shower head. This will reduce your hot water usage while retaining the sensation of a powerful shower.

A water efficient shower head could save a four person household (e.g. a family of four or even a shared student flat) around £80 a year on gas for water heating, as well as a further £120 on water bills if they have a water meter.

Calculation is based on the assumption that the family takes 20 showers a week and replaces a 13 litre/minute power-shower head with a 7.7 litre / min water efficient shower head, and the family are charged £2.82 per cubic meter of water used (includes sewage charge).

Spend less time in the shower

Spending one minute less in the shower each day will save £8 off your energy bills each year, per person. With a water meter this will save a further £12 off annual water and sewerage bills. If everyone in a four person family did this it would lead to a total saving of £80 a year.

Take control of your heating

More than half the money spent on fuel bills goes towards providing heating and hot water. Turning down your room thermostat by just one degree can save between £80 and £85 a year.

Whatever the age of your boiler:

- ◆ Set your heating and hot water to come on and off when you need them.
- ◆ Heat only the areas of your home that need heating.
- ◆ Set the temperature for each area of your home if you can.

Switch to LEDs

You can now get LED bulbs that are bright enough to replace halogens, as well as regular energy saving bulbs ('compact fluorescent lamps' or CFLs). They come in a variety of shapes, sizes and fittings.

If the average household replaced all of their remaining old-fashioned bulbs with CFLs, and all of their halogens with LEDs, it would cost about £100 and save about £35 a year on bills.

Turn off lights

Turn your lights off when you're not using them. If you switch a light off for just a few seconds, you will save more energy than it takes for the light to start up again, regardless of the type of light. This will save you around £13 on your annual energy bills.



Free Paint!

We have teamed-up with Forest Recycling Project to bring residents a splash of colour through our new Re-Paint scheme.

A wide selection of FREE recycled paints is available at collection points in Islington and



Waltham Forest. So, if you fancy redecorating a room or two and would like to be referred, please get in touch with Alasdair Paterson at Alasdairp@isha.co.uk or by phone on 020 7704 7357.

IT'S THAT TIME OF YEAR AGAIN FOR YOUR PARKING PERMIT RENEWALS

Most ISHA parking permits expires on 31 July 2016. Please check your permit to make sure you know when it expires.

To renew your permit you will need to: -

- ◆ Pay £100. You can pay by cash, cheque with a guarantee card or by debit/visa card. If paying by cash please bring the correct amount as we may not have change.
- ◆ If you have changed your vehicle we need a copy of your new registration documents. This must also be registered at your ISHA address.
- ◆ If you are disabled you will need to provide an up to date copy of your blue badge.
- ◆ You must not be in any rent arrears unless you have an agreement in place which you are adhering to.
- ◆ Sign the Terms and Conditions and adhere to it at all times.

Please advise us how you wish to pay. You can provide us with your relevant documents by email at isha@isha.co.uk or if you wish to come to the office please make an appointment.

If we do not hear from you within 28 days we will assume that you no longer require use of the bay and will re-allocate it to the next person on our waiting list.

If you have any comments or questions, please contact the Customer Service Team on 020 7704 7300 or isha@isha.co.uk



Thinking of decorating your home?

Customers are able to get a 25% discount on paint and an average of 23% across their other products from Dulux.

If you want to use this discount you can either order online <https://www.duluxdecoratorcentre.co.uk/housing/isha> or call 0845 850 220. Quote Account Number 538147.



You can visit a Dulux Centre, and the website above has a storefinder option.

Dulux can deliver to your home, and the delivery driver can offer advice to you if you have any decoration queries

Check the prices at your local DIY store before ordering, as they will sometimes have promotions that beat this deal.

Residents' Forum

The Forum held its second Love Food? event on Saturday 7 May 2016. With thanks to our partners (listed below) there were lots of fun activities from cooking demonstrations to cupcake decorating, window box planting, smoothie tasting and more.

Made In Hackney deliver fun, supportive, often life changing courses in local food growing, cooking and composting skills. We work with local charities, community organisations, housing associations and support groups to ensure our courses are offered to people most in need such as low income families, children in care, teen carers, young people excluded from school, parents and children, and people suffering from diet related health problems.

As mentioned on page 5 we will be launching a new self-service customer portal next year. To understand what services you would like to access we asked the residents that attended Love Food?. Why not have a quick look at the questionnaire <https://www.research.net/r/ishacustomerportal> and let us know the priorities that you would have?



Women's Environmental Network
WORKING FOR ENVIRONMENTAL JUSTICE THROUGH FEMINIST PRINCIPLES

wen.org.uk

GLOBAL
GENERATION

globalgeneration.org.uk



madeinhackney.org



What's happening... In Your Area:



Lien Viet has homes across Hackney,
Tower Hamlets, Islington and Haringey

AREA 1

Interim Resident Services Manager: Teniola Abe

Covering the areas:

N1 of **Hackney** and **Islington**, together with Holland and Thurstan Dwellings in **Camden**.

Please contact Teniola on 020 7704 7392 or email teniola@isha.co.uk if you have any queries or concerns about your tenancy or your estate.



Gary Johnson is the Estate Officer for area 1. Gary is responsible for the weekly monitoring of the cleaning and grounds maintenance service carried out by our cleaning and grounds maintenance contractors. Other tasks carried out by Gary include rotating the refuse bins, litter picking all internal and external surfaces during weekly site visits, checking communal lighting and adjusting timers as and when necessary, replacing bulbs and ensuring information on notice boards is up to date. Please contact Gary with your feedback on 020 7704 7300 or email garyj@isha.co.uk.

Southgate Close
All residents have been consulted at Southgate Close about the installation of CCTV camera. We have had a very good response from residents and we will be contacting you all with the future plans.

Mildmay Avenue

At Mildmay Avenue, we are reviewing value for money on your heating system. This includes reviewing the services of the billing management company.

We are also working on upgrading the CCTV camera and recorder to enable surveillance in the bin area. This is to manage fly tipping at your block. We have instructed the contractor to carry out the works and we will be advising you in due course of the installation date.

Area meeting

The next Local Area 1 Residents' Meeting will be held at 6pm on 22 September 2016. The venue is St John's Church, Pitfield Street, London, N1 6NP. Please join us at the Area meeting.

Some of the items we will be discussing include:

- Cleaning and ground maintenance
- Tackling Tenancy Fraud
- Bid for Better
- Anti-Social Behaviour
- Communal Repairs

Residents will receive further details and a personal invitation in the post nearer to the date. Please feel free to contact Teniola on 020 7704 7392 or email teniola@isha.co.uk if you would like to discuss a specific issue.

AREA 2

Resident Services Manager: Harpreet Heer

Covering the areas:

E8 & E9 of **Hackney**.

Please contact Harpreet on 020 7704 7398 or email harpreeth@isha.co.uk if you have any queries or concerns about your tenancy or your estate.



Segun Akeem is the Interim Estate Officer for Area 2. Segun monitors the cleaning and grounds maintenance on estates in area 2. Please contact Segun with your feedback on 020 7704 7300 or email seguna@isha.co.uk.

Area meeting

The next Local Area 2 Residents' Meeting will be held on Wednesday 7 September 2016 at 6.00pm. The venue is Hackney Picture House, 270 Mare Street, London, E8 1HE. Please look out for the invitation nearer the time. Please join us at the Area meeting. Some of the items we will be discussing include:

- Cleaning and ground maintenance
- Tackling Tenancy Fraud
- Bid for Better
- Anti-Social Behaviour
- Communal Repairs

Please feel free to contact Harpreet on 020 7704 7398 or email harpreeth@isha.co.uk if you would like to discuss a specific issue.

AREA 3

Resident Services Manager:
Teslim Fagbayi

Covering the area: Islington

Please contact Teslim on

020 7704 7341 or email teslimf@isha.co.uk

if you have any queries or concerns about your tenancy or your estate.



Jolade Obasola is the Estate Officer for area 3.

Jolade monitors the cleaning and grounds maintenance on estates in area 3. Please contact Jolade with your feedback on 020 7704 7300 or email joladeo@isha.co.uk.

Kinver House

The Cyclical Decorations at Kinver House started in May 2016. All residents have been consulted regarding these works.

St Mary's Path

ISHA has installed a Gerda key locking system on the three vehicle gates at St Mary's Path as requested by residents. This measure was taken due to non-residents parking their vehicles on the estate without valid parking permits and causing inconvenience to residents. The new locking system has eliminated this problem and residents are satisfied.

Area meeting

The next Local Area 3 Residents' Meeting will be held on Wednesday 28 September 2016 at 6.00pm. The venue is Sobell Centre, Hornsey Rd, London N7 7NY.

Please join us at the Area meeting. Please look out for the invitation nearer the time.

Some of the items we will be discussing include:

- Cleaning and ground maintenance
- Tackling Tenancy Fraud
- Bid for Better
- Anti-Social Behaviour
- Communal Repairs

Please feel free to contact Teslim on 020 7704 7341 or email teslimf@isha.co.uk if you would like to discuss a specific issue.

AREA 4

Resident Services Manager:
Dexter Edward

Covering the Borough:
Waltham Forest

You can contact Dexter on 020 7704 7353

or email dextere@isha.co.uk if you have any queries or concerns about your tenancy or your estate.



Laurence Ahmed is your Estate Officer for Area 4.
Laurence can be contacted on 020 7704 7371 or email laurencea@isha.co.uk

Repton House

Residents of Repton House have been experiencing Anti-Social Behaviour. I am pleased to confirm that we have now extended the metal fencing above the rock face.

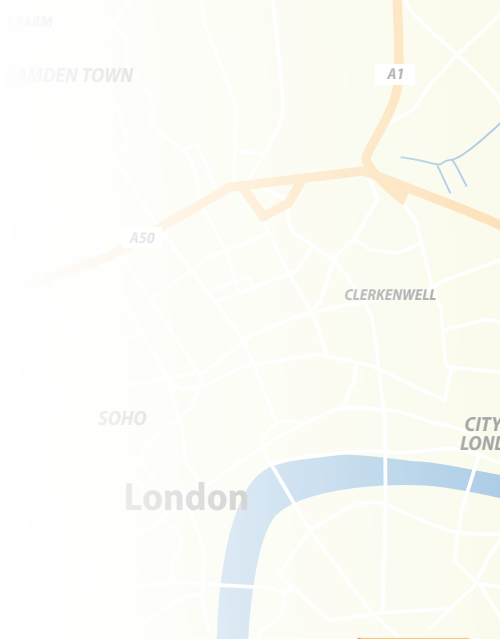
Area meeting

The next Area 4 meeting will be held on Tuesday 27 September 2016 at 6.30pm. The venue will be Waltham Forest College, 707 Forest Road, London, E17 4JB. All residents will receive a personal invitation a week before this meeting with further details.

Please join us at the Area meeting. Some of the items we will be discussing include:

- Tackling Tenancy Fraud
- Cleaning and ground maintenance
- Bid for Better
- Anti-Social Behaviour

Please feel free to contact Dexter on 020 7704 7353 or email dextere@isha.co.uk if you would like to discuss a specific issue.



AREA 5 LIEN VIET

Resident Services

Manager: Harpreet Heer

Covering:

**Hackney, Tower Hamlets,
Islington and Haringey**



Please contact Harpreet on 020 7704 7398

or email harpreeth@isha.co.uk if you have any queries or concerns about your tenancy or your estate.

Segun Akeem is the Estate Officer for Area 5.

Segun monitors the cleaning and grounds maintenance on estates in area 5. Please contact Segun with your feedback on 020 7704 7300 or email seguna@isha.co.uk

Area meeting

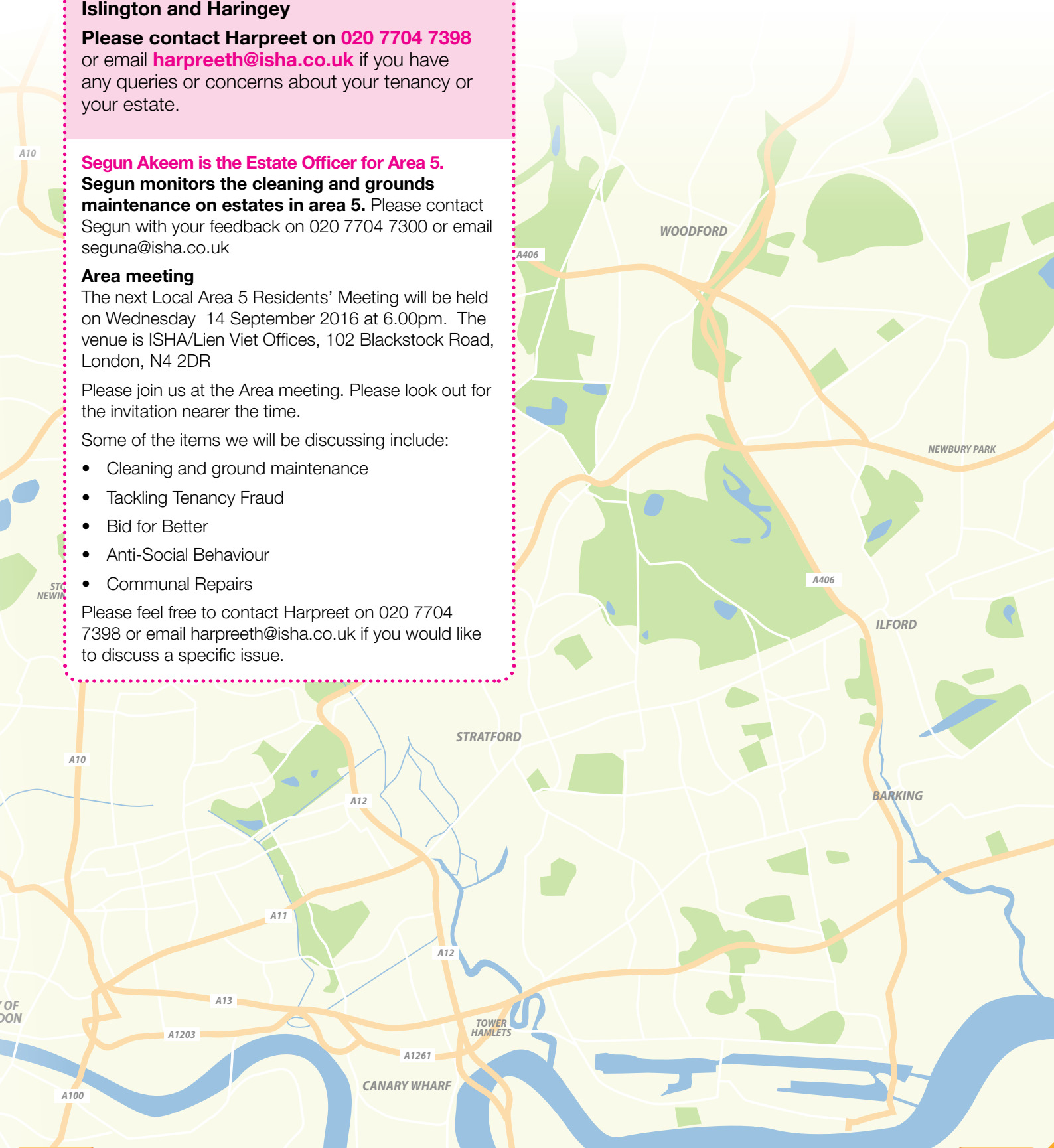
The next Local Area 5 Residents' Meeting will be held on Wednesday 14 September 2016 at 6.00pm. The venue is ISHA/Lien Viet Offices, 102 Blackstock Road, London, N4 2DR

Please join us at the Area meeting. Please look out for the invitation nearer the time.

Some of the items we will be discussing include:

- Cleaning and ground maintenance
- Tackling Tenancy Fraud
- Bid for Better
- Anti-Social Behaviour
- Communal Repairs

Please feel free to contact Harpreet on 020 7704 7398 or email harpreeth@isha.co.uk if you would like to discuss a specific issue.



GET YOUR NEWSLETTER BY EMAIL

Please register with ISHA by sending an email to haveyoursay@isha.co.uk confirming your name and address and future newsletters and annual reports will then be sent to you at your email address.

This is about where you live. If you would like this in a different format please phone 020 7704 7300 or email isha@isha.co.uk



Albanian

Kjo eshte per banesen tuaj. Nese deshironi ta keni kete dokument te perkthyer ju lutem telefononi 020 7704 7300 ose email isha@isha.co.uk

Arabic

تتعلق هذه بمكان سكنك
إذا أردت ترجمة هذه الوثيقة، يرجى الاتصال بالرقم 020 7704 7300 أو بالبريد الإلكتروني على isha@isha.co.uk

Bengali

এটি এই সম্পর্কে যে, আপনি কোথায় বসবাস করেন
আপনি যদি এই নথিটিকে অনুবাদ হিসেবে পেতে চান অনুগ্রহ করে, 020 7704 7300 নম্বরে ফোন
করুন বা isha@isha.co.uk -আইডিতে ই-মেইল করুন।

French

Cette section traite de l'endroit où vous vivez. Si vous désirez obtenir ce document traduit dans une autre langue, veuillez téléphoner au 020 7704 7300 ou envoyer un e-mail à isha@isha.co.uk

Gujarti

આ તમે ક્યાં રહો છો તે અંગે છે
જો તમે આ દસ્તાવેજ ભાષાંતર કરાવવા ઈચ્છો તો કૃપા કરીને 020 7704 7300 પર ફોન કરો અથવા
isha@isha.co.uk પર ઈમેલ કરો

Hindi

अगर आप चाहते हैं कि इस दस्तावेज़ का अनुवाद किया जाए, तो कृपया 020 7704 7300 पर फ़ोन करें या
isha@isha.co.uk पर ईमेल करें

Polish

Tutaj znajdziesz Państwo informacje na temat miejsca zamieszkania. Jeżeli chcieliby Państwo otrzymać tłumaczenie niniejszego dokumentu, prosimy o kontakt z nami pod numerem 020 7704 7300 lub o przesłanie maila na adres isha@isha.co.uk

Somali

Waxay tani ku saabsan tahay halka aad ku nooshahay. Haddii aad rabto in dukumeentigan lagu soo turjumo fadlan soo wac 020 7704 7300 ama email u soo dir halka isha@isha.co.uk

Spanish

Información sobre la zona dónde vive. Si le gustaría tener este documento traducido, llame al 020 7704 7300 o envíenos un email a isha@isha.co.uk

Turkish

Bu, yaşadığınız yerle ilgilidir. Bu belgenin tercümesini istiyorsanız lütfen 020 7704 7300 no lu telefonu arayınız veya isha@isha.co.uk adresine e-posta gönderiniz

Urdu

یہ آپ کی جانے رہائش کے بارے میں ہے
اگر آپ کو دستاویزات ترجمہ شدہ شکل میں مطلوب ہوں تو 020 7704 7300 پر فون یا isha@isha.co.uk پر
ای میل کریں۔

Vietnamese

Tài liệu này cung cấp thông tin về khu vực nơi qui vị sinh sống
Nếu qui vị muốn dịch tài liệu này, xin qui vị vui lòng gọi điện cho số điện thoại 020 7704 7300 hoặc
gửi thư điện tử theo địa chỉ isha@isha.co.uk



Contact our team...

Resident Services Team
for all general enquiries and repairs
020 7704 7300
isha@isha.co.uk

EMERGENCY OUT OF HOURS NUMBERS

LIFT BREAKDOWN

0800 652 0692

EMERGENCY REPAIRS

020 7704 7300

GAS LEAKS

0800 111 999

ANTI SOCIAL BEHAVIOUR

0800 075 6699

You can also report a repair, pay your rent or contact us through the website www.isha.co.uk

...OTHER USEFUL NUMBERS

For Service Charge enquiries
contact Boyo Baiyewu on
020 7704 7390

To pay your rent or for enquiries
about your rent account:

If you live in Hackney or Camden
contact Les Hoyte on 020 7704 7346

If you live in Waltham Forest
contact Ola Ogunlana
on 020 7704 7350

If you live in Islington contact
Jackie Campbell on 020 7704 7335

24 Hours Parking enforcement
number 01992 764 520

You can also pay your rent with
a credit card. To do so have your
credit card details handy and ring
either Les, Jackie or Ola on the
above telephone numbers.

Call Les, Jackie or Ola to refer you
for free money advice.

For a free debt management service
you can contact Step Change Debt
Management Company on
0800 138 1111 (the call is free from
any of the major mobile companies)
or at www.stepchange.org