



Residents' Forum AGM

**Saturday 5
September 2015**



Sun, Sea and Sand

We're off to Southend

We'll be taking the coaches from **ISHA's Offices** and **Blackhorse Road, Walthamstow** at **8.30am** to Southend where we will hold the Annual General Meeting, have lunch and then off to the seaside. We're expecting to arrive back to **ISHA's Offices** and **Blackhorse Road, Walthamstow** around **6.30pm**.

Come along, hear what's new with the Residents' Forum, what's been achieved and what the aims are for the coming year. It's free and it's fun so why not?

How to book:

1

Via the website www.isha.co.uk

Go to the Residents' Forum area and complete the online form.
Again, **no contact details = no confirmation.**



2

Over the phone 020 7704 7300

During office hours Monday to Friday 9am-5pm.



- ◆ Please remember when you are booking if you do not tell us we won't know! So if you have any mobility needs, dietary needs, need an interpreter or other issues you must inform us when booking.
- ◆ Children are welcome and must be looked after by a parent/guardian.
- ◆ As there is limited space we cannot take anyone who is not an ISHA or Lien Viet resident, therefore they must be registered as part of your household on our system.



isha Homeowners news



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

Homeowners: Summer 2015

www.isha.co.uk



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Health and Well-Being Events

Over 100 ISHA and Lien Viet residents and children came to our Health and Well-Being events in April. Everyone seemed to enjoy the gardening, sports and cooking activities. The Vietnamese and Turkish food was really popular, delicious and healthy! The bike mechanic who attended the Hackney event was busy all day. Many people commented how nice it was just to meet other residents.

I would love to hear from you if you have ideas for future community activities or have a particular hobby or interest you would like to develop individually. Some ideas for community activities include: promoting cycling (look out for Mini-Holland in Waltham Forest), developing gardens on under-used plots of land and

holding Summer sporting events or parties. So, if you have 'green fingers', would like to see more people on two wheels or just want help organising a get-together with neighbours please get in touch with me.

Thanks to everyone who took part and made these events so successful and congratulations to Aliza (aged 8) who won a £300 Evans Cycles gift card in our prize draw!

Enjoy your Summer!

Alasdair Paterson
Outreach and Support Officer

alasdairp@isha.co.uk
020 7704 7357



CONSULTATION ON YOUR SERVICE CHARGES

As a homeowner, you pay an annual management fee. This is part of your lease agreement and covers the costs incurred for us to manage the block or estate. The sort of items our fee covers include setting service charges, collecting the rent and service charges, dealing with your queries and administrating repairs.

Currently, our fee is based on 15% of the services we charge. For example, if your monthly service charge is £80 per month, our administration fee is £12 per month whereas if your monthly charge is £160 per month, the fee increases to £24 per month. It does not always follow that it costs twice as much to manage the higher service charge. Conversely, the lower charge may not cover our basic costs.

For these reasons we want to review how we set our management fee and are looking at a range of options. We are also looking at how much it actually costs us and how much other similar organisations charge.

We would like to consult you on this and we propose to send out a survey and arrange meetings within the next few months to discuss options with you.

Award Winning Scheme

The Wenlock Road scheme was recently awarded a prestigious Evening Standard Award for

Development Of Outstanding Architectural Merit.

The site was previously industrial buildings and has been redeveloped by Regal Homes. ISHA is working with Regal Homes on some of the properties within the development.

The Evening Standard said: "This head-turning canal side project in Shoreditch has the distinction of being one of Europe's tallest "cross-laminated timber" (CLT) buildings. The green and innovative CLT construction system allowed architect Hawkins\Brown to "rotate" floor plates at different angles — like a Rubik's Cube — to create apartments with dual aspect views."



Repairs Forum

In May this year we held a Repairs Forum to discuss the repairs service with you and obtain feedback on how you feel about the service and what we can do to improve it. We had an excellent turn out and you provided us with valuable feedback which we have taken back to our contractor and teams to improve the service over all. The minutes of the meeting are on the [Residents Forum page](#) of the website.

We will hold a regular Repairs Forum every 6 months so you can discuss the service with us in detail.



Cyclical Works Programme

Our cyclical (external and internal communal decorations) programme will begin in September this year. There are approximately 230 properties on the programme. The work includes repainting any previously painted surfaces, repairing brick and stone-work, gutters, gates, fencing and the decoration of all internal communal areas within the block. We decorate the exterior of all of our properties on a seven-year cycle, the maximum period of time we allow between redecorating.

During the works, scaffolding may be used to access high-level areas so please be sure to alert your contents' insurer. Before works commence on site, residents will be invited to a meeting in their local area during which you can ask questions and raise concerns about the works taking place at your property. It is also a great opportunity to meet the chosen contractor for the year and ISHA's surveying team.



The following properties are on the programme:

Springwell Court
Kinver House
Island Apartments
Prince George Road
St Paul's Road
Alexandra Court
Handsworth Avenue
Hill House Apartments
Mandarin Wharf
Protea Place
Aster Place
Upcott House
Balls Pond Road
548-558 Forest Road

Meet the team

As part of a new approach to managing our assets, we have restructured our technical team and now have a new team of Building Surveyors dedicated to managing our property portfolio.

The team consists of Lysa Nicely (Building Surveyor), Kenneth Korsah (Building Surveyor), Sean Conrad (Building Surveyor) and Hakan Nuhi (Head of Property & Asset Management).

Part of the team's remit will be to provide a more proactive service to improve communication, drive efficiency and ensure value for money.

The team deal with projects such as:

- 1 Kitchen & Bathroom replacement programme 2015-16**
- 2 Thermal insulation upgrades to specific properties**
- 3 Cyclical Decoration 2015-16**
- 4 Window Renewal programme 2015-16**

Already we are seeing improvements and have been working with a new kitchen-manufacturing contractor (Premiere). They have given us better rates. We aim to roll out approximately 120 kitchens and bathrooms this Summer alone.



Cleaning

– How are we doing?

Our new cleaning contract started on 18 May this year. This is part of a programme of changes we want to introduce to improve the appearance of our blocks and estates. We know that we need to improve satisfaction with our cleaning and gardening services and have changed the way we monitor the contract so we can deal with any problems that arise more quickly.

We also want to make it easier for you to give us feedback on the cleaning and gardening as currently we receive very few survey returns. We realise that these survey returns are not for everybody and we want to increase the different ways you can let us know what you think of the cleaning and gardening services.

You can now email us and let us know. The emails are for each area and are as follows:

- ◆ **Area1cleaning@isha.co.uk**
This covers Hackney N1, EC1 and Camden.
- ◆ **Area2cleaning@isha.co.uk**
This covers E2, E8 and E9.
- ◆ **Area3cleaning@isha.co.uk**
This covers Islington N1, N4, N5, N7 and N19.
- ◆ **Area4cleaning@isha.co.uk**
This covers the London Borough of Walthamstow.
- ◆ **Area5cleaning@isha.co.uk**
This covers Lien Viet properties.
- ◆ You can also attend our cleaning inspections. They happen every month and details are on the notice board and on our website. You will find more information in the 'In your area' section of our website. If you work, we may be able to rearrange an inspection to a more convenient time.
- ◆ You can reply to our text survey. We don't want to annoy you by bombarding you with texts so we limit our texts to two a year.
- ◆ You can complete our online survey.

If you complete any of the above or attend an inspection with us, we will enter your name into our area monthly draw for a chance to win a **£25 voucher**.



Car Parking Working Group

ISHA are currently looking for residents to get involved with our Car Parking Working Group.

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

This is an opportunity for you 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 meetings. At the last meeting we discussed the new parking costs, the permits and our terms and conditions.

The next meeting will be looking at how these changes are working out and be concentrating on:

- Review of the Car Parking Policy and Procedure
- Review of the Visitors Parking Procedure

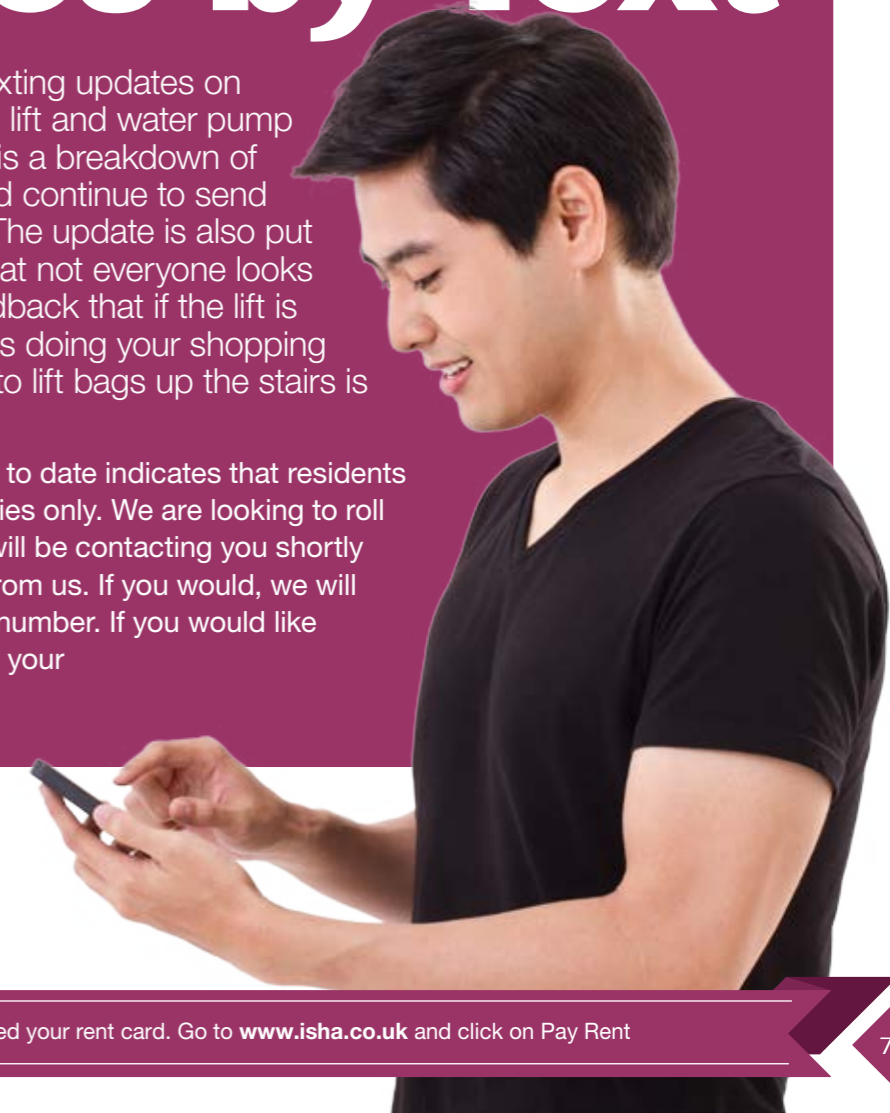
The next meeting will be held on **Thursday 17 September 2015** at **6pm** in our offices.



Updates by Text

We recently carried out a pilot on texting updates on essential communal repairs such as lift and water pump breakdowns. Currently, when there is a breakdown of a service we hand deliver a note and continue to send notes until the repair is completed. The update is also put on the notice board but we know that not everyone looks at the board. We have also had feedback that if the lift is out, you would like to know earlier as doing your shopping and coming home to find you have to lift bags up the stairs is a pain.

The informal feedback we have received to date indicates that residents are happy with these texts for emergencies only. We are looking to roll them out gradually to other blocks and will be contacting you shortly to see if you would like to receive texts from us. If you would, we will check that we have your correct mobile number. If you would like more information on this, please contact your Resident Services Manager.



You Said We Did

you said...

...we did

The way some people park their vehicles blocks access to sheds and other areas

› Parking restrictions were painted on the ground to prevent this from happening

In an older property it was difficult for visitors to know where the lift was

› Signage was put up to direct visitors to the lift

The bin chamber doors were not secure and robust enough

› Changed the doors to a tougher type of door with a fob entry

Three blocks had security issues

› These were addressed with the fitting of CCTV

When we send out service charge accounts we expected deficits to be paid within 30 days

› We have changed our standard letters so that if residents are unable to pay within 30 days they can agree a payment plan with our Revenue Team.



What's happening... In Your Area:



Lien Viet HOUSING ASSOCIATION
Lien Viet has homes across Hackney, Tower Hamlets and Haringey

AREA 1

Resident Services Manager:
Tracy Keverne

Covering the areas:

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

Please contact Tracy on 020 7704 7392 or email tracyk@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. 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 notice boards on estates are updated weekly and regularly.

The new cleaning and grounds maintenance contractor for Area 1 is Accuro. Tracy and Gary have received good feedback on the service so far. Please join us on the Estate Inspections – details are on notice boards. Contact Tracy if you have any comments on the cleaning and grounds maintenance service.

The next Area 1 Resident Meeting will take place on 9 September 2015. ISHA 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.

David Herron is the Estate Officer for Area 2. David monitors the cleaning and grounds maintenance on estates in Area 2. Please contact David or Harpreet with your feedback.

From 18 May 2015, Clean Green are your new cleaning and ground maintenance contractors. We would like to welcome Clean Green to Area 2. We would very much like to hear your views about Clean Green. Please continue to complete the cleaning and ground maintenance surveys; or contact Harpreet and David with your feedback. You can also join them for your Estate Inspection walkabouts.

CCTV at Lyme Grove has been installed.

The Next Area 2 meeting will be held at Hackney Picture House on Wednesday 16 September 2015 at 6pm.

**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 or Teslim with your feedback.



ISHA has appointed Clean Green Services as the cleaning contractor for Area 3 following the review of its cleaning and grounds maintenance service and tender process. Clean Green Cleaning Services will be providing the cleaning and grounds maintenance to all blocks where we have this service.

Please let us know your views on the standard of cleaning and grounds maintenance service by completing the survey form as and when you receive them, joining us on the monthly & quarterly inspections, or by completing the survey form on ISHA website. By informing us we will know what we need to improve upon and what is being done well.

If you would like to discuss possible improvements to your block/estate please contact me on 020 7704 7341, or email teslimf@isha.co.uk

The next Area 3 Resident Meeting will be held in October 2015, 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.

Laurence Ahmed is the Estate Officer for Area 4. Laurence monitors the cleaning and grounds maintenance on estates in Area 4.

What's been happening in Area 4?

From 18 May 2015, Accuro are your new cleaning and ground maintenance contractors. We would like to welcome Accuro to Area 4. We would very much like to hear your views about Accuro. Please continue to complete the cleaning and ground maintenance surveys; or contact Dexter and Laurence with your feedback. You can also join them for your Estate Inspection walkabouts.



We have a growing number of properties in Walthamstow. During the past two months we have successfully completed 2 new developments in Area 4.

A warm welcome to all our new residents at Bergman House and Chaplin House. We will be arranging a "Meet your neighbour" event soon where all new residents will get the opportunity to meet each other.

The next Area 4 Resident Meeting will be held on Thursday 24 September 2015, please look out for your personal invitation.

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.



David Herron is the Estate Officer for Area 5. David monitors the cleaning and grounds maintenance on estates in Area 5. Please contact David or Harpreet with your feedback.

From 18 May 2015, Accuro are your new cleaning and ground maintenance contractors. We would like to welcome Accuro to Area 5. We would very much like to hear your views about Accuro. Please continue to complete the cleaning and ground maintenance surveys; or contact Harpreet and David with your feedback. You can also join them for your Estate Inspection walkabouts.

The next Area 5 meeting will be held at ISHA offices on Tuesday 21 July 2015 at 6pm.



Repairing responsibilities for shared owners and leaseholders.

Set out below is a table which shows the repairing responsibilities of some common repairs that can occur in your flat or the communal areas. Generally speaking, as a homeowner, you are responsible for most repairs that occur inside your flat. This is regardless of how much equity you own. This means that someone who owns 30% has the same repairing responsibilities as someone who owns 100%. This is because your rental payments cover the remaining mortgage

that ISHA takes out. The rent does not pay for anything else such as repairs or our management costs.

ISHA is responsible for repairs in the communal areas. These repairs are carried out by us and recharged to you in the service charge. The amount you pay depends on the apportionment set out in your lease.

Schedule of repair responsibilities

Repair / Structure	You	ISHA
External brickwork		X
Concrete		X
Damp proof courses		X
Roof		X
Roof Structure		X
Rain Water gutters and pipes		X
Coverings		X
Drains		X
Communal staircase		X
Staircase within flat	X	
Windows In Flat		
External frames		X
Glazing	X	
Locks/fittings	X	
Electrical/Lighting		
In flat (rewiring, fuses etc.)	X	
Communal (rewiring, repairs, etc.) Entry phones		X
TV Aerial (Communal)		X
Cable or satellite TV in your flat	X	
Plumbing		
Stopcock (block)		X
Stopcock (flat)	X	
Burst pipe (up to main stop cock)		X

Burst pipe (beyond main stop cock)	X	
Water tank (communal)		X
Water tank (individual)	X	
Basin	X	
Bath/shower	X	
WC	X	
Taps	X	
Soil Pipes (communal)		X
Domestic water heater	X	
Domestic water heater	X (please check if you have a service contract)	
Internal Decorations		
Entrance halls, communal areas, doors,		X
Individual flat internal	X	
Lift		X
External		
Boundary walls/fences		X
Pathways		X
Balconies		X
Access stairs		X
Sheds/stores	X	
Parking areas		X
Ventilation systems		X
Lighting		X

Reporting repairs

When reporting a repair, please call our Service Delivery Team on 020 7704 7300 or email us on repairs@isha.co.uk or via our web site www.isha.co.uk. Please give us as much information as possible about the problem as well as your name, address and contact phone number. If necessary, we may need to give your number to a contractor to make an appointment directly with you. Normally a contractor arranges a visit for the morning or afternoon on a certain day. It is not usually possible to be more precise as it is impossible to say how long other jobs will take. Most of our contractors do not do work at weekends. Please note that if you do not keep an appointment made with one of our contractors, you could be charged for an abortive call-out.

Emergencies

If there is an emergency, we will try to help as quickly as possible. If the emergency occurs outside office hours, you can still ring the Service Delivery Number and your call will be forwarded to our out of hours contractor. Emergency maintenance call-outs are expensive and our contractors are under strict instructions to attend serious emergencies only. If you use this service for a repair which is not our responsibility, we will charge you the full cost.

Flat Entrance Doors		
Frame (following a break in)	X	
Doors	X	
Locks/Fittings	X	
External Decorations		X
Fire Protection Systems		X
Refuse and Recycling Facilities		X
The above schedule is intended as a general guide and is not exhaustive.		



Speed of repairs

We always try to carry out repairs that we are responsible for as quickly as possible. As a guide, we set the following time limits:

- ◆ Emergency Repairs (e.g. dangerous structure) within 24 hours
- ◆ Urgent Repairs (e.g. leaking roof) within 7 days
- ◆ Routine Repairs (e.g. repairs to communal door frames) within 28 days
- ◆ Complex repairs – some of these repairs cannot be carried out until a surveyor has been to inspect the problem. If the problem is substantial, we will need to get quotations from our contractors and possibly serve a section 20 Notice if the costs are likely to be more than £250 each. This notice begins a formal consultation process which could last up to three months. In certain circumstances, especially if the works are urgent, we may dispense with the notice period.

Insurance (buildings and contents)

Your building insurance is part of your service charge and paid by the Freeholder. Where this is ISHA, we take out a block policy for all our homes and you are able to benefit from economies of scale. We tender our insurance every few years in order to make sure we get the best deal possible.

You will have to arrange your own content insurance. You can do this by shopping around. There are some comparison websites which will help you get the best deal. You can also use a scheme designed for residents of Housing Associations. For further details on our website, please click here www.isha.co.uk/tenants_content_insurance.html

Buildings insurance

We are responsible for ensuring that damage to the structure of our buildings is repaired. Our building insurance cover allows us to claim to cover the costs of certain types of damage/major damage resulting from a one off incident that are unexpected and unforeseen under the policy.

As a homeowner, you are responsible for carrying out repairs to your property as defined in your lease. You may be able to make a claim against our insurance policy (or a third party's policy if we do not own the freehold) to cover the costs of putting damage to the structure of your property right if it is caused by events including:

- **Fire, Lightning, Explosion**
- **Escape of Water**
- **Impact (such as a car or falling tree)**
- **Vandalism/Theft/Malicious Damage**
- **Flood/Storm**
- **Subsidence**

Please be aware it is not the responsibility of your insurance to resolve the cause of the damage but the resultant damage of a one off event and all perils are subject to the policy wording of your insurance.

We have an appointed insurance broker. The broker co-ordinates all insurance claims against our policy and liaises with the insurance company. If you think you have a valid claim, we will direct you to our insurance broker who will advise you. If a third party provides the policy we will direct you to their broker.

Contents insurance

It is important that you get your own contents insurance. As well as covering your personal belongings, it will cover you for anything that might be your own personal legal responsibility due to your negligence. If your possessions are lost or damaged you need to make a claim against your own insurance policy. We will not cover the costs of damage to your belongings.

Making a buildings insurance claim

If you think you have an eligible insurance claim and wish to claim for the cost of putting right damage caused to the structure of your property by an insured event, contact Lewis Cave at AJG Housing on **01245 341212**.

Lewis will then be able to talk through the next steps and advise what you need to do.

In an emergency you should take any immediate action required to protect your property from further damage, such as boarding up, switching off gas, water or electricity.

We do not always own the freehold of buildings. We (or our insurance broker) will let you know if our policy covers your property. If it does not, we will put you in touch with the relevant management company/managing agent responsible for arranging building insurance so that you can process your claim.

Guide to insurance terms

- The freeholder is the owner of the land the building is on.
- Building insurance covers the structure of the building and fixed equipment in it. The insurance policy sets out what is included in the cover.
- Contents insurance covers loss or damage to possessions within the home. Residents must arrange contents insurance for their belongings.
- An insurance broker arranges and sells insurance cover on behalf of insurance companies and may also deal with claims.
- A managing agent is a third party appointed by the freeholder to manage services at a development/property. Where they are in place the managing agent arranges and administers buildings insurance.
- A management company is a separate limited company which owns the freehold. Generally, the management company appoints a managing agent to manage the services on a development. If they arrange the insurance cover, you will need to contact them to obtain information on who to contact. Please let us know if you need assistance or they are unhelpful.

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 kësaor 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 নিউজলেটারে 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 અનુવાદ 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 chciałoby 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 پراند مہرانی 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