

isha Homeowners news



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

issue 14 Winter 2015

www.isha.co.uk



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Let's get CONNECTED

This newsletter is PUBLISHED ON-LINE and where we have your e-mail address we will e-mail you with a link to the latest edition on our website.



If your telephone number or email address changes please let us know. It's important we have your most up-to-date details so we can keep in touch with you and provide you with the best possible service.

If you use a mobile phone regularly please let us have that number too. It means that we can text you with updates such as lift breakdowns.

All these changes will make us more efficient and save on paper and postage.

Keep us up to date on the best way for us to keep in touch with you at haveyoursay@isha.co.uk

Changing the ISHA Management Fee



In September we consulted with shared owners at your Local Area Meetings on the proposal to change the way we charge you for the “Management Fee” part of your service charge.

In the past, a percentage of 15% was applied to your service charges to cover our administration costs. From April 2016, we plan to introduce a fixed, flat rate fee. This means that all shared owners and leaseholders will be charged the same management fee.

We want to do this because it is seen as best practice to set a flat management fee which is based on the actual cost to ISHA of collecting and managing your service charges.

We have consulted with all shared owners and obtained approval from the Housing Services Sub-Committee in November 2015. We will introduce the flat management fee from April 2016.

If you would like more information about the new flat management fee or have any other questions about your service charges, please contact Boyo Baiyewu, Service Charge Coordinator on **020 7704 7390**. Or e-mail him at **boyob@isha.co.uk**

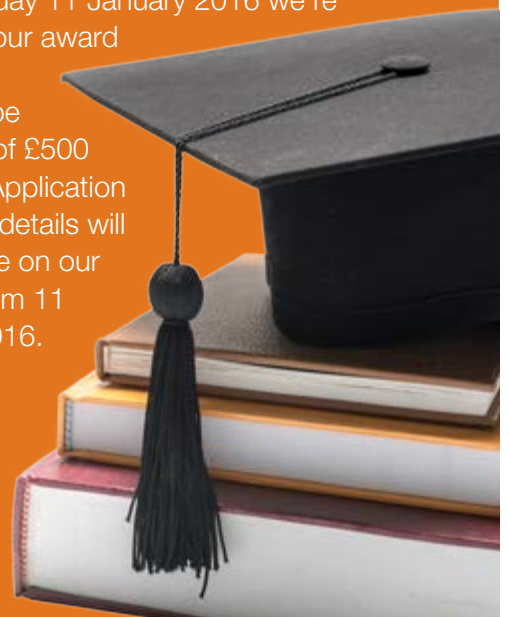
What's your New Year's Resolution?

Up to £500 to help with the cost of education or training.

- ◆ Are you thinking about learning a skill or trade?
- ◆ Are you studying something at a college?
- ◆ Are you training for a vocation?

If you're an ISHA or Lien Viet resident and you're thinking about learning something new in 2016 we might be able to help. You can claim up to £500 to help with the cost of the training or education course of your choice. From Monday 11 January 2016 we're launching our award scheme.

There will be six grants of £500 available. Application forms and details will be available on our website from 11 January 2016.



For further details contact our **Outreach and Support Officer, Alasdair Paterson** on **020 7704 7357** or by email on **alasdairp@isha.co.uk**




Residents' Forum Annual General Meeting



This year the Residents' Forum Annual General Meeting (AGM) was held near Southend. Once the main business was over we went to the seaside.

New ways of getting your views across

Over 95% of residents told us through the satisfaction survey that you would prefer not to attend meetings. We surveyed residents at the AGM as to what ways you would prefer to be involved in conversations about issues that matter to you without attending meetings. The three main preferred methods are:

-  Email
-  Text messaging and
-  WhatsApp

For further information on getting involved please visit www.isha.co.uk/get_involved



We plan to start trying out new ways of getting your views through the procurement of the repairs service. See page 5.



The main topics residents were interested in the Forum covering over the next year are:

- ◆ Repairs
- ◆ Better communication between neighbours
- ◆ Cleaning in communal areas
- ◆ Gardens
- ◆ Rubbish
- ◆ Security



How Residents voted at the AGM on Government Proposals

PROPOSAL		
Limit of child tax credit to 2 children from April 2017	42%	58%
Social Housing Rent reduction (not shared owners) to be reduced by 1%/yr for 4 yrs	58%	42%
Higher income tenants households earning more than £40,000 pay market rate rents	29%	71%
Universal Credit all benefits paid to tenant once a month – no longer fortnightly.	45%	55%

PROPOSAL		
Benefit cap on household benefits reduced to £23,000 for unemployed households	37.5%	62.5%
Tax credits frozen for 4 years from April 2016	21%	79%
Right to Buy for housing association tenants up to over £100,000 discount) for tenants who have lived in property for 3 years	78%	22%

New Deep Cleans to your Blocks



The new cleaning and grounds maintenance contractors, Accuro and Clean Green, have started working on a deep clean programme to improve the cleaning service you receive. The deep cleans are thorough and cover:

- ◆ Floors – Strip & seal or carpet steam
- ◆ Wall washing
- ◆ Skirting Boards
- ◆ Doors
- ◆ Fixture & fittings
- ◆ Railings
- ◆ Letter Boxes
- ◆ Stair & balustrades
- ◆ Bin rooms and bins
- ◆ Entrances and hard surface areas

The idea is that by carrying out a deep clean every 6 months or so, it not only immediately improves the quality of your communal areas, it helps your cleaner to keep the communal areas looking as good as they can.

We want you to tell us what you think and to encourage as many residents as possible to attend your quarterly estate inspections, which feature a full cleaning and grounds maintenance inspection, we are giving away £25. Every Quarter we will draw the names of 4 residents from each area

who attended an estate inspection. We are giving away £25! That's 4 residents from 5 areas, so that means that 20 residents will each receive £25 each quarter.

What's more, every month we will draw one resident's name (1 per area) who sent in their cleaning and grounds maintenance form back to us. It doesn't matter if the comment is good or bad, or if you sent us a comment by post, on-line or by e-mail. We will still include you in the draw. So that is a further 5 residents

winning £25 every month.

The first ISHA cleaning and grounds maintenance prize draw took place in September and the winners were:

- Area 1** – Delta House resident.
- Area 2** – Shoreditch Court resident.
- Area 3** – Alfred Wallis House resident
- Area 4** – Wilton Place resident
- Area 5** – Summerhill Road resident

So please tell us what you think about the cleaning and grounds maintenance in your block and **you** could win £25!

A New Improved Repairs Service - Finding out What You Want

In 2016 ISHA will be re-tendering its partnering repairs contract as we have reached the end of our contractual agreement and we would like to involve all residents in this process.

We want to use the most effective and streamlined method of getting your views and would like to know what you feel would be the most efficient way in getting your views on what you want from the new repairs service. We recently put this question to a number of our residents at the Residents' Forum Annual General Meeting and the three main preferred methods were:



Email



Text messaging



WhatsApp

We would like you to let us know which, if any, of the above methods of communication you would prefer us to use to keep you updated.

Please contact Hakan Nuhi via e-mail at hakann@isha.co.uk or by telephone on 020 7704 7332.



The Scene is the place to be seen!

On Saturday afternoon, 17 October, we held a “Meet Your Neighbour” event at The Scene, our brand new development in the heart of Walthamstow. Our award winning housing and commercial scheme has already transformed Walthamstow into the place to be seen, especially with its new 9-screen cinema and restaurants.

The “Meet Your Neighbour” event was held on The Podium – the internal area above the cinema where ISHA tenants, shared owners and private residents can meet each other and enjoy the open landscaped space.

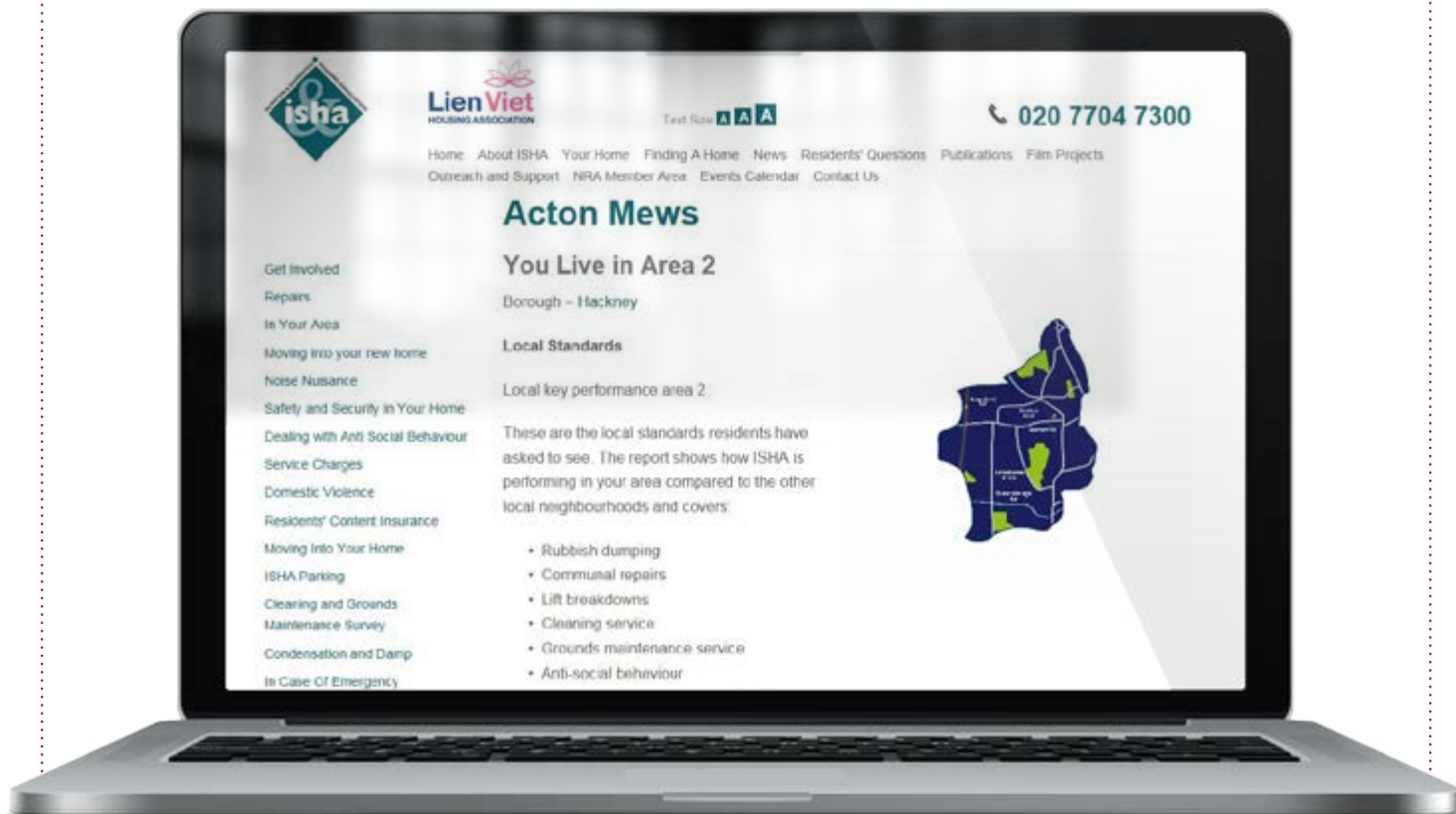
We provided the food and drinks for around 15 residents who managed to make it and we were

really pleased that we got a good mix of residents from all the blocks, private, shared owners and tenants. The main topics of conversation were about how pleased residents were with their new homes and, in particular, how good the views are! Many thanks to all those residents who made it such a great afternoon.

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 us improve our website



We are always looking for ways to improve our website so that it meets your needs and you can obtain information easily.

We are currently refreshing our “In your area” section on the website and we would like you to be central to our improvements. Please take a look https://www.isha.co.uk/your_home and let us know how you think this section could be improved. Your feedback can take into account the following:

- ◆ *how easy was it to find what you were looking for?*
- ◆ *how easy was it to understand the information in this section?*
- ◆ *how visually appealing was this section?*
- ◆ *do you have any other comments about how we can improve our website?*

Please email your responses to haveyoursay@isha.co.uk

We look forward to hearing from you!

Asset plans

We decided at the start of the year that we will provide all residents who live in blocks of flats with Asset Plans for the properties they live in. This plan will help you to get a better understanding on the costs you contribute to in your service charges in relation to repairs or upgrade works.

We will deliver your Asset Plan before the end of December 2015. Please contact us at Surveyor_team@isha.co.uk with your feedback, particularly if there's more information you would like to see.

If you live in a street property we will be developing an Asset Plan for your property early in the New Year. We will send you a draft in February 2016 to get your views on how you would like it to look and what it should include.



Car Parking Working Group



This is your opportunity to get involved in how ISHA provides its parking services to residents.

We meet every 6 months and once you are a member we will notify you of future meeting. At the last meeting, we discussed the frequency of patrol by the car parking patrol team and parking issues on the estates where we have parking control.

The next meeting will be discussing:

THE SERVICE PROVIDED BY OUR CURRENT PARKING PATROL COMPANY.

The next meeting will be held on **Thursday 14 January 2016 at 6pm** in our offices.

If you would like to be part of the Car Parking Working Group, please get in touch on **020 7704 7396** or email shireent@isha.co.uk

There have been changes in the new homes customer team!

As part of our drive to improve services to our residents we have restructured our Development Team and made some major changes.

We now have a permanent Sales and Marketing team.

John Frost (*Sales and Marketing Manager*) and Ana Paula Cruz (*Sales and Marketing Officer*), deal with all aspects of the marketing of our new shared ownership properties. They guide purchasers through the process of buying their new homes and help them with issues that arise during the important settling-in period.

Andy James is the New Homes Customer Care Co-ordinator.

Andy leads on chasing up defects and other post-handover issues for our residents.

you said...

Delivery companies and people found it difficult to locate the building because the signage was too small

You were concerned that the pest control methods used within homes were dangerous for young children

You had a communal garden area that wasn't being used

You felt unsafe in your building

It was a waste of money sending a Data Protection Declaration (DPD) form with each repair order

You wanted to know who did what in your area

When you directly speak to Chigwell, our repair contractor, you don't receive a copy of the repair order in the post

...we did

Erected new signage

We now advise what pest control methods will be used and how safe it is for use within the home

We assisted you in turning the garden into an allotment

Installed CCTV equipment

We have now amended our systems so the DPD is only sent annually

Sent information to all residents about the key roles of staff who work in your Local Area

Chigwell now ask if you would like the order to be sent



Office Closure At Christmas

Please note that the office will be **CLOSED**

from 5pm on **Thursday 24 December**

and will re-open at 9am on **Monday 4 January 2016.**

KEEPING WARM & GREEN

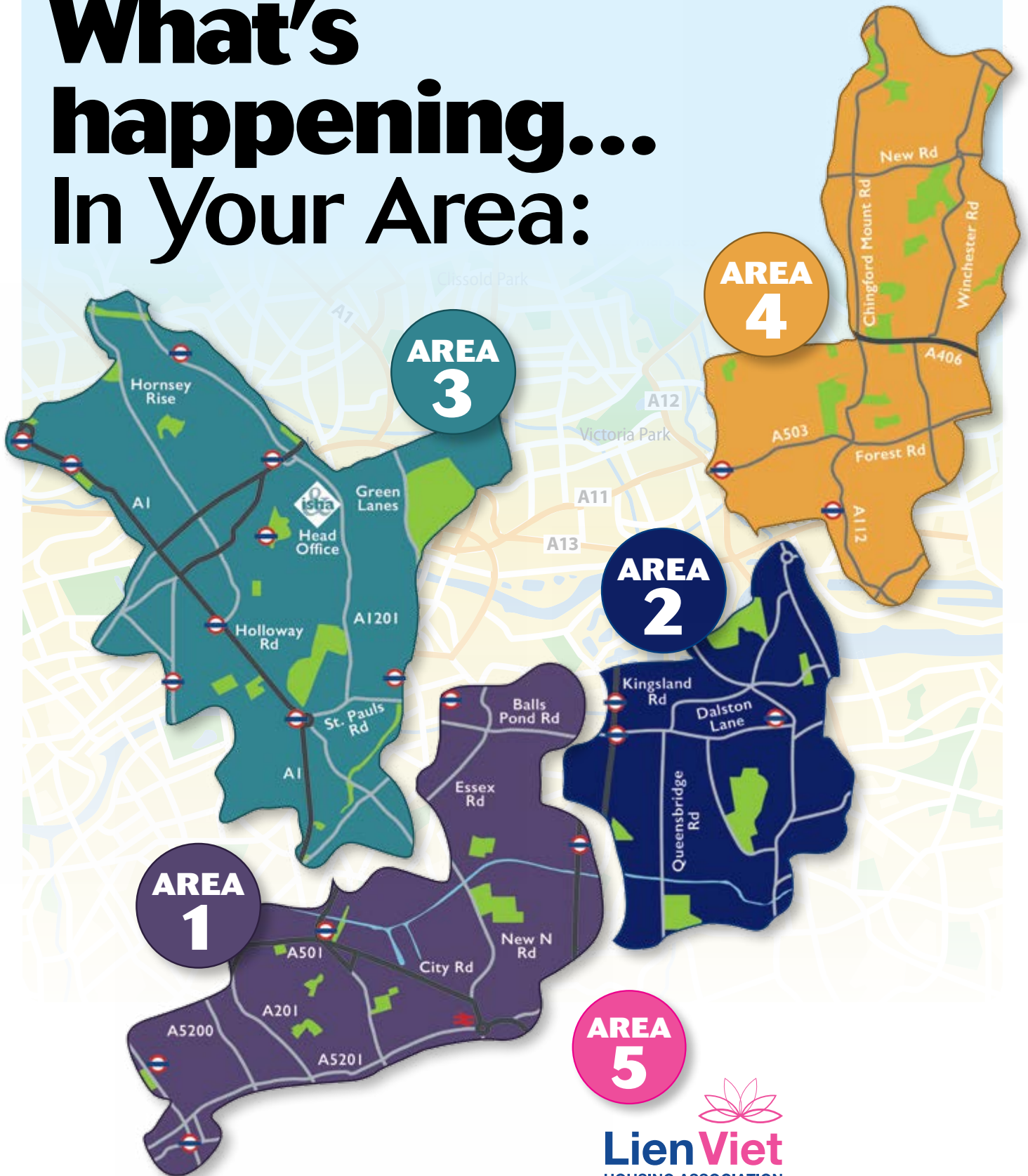
With the coldest months of the year around the corner, check that your heating is working before it gets too cold.

Close curtains or blinds at dusk to keep the heat in.

If you are worried about the heating bills try turning your heating down by one degree. You may hardly notice the difference but it could save ££s off your bills.



What's happening... In Your Area:



Lien Viet has homes across Hackney,
Tower Hamlets and Haringey

AREA 1

**Interim Resident Services
Manager: David Herron**

Covering the areas:

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

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

Gary Johnson is your Estate Officer for Area 1. One of Gary's responsibilities is the weekly monitoring of the cleaning and grounds maintenance service carried out by our cleaning and grounds maintenance contractors.

The cleaning and grounds maintenance contractor for area 1 is Accuro. Contact David if you have any comments on the cleaning and grounds maintenance service. Please join us on the estate inspections – details are on notice boards.

We recently met with residents of Portfleet Place to discuss changes to the management fee in the service charge. This affects all shared owners so if you would like further information on this, please contact David.

We are consulting with residents at Britannia Walk on the installation of CCTV to improve security.

The next Area 1 Resident Meeting will take place in March 2016. We will notify you of the time and venue nearer to the time of the meeting.

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.

Russel Grant is your Interim Estate Officer for Area 2. Russel 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 Russel include rotating the refuse bins, checking the CCTV, checking communal lighting and adjusting timers as and when necessary, replacing bulbs, ensuring information on notice boards is up to date and reporting communal repairs.

1). Shakespeare House with Bid for Better funding, a roof covering was installed on the bin store.

2). Dunston Road/Acton Mews we have installed CCTV to improve security.

3). The last Area 2 Residents Meeting was held on 16 September 2015 and was attended by eight residents. The residents talked about the cleaning and grounds maintenance service. A few concerns were raised regarding the cleaning service at some of the sites. These concerns were addressed with the cleaning contractor at the quarterly inspections carried out in October and at the October Contract Monitoring Meeting. Residents were also informed of the prize incentives for returning the cleaning and grounds maintenance feedback forms. Finally, the new management fee for shared ownership residents was discussed at the meeting.

The cleaning and grounds maintenance contractor for area 2 is Clean Green. Contact Harpreet if you have any comments on the cleaning and grounds maintenance service. Please join us on the estate inspections – details are on your block notice boards and on the ISHA website.

The next Area 2 Resident Meeting will take place in March 2016. We will notify you of the time and venue nearer to the time of the meeting.

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.

Daniel Amoo is the Estate Officer for Area 3.

Daniel monitors the cleaning and grounds maintenance on estates in area 3. Please contact Daniel Amoo on 020 7704 7300 or email daniela@isha.co.uk

Daniel is Leaving ISHA

After many years of great service, Daniel Amoo is retiring and will be leaving ISHA in December 2015. We are currently in the process of recruiting a new person for his position. Residents can expect to see a new face on their estates very soon.

We would like to use this opportunity to say a "Big Thank You" to Daniel and wish him all the best for the future.

You said, we did

Residents at Kinver House said we should change the address sign at Kinver House and make it look similar to the address sign fitted at the Private Apartments at Kinver House. We have changed the address sign and also fitted a new sign outside the bin chamber on refuse disposal.

Local Area 3 Meeting Held on 23 September 2015

The last Local Area 3 Residents' Meeting was held on 23 September 2015 at the Sobell Centre in Islington. It was a useful meeting and various issues such as Tackling Tenancy Fraud, Anti-Social Behaviour, Communal Repairs and Bid for Better.

Many thanks to all the residents who attended the meeting.

Date of next Area 3 meeting

The next Area 3 meeting will be held at the end of March 2016. Please look out for the invitation nearer the time.

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.

Your Estate Officer is Laurence Ahmed.
Laurence can be contacted on 020 7704 7371.

- 1). Residents of West Central Apartments requested extra CCTV cameras to monitor the bin chamber and the letter boxes. These have now been installed.
- 2). ISHA arranged a Meet Your Neighbour event for all the residents of The Scene on Saturday 17 October 2015.

In total 15 residents attended this event. All those in attendance gave positive feedback regarding The Scene, especially the Podium. Residents enjoy living at the Scene. They enjoy the local facilities such as the Cinema, the selection of restaurants, as well as enjoying the benefits of living near the longest street market in Europe. (See full article on page 6)

Area meeting

The Area 4 meeting was held on 24 September 2015 at Waltham Forest College.

Four residents were in attendance.

We discussed such matters as Tackling Tenancy Fraud and what residents can do to assist ISHA in tackling this. Those present were encouraged to contact Dexter Edward in confidence if they suspect a property is being sub-let. The signs to look out for where a sub-let is suspected are new faces being seen in the block, and people moving in or out. Try and obtain the flat number where people are moving in or out of.

We discussed issues around cleaning and ground maintenance. Each resident was encouraged to complete the cleaning and ground maintenance survey each month. All forms received will go into a draw at the end of the month, and the prize is £25.00.

Residents were explained what a Bid for Better initiative is. It is a grant to fund work to communal areas or buy equipment for use by all residents, and the total cost of the grant must not exceed £1500.00.

We also discussed Anti-Social Behaviour and encouraged residents to report all types of ASB to the Police in the first instance by dialling 101. If it is an emergency, please dial 999. Residents should also report this to ISHA immediately. In blocks where we have CCTV installed, please let us know the time and date of the incident.

The next Area 4 meeting will be held at the end of March 2016. Further details will be provided in the beginning of March 2016.



AREA 5 LIEN VIET**Resident Services****Manager: Harpreet Heer****Covering:****Hackney, Tower Hamlets
& 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.

Russel Grant is your Estate Officer for Area 5. Russel 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 Russel include rotating the refuse bins, checking the CCTV, checking communal lighting and adjusting timers as and when necessary, replacing bulbs, ensuring information on notice boards is up to date and reporting communal repairs.

1. Regal Wharf, residents had been requesting a camera in the bike store. The management company GMB Surveyors have confirmed this was installed in September 2015. The camera has now been installed in the bike store area.
2. The last resident meeting was held 30 July 2015 at our offices. Residents had raised concerns about

the cleaning standards. The Estate Officer arranged to meet the resident with the contractor to discuss the concerns. Following the meeting, the residents involved have confirmed that the cleaning standards have improved.

A Regal Wharf resident attended the meeting on behalf of the Shared Owners in the block. The issues raised were the lift breakdowns, which had been occurring frequently since May 2015. A request was made for a camera to be placed inside the bikestore to prevent thefts. Confirmation was required that the best rate on the market was being obtained for residents for the communal heating system.

The management company for Regal Wharf, GMB Surveyors have confirmed the following: the lift in Regal Wharf had minor works carried out in September 2015. The CCTV in the bike store is now live and the gas contract for the communal heating is reviewed on an annual basis.

The cleaning and grounds maintenance contractor for area 5 is Accuro. Contact Harpreet if you have any comments on the cleaning and grounds maintenance service. Please join us on the estate inspections – details are on notice boards and on the website.

The next Area 2 Resident Meeting will take place in January 2016. We will notify you of the time and venue nearer to the time of the meeting.



If you would like an article in this newsletter translated or in a different format contact us or tick the box then fill in your details and return it with the article.

Nëse doni të përkthyer ndonjë artikull të kësaj fletushke, n'a kontaktoni ose shënoni (✓) në kuti, pastaj plotësoni detajet tuaja dhe n'a dërgoni formën së bashku me artikullin. <input type="checkbox"/> Albanian	إذا كنت ترغب في الحصول على مقال في هذه الرسالة الإخبارية مترجماً، اتصل بنا أو قم بالتأشير على الصندوق ثم املأ بياناتك وأعدّها مع المقال. <input type="checkbox"/> Arabic
যদি আপনি এই নিউজলেটারের কোন একটি আর্টিক্যাল অনুবাদ আকারে পেতে চান, তাহলে আমাদের সাথে যোগাযোগ করুন বা বাক্সে টিক দিন তারপর আপনার বিস্তারিত পূরণ করুন এক আর্টিক্যালসহ তা ফেরত দিন। <input type="checkbox"/> Bengali	Si vous souhaitez obtenir la traduction d'un article de cette lettre d'information, veuillez nous contacter ; alternativement, cochez la case, indiquez vos coordonnées et retournez-les avec l'article. <input type="checkbox"/> French
જો તમને આ સમાચાર પત્રકમાં આપેલ કોઈ લેખનું આપાંતર જોઈતું હોય, તો અમારો સંપર્ક કરો અથવા ખાનામાં ટિક કરો અને તે પછી તમારી વિગતો ભરીને તે લેખ સાથે પાછી મોકલી આપો. <input type="checkbox"/> Gujarati	इस सूचना का कोई लेख यदि आपको अनुवाद कराना हो तो कृपया हमसे संपर्क करें, या खाने में टिक लगा कर अपनी संपर्क सूचना लिखें और यह परची उस लेख के साथ वापिस हमें भेजें। <input type="checkbox"/> Hindi
Jeśli chciałby Państwo otrzymać tłumaczenie artykułu w niniejszym biuletynie na inny język, proszę się z nami skontaktować lub zaznaczyć właściwe okienko a następnie wpisać swoje dane i zwrócić formularz wraz z artykułem. <input type="checkbox"/> Polish	Hadii aad jeceshay qoraalka warqada akhbaarta in lagu turjumo, nala soo xaniir ama dhag sii sanduuqa yar markaa ka dib ku soo qor magacaagga iyo cinwaankaagga ee la' soo celi Qoraalka. <input type="checkbox"/> Somali
Si desea la traducción de algún artículo de este boletín, contáctenos o marque la casilla y luego incluya sus datos y remita la información con el artículo. <input type="checkbox"/> Spanish	Bu haber bultenindeki bir yazının tercüme edilmesini isterseniz, bizimle irtibat kurun ya da kutuyu işaretleyerek, bilgilerinizi yazın ve yazıyla beraber geri gönderin. <input type="checkbox"/> Turkish
Nếu bạn muốn bài nào được dịch ra trong tờ báo này, thì hãy liên lạc với chúng tôi hoặc đánh dấu vào ô này, rồi điền chi tiết của bạn và gửi trả lại cùng với bài báo đó. <input type="checkbox"/> Vietnamese	اس خبرنامے کا کوئی مضمون اگر آپ کو ترجمہ کرانا ہوتو براۓ مہربانی ہم سے رابطہ کریں یا خانے میں ٹک لگا کر رابطہ کی معلومات پھرین اوریہ پرچی اس مضمون کے ساتھ ہمیں بھیجیں۔ <input type="checkbox"/> Urdu

Your Name:

Your Address:

ISHA, 102 Blackstock Road, London, N4 2DR

Tel: 020 7704 7300 Email: 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 Catia Viola 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, Catia or Ola on the above telephone numbers.

Call Les, Catia 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