

# isha news



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

issue 15 Spring 2016

[www.isha.co.uk](http://www.isha.co.uk)



## Lunar New Year Celebration 2016

see page 2

### Office Closure at **Easter**

Please note that the office will be **closed from 5pm on Thursday 24 March** and will **re-open at 9am on Tuesday 29 March 2016**.

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# LUNAR NEW YEAR CELEBRATION 2016

We celebrated the Lunar New Year, Year of the Monkey on 17 February 2016.

Residents from across Lien Viet and Vivian Comma residents attended, as well as some of our Vietnamese partner organisations in London, Park Pharmacy and representatives from the Geffrye Museum. This was a good opportunity for residents to meet with our staff and Board members and welcome in the New Year.

Residents and guests enjoyed the lion dance, raffle draw, lucky money 'Li Xi' for children, music, dance, food and drinks. Craft activities provided by the Geffrye Museum attracted a lot of interest. All participants – young and old – had a really good time!



## Lien Viet Residents Group Meeting

After the short break over Christmas and New Year, Lien Viet's Residents Group have met twice on Wednesday 27 January and 24 February 2016 at our offices.

**Tracy Keverne** – the Interim Head of Lien Viet Services – was there with Tai, Outreach and Support Officer, to greet residents and answer some of their queries.

The next Lien Viet Residents Group Meeting will be on 30 March 2016, and all Lien Viet residents are very welcome to come along. It's an opportunity to meet other residents and raise any concerns with us. Contact Tai for further information on **020 7704 7354** or [taih@isha.co.uk](mailto:taih@isha.co.uk). You can check dates, times and feedback on our website [www.isha.co.uk/lien\\_viet/en/event-calendar](http://www.isha.co.uk/lien_viet/en/event-calendar).

**Lots  
of Lien  
Viet residents  
attended and  
it was great to  
see some new  
faces!**

# My volunteer experience at ISHA by Wendy

I am studying for a degree in Community Development and Leadership at London Metropolitan University. As part of the course I am completing a 30 day work placement. I want to work in housing when I finish my degree so I asked ISHA about working with them. I was delighted to be offered the opportunity to work with the Outreach Team and have been coming to Blackstock Road every Friday since October 2015.

I have learned a lot during my time at ISHA, particularly around the different needs of residents. The experience and dedication of the Outreach Team is outstanding. I feel very privileged to be a part of this team. I have developed key skills in communication and empathy through the professional support and guidance of the Outreach Team.

I hope I make them proud when I embark on my chosen career and will take the knowledge and skills gained at ISHA with me.



## ISHA Website – Outreach and Support

Go to the Outreach and Support section of our website for new information on support services, education and employment advice and community activities in your area

[www.isha.co.uk/outreach-and-support](http://www.isha.co.uk/outreach-and-support)



**Want to improve your skills or employability in 2016?**

**Over the age of 18?**

**Heard about ISHA/Lien Viet's 'Bursary Award' scheme?**

**Grow Learn Develop**

We may be able to help with the cost of fees or materials, up to £500, for an educational or skilled-based course of your choice.

For more information or an application pack visit [www.isha.co.uk/outreach-and-support/bursary-award-scheme.html](http://www.isha.co.uk/outreach-and-support/bursary-award-scheme.html)

Or contact ISHA's Outreach and Support Officer, Alasdair Paterson, on **020 7704 7357** or [alasdairp@isha.co.uk](mailto:alasdairp@isha.co.uk)

*Terms and conditions apply*



# Community Development Page

## Identity fraud – making sure you are safe

A number of residents have reported that they have been victims of the increasingly common crimes of identity theft and fraud. Here is some advice about how to protect yourself and what should you do if you suspect that you are a victim of identity fraud.

### What is identity fraud?

Identity theft happens when fraudsters access enough information about someone (such as their name, date of birth, current or previous addresses) to commit identity fraud. Identity fraud is the use of that stolen identity in criminal activity to obtain goods or services by deception.

#### Fraudsters can use your identity details to:

- ◆ Open bank accounts; obtain credit cards, loans and state benefits
- ◆ Order goods in your name
- ◆ Take over your existing accounts
- ◆ Obtain genuine documents such as passports and driving licences in your name

If you receive bills for things you haven't ordered or get letters about debts that aren't yours you may have been the victim of fraud.

Identity fraud can make it difficult for you to obtain loans, credit cards or a mortgage.

### How to protect yourself against identity fraud

- ◆ Always shred letters containing personal information
- ◆ Never reveal details such as online passwords, login details or PIN numbers. Fraudsters may ring or email pretending to be from banks. Ring the person back if you are not sure who they are
- ◆ Use different passwords for banking and other online services
- ◆ Cancel lost or stolen cards



- ◆ Check your statements carefully and report anything suspicious to your financial service provider
- ◆ Don't leave things like bills lying around for others to look at and make sure no-one is able to see you when you use your PIN or personal information
- ◆ Keep personal and financial information in a safe place at home, preferably a locked drawer
  - ◆ If you're expecting a bank or credit card statement and it doesn't arrive, tell your bank or credit card company
  - ◆ If you move house, ask Royal Mail to redirect your post for at least a year
  - ◆ Find out about your credit score from a credit reference agency such as Clear Score or Experian. They can alert you to changes on your credit file that could indicate potential fraud
  - ◆ Check your personal credit file 2-3 months after you have moved house

### What should you do if you've been a victim of identity fraud?

- ◆ Act quickly
- ◆ Report suspected fraud to the relevant organisation, for example your bank, if it involves credit or debit cards, online banking or cheques
- ◆ Report all lost or stolen documents – such as passports, driving licences, plastic cards, cheque books – to the relevant organisation
- ◆ Contact the Royal Mail Customer Enquiry line on 08457 740 740 if you suspect your mail is being stolen
- ◆ Get a copy of your credit report from a credit reference agency. If there are entries from organisations you don't normally deal with contact the agency immediately

**To report fraud and for more advice contact Action Fraud [www.actionfraud.police.uk](http://www.actionfraud.police.uk) / 0300 123 2040**

# Reduction in the Benefit cap

**As part of the Welfare Reform changes the Government will be reducing the weekly amount of benefit paid from April 2016.**

The Government adds up how much you get from a range of benefits, such as Housing Benefit, Jobseeker's Allowance, Child Benefit, Child Tax Credit, Carer's Allowance, and the support element of the Employment and Support Allowance.

If the total comes to more than the maximum amount allowed your Housing Benefits payments will be reduced.

You will be contacted directly by the Department for Work and Pensions or local authority to let you know if you are affected.

## How much is the benefit cap?

### The level of the cap is:

- ◆ £442 a week for couples (with or without children living with them)
- ◆ £442 a week for single parents whose children live with them
- ◆ £296 a week for single adults who don't have children, or whose children don't live with them

### This will not apply if:

- ◆ You get Pension Credit
- ◆ You work enough hours to claim Working Tax Credits
- ◆ A member of your household is claiming Disability Living Allowance, Attendance Allowance, Industrial Injuries Benefit, or the support element of Employment and Support Allowance

- ◆ You have been employed continuously for 12 months and lose your job through no fault of your own. The benefit cap won't apply to you for the first 39 weeks of your claim
- ◆ You claim Industrial Injuries Benefits
- ◆ You claim Universal Credit and have an in work exemption
- ◆ You get Carer's Allowance

## Where to get help

- ◆ Your Revenue Officer is a great source of help and you should contact us to ensure that you are getting all the benefits that you are entitled to
- ◆ Read more on **www.gov.uk** about benefits that you may be eligible for



# Important changes in Housing Benefit

As from 1 April 2016 the maximum period of time that you can have your Housing Benefit backdated (if you are entitled) is one month even in exceptional circumstances.

## Universal Credit is coming to Hackney.

If you are a single person living in the Hackney area and make a new claim for benefit from 28 March 2016 you may have to claim Universal Credit.

This is a new benefit for working age claimants which is designed to make sure that you only make one claim for your personal allowance and rent. You will need to ask for assistance towards your rent as part of your claim. If your claim is successful your Universal Credit will be paid 4 weeks in arrears and will include your rent payments. You will be responsible for making your rent payments to ISHA so you will need to know how to budget to spend your money wisely.

For further information and advice please contact your Revenue Officer. If you live in,

- ◆ Hackney or Camden, contact Les Hoyte on 020 7704 7346
- ◆ Islington, contact Catia Viola on 020 7704 7335
- ◆ Waltham Forest, contact Ola Ogunlana on 020 7704 7350

## Pay your rent using the allpay Payment App

The allpay app is a mobile application (App) available to download from the **Apple App Store** or **Windows Phone** store and **Google Play**.

This will enable you to pay your rent from your **Apple, Windows** or **Android** smartphone. You will need to have your rent payment card to hand when you set up your account.

### The Benefits of Using allpay's Payment App

- ◆ It is easy to set up your account
- ◆ Allows you to pay your rent anytime anywhere
- ◆ We will receive payment data the next working day
- ◆ Securely stores Payment Reference Numbers, bank details and payment amounts
- ◆ Free to download

Download the App now or scan the Apple and Android codes below

Apple QR code



Android QR code





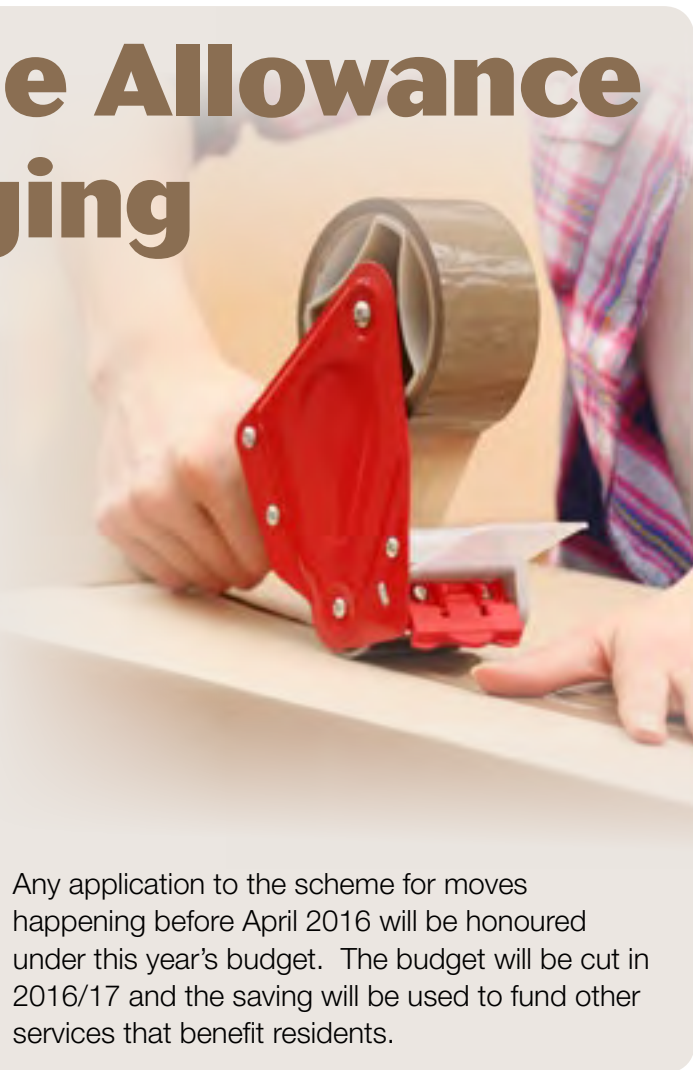
# Moving Home Allowance Policy Changing

In response to changes made to Welfare Benefits such as the “Bedroom Tax” and the Benefit Cap, ISHA introduced the Moving Home Allowance. This was a practical measure to help customers moving home with incidental costs up to £2,500 irrespective of the customer’s circumstances.

This has proved highly successful in allowing customers to move but over time fewer of the moves have been directly due to welfare reform issues. Given the 1% reduction in the rents it is now time to reconsider how to best use our money as this allowance costs ISHA over £80,000 per year.

## **We’ve therefore decided that we will limit access to the allowance to those:**

- ◆ Impacted by the Bedroom Tax
- ◆ Impacted by the Benefit Cap
- ◆ Highly vulnerable clients in hardship



Any application to the scheme for moves happening before April 2016 will be honoured under this year’s budget. The budget will be cut in 2016/17 and the saving will be used to fund other services that benefit residents.

# Your Rent Letters

Over the coming weeks you will receive a letter about your rent and service charges for April 2016. In most years this would be a letter setting out the increase to your rent and service charges and would be in a format that complies with the legal terms of your tenancy.

This increase in rent has historically been used to make sure we keep up to date with inflation on the cost of maintaining your home, helps us build new homes and lets us support customers through a

range of services. This year’s rent charges take into account the Government’s announced 1% cut to rent for general needs tenants.

## **Your Service Charge**

The service charge is based on the actual cost of providing services to where you live such as gardening and cleaning. Your rent letter includes notice of the service charge increase.

**Please remember that your home is at risk if you do not keep up the payments of your rent. If you would like to talk about your rent please contact ISHA on 020 7704 7300.**

# Car Parking Working Group



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

## We meet every 6 months for 2 hours.

Once you are a member we will notify you of all future meetings. 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.

### At the next meeting we will be discussing:

- ◆ Outcome of the Car Parking Surveys

The next meeting will be held on Thursday 21 July 2016 at 6pm in our offices.

If you would like to be part of the Car Parking Working Group, please get in touch with our Customer Service Team on 020 7704 7300 or email [isha@isha.co.uk](mailto:isha@isha.co.uk)

## The Future of Repairs

Most of our customers would have had a repair completed by our main contractor Chigwell Construction, since they were awarded our responsive repairs contract four years ago. It's now time for us to start thinking about our future service.

This is an opportunity to look at how we work and what our customers want and expect. These opportunities to completely overhaul our services don't come around very often, so we want to make sure we get it right. At this stage we don't know who the new contractor will be and Chigwell may win the new contract. What we do know is the repairs service can improve. We'll be using the feedback many of our customers have already given us to start to design what the new service will look like. We know that communication, quality and getting things right first time are important.

We'll also be going to area meetings, the Residents' Forum and any other opportunity we have when

we meet customers face to face. Our customers have the best perspective to help us design the new repairs service.

**If you would like to be involved, we would love to hear from you.**

**Please contact [surveyor\\_team@isha.co.uk](mailto:surveyor_team@isha.co.uk)**  
**We'll make sure you can input in a way and time that suits you.**





## Same team, different name...

The Service Delivery Team has now changed to the **Customer Service Team**. Their new email address for all your queries is:

**customerserviceteam@isha.co.uk**

Their contact telephone number remains the same, **020 7704 7300**.

# We have connection!

In our Winter edition of the newsletter, we informed you that ISHA News is now being published on-line. We asked you to let us know your email address to ensure that you receive future newsletter alerts from us. Thanks to those who got in touch with us to provide their contact details. We are really pleased that we now have 312 residents' emails! Thank you for helping us to "Go Green" and for your helping hand in saving our planet. We estimate this will save us nearly £12,500 per year.

We also asked residents who did not have access to the internet to inform us if they would prefer to receive a hard copy of the newsletter. 14 of you requested to be added to the mailing list for print newsletters.

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



## Islington Tribune delivers hampers full of festive goodies

There were smiles all round for Spring Villa residents who were very happy to receive Christmas hampers from Islington Tribune shortly before Christmas as part of their annual Christmas Hamper Appeal. Thanks to generous donations, Islington Tribune kindly organised and distributed hampers to over 100 elderly residents across the borough.



In the photo from left to right are: Josephine Byde, James Maher, Joe from Islington Tribune (Father Christmas), Phyllis Cullen, Elma Andrews and Linda Addis.

## St Mary's Composting and Recycling Pilot Project

St Mary's Path Estate Residents Association in conjunction with ISHA and Islington Council carried out a composting and recycling pilot project at the estate in 2014.

The project was carried out because residents wanted to contribute to reducing what goes in to landfill. The pilot consisted of a doorstep collection once a week for recycled items and a recycling bin in the courtyard of each block and provision of food waste bins options. Residents were consulted on the project by Islington Council and an overwhelming majority of residents were in favour of the changes being presented. The project was implemented and to date has been a real success.

Each property now has a small brown box and liners, which are replaced from the local library. This is placed in a large brown bin of which there is one in each block and this is collected weekly. Residents have found the project to be an excellent exercise and would encourage other estates to do the same.

### How the Pilot changed attitudes from resistance prior to implementation

- ◆ The bin chutes are no longer overflowing before the weekly collection by Islington Waste Team
- ◆ The recycling project has helped to stop animals tearing open resident's black sacks

### Lessons Learnt

- ◆ The project has raised awareness amongst residents around recycling concept
- ◆ Residents are more aware that recycling food waste is as important as recycling other household rubbish like glass, cans, and paper
- ◆ Improvement in the environment around the estate
- ◆ By separating food waste and not putting it in the normal rubbish sacks, residents are contributing to the reduction of the amount of waste going to landfill

ISHA would like to encourage residents of other neighbourhoods to do the same. If you would like this where you live, please contact the **Customer Services Team** on **020 7704 7300** who can help you do the same for your neighbourhood.

# The Scene wins more awards

We recently hosted an event to celebrate the awards received for The Scene. The newly developed scheme in Walthamstow which has helped to transform the centre of Walthamstow was the result of a partnership between ISHA, Hill Group and Waltham Forest Council.

The event was attended by the Leader of the Council, Councillor Chris Robbins, Lead Member for Housing, Councillor Khevyn Limbajee, ISHA's Chair Stephen Stringer and other leading figures from the partnering organisations.

The Scene was successful in securing the "Overall Winner" and the "Best Regeneration Scheme" Awards at the National Housing Awards 2015 and also gained further recognition at the recent 2015 What House Awards. The Hill Group received the



Gold Award for "Best Development" and "Best Brownfield Development" and also the Silver Award for "Best Partnership".

To mark this unique double success, Councillor Robbins was presented with copies of the Awards by Stephen Stringer, Chair of ISHA's Board and Simon Trice, Regional Director of Hill Group.

## Welcome back to Quill Street

We'd like to offer a warm welcome to the 42 residents of Quill Street N4, who from the 4 April 2016 will once again be ISHA customers.

For the past ten years these customers have been managed by Family Mosaic on behalf of ISHA but last year it was decided that services could be better delivered by ISHA directly. Since last Autumn we've been working with Family Mosaic to ensure the smooth hand back of the homes and from 7 March 2016 we will deliver the repairs services.

We met with customers of Quill Street to discuss the hand back on the 8 February 2016 and we know repairs and feeling safe are your highest priorities. We look forward to those customers engaging in a range of activities with us over the coming months and years.



## Office Closure At Easter

The office will be closed from **5pm on Thursday 24 March** and will re-open at 9am on **Tuesday 29 March 2016**.

If you have an emergency with your boiler over Easter, please call the usual out of hours number on 020 7704 7300. Chigwell Construction will answer your call and an Engineer from the Gas Team will be on call.



## Interested in a Career in Construction?

Since 2010 ISHA has been helping people with their careers in construction by funding work placements on our development sites. We are now

looking at ways to help our residents and their families take their first steps towards a job in construction.

This Summer we would like to offer our residents a place on a free two week course. This would prepare you to get your first job in the construction industry by helping you with CVs and interview skills, and letting you know about available job opportunities locally and in central London.

If you are currently unemployed and would be interested in attending, please let us know by contacting Andy James: [andyj@isha.co.uk](mailto:andyj@isha.co.uk) Andy will register your interest and will let you know as soon as more details are available.

## Are you hearing me?

The Residents' Forum has been tackling the thorny issue of Communication. The February Forum held ISHA to account over its Communication record. Interim Director of Customer Operations, Eusebio Barata started his presentation to the Forum with the recognition of Communication issues within ISHA.

Eusebio stated the main areas of concern that were causing problems with communication were:

- ◆ **Silos – staff tend to work by themselves or in their departments not as an organisation as a whole**
- ◆ **Disempowered staff**
- ◆ **Power in the hands of a few**
- ◆ **Task not outcome focussed**
- ◆ **Lack of quality assurance around call handling and complaints**
- ◆ **Some services too reliant on an individual (Parking/Gas/Lettings)**
- ◆ **Telephone technology**

In order to make a change there are four key areas that ISHA will be working on:

- ◆ **Systems – Housing management system and telephone technology**
- ◆ **Structural re-organisation**
- ◆ **Procedures and policies**
- ◆ **People and how they behave**

It will take time to work through this. Staff workshops are taking place and during February and March we will be speaking to our customers and other stakeholders to further hear their views and ensure we are moving in the right direction.

However there are some quick wins:

- ◆ **Improve telephony**
- ◆ **Make Service Delivery Team the Customer Service Team**
- ◆ **Introduce Quality Controls on calls, complaints**
- ◆ **Embed customer care into repairs procurement**
- ◆ **Delegate budgets to staff including new estate improvement budget**

The Forum had many points of their own to make about Communication. As a result some of the changes that will be phased in are:

### **Customer Service Standards**

Automatic email receipts to be sent from all ISHA email addresses. Telephone message response time frame to change to 24 hours

### **Online Forms**

Automatic email receipts to be sent when forms are completed

### **Service Charge Refunds**

Residents to be informed, with their service charge bill, of how much refund they have received

### **Online Report a Repair service**

Time preferences to be reported to the contractor

# A day in the life of... a Trainee Surveyor

## How did you get into Surveying?

I've always been interested in how things work and making them work better. After graduating from university with a degree in Building Surveying, I wanted to broaden my view of the world; the trainee role at ISHA was the perfect opportunity.

## What does the job consist of?

The work is varied. It's easy to see this job as about 'bricks and mortar'. Routine tasks consist of survey, assessments, writing and sending repair orders to the contractors. The real job is about people, it's about talking to customers and finding solutions that improve their experience of ISHA.

## What do you enjoy the most?

The buildings are interesting, and a good mixture of old and new. This gives me the opportunity to solve a variety of technical problems and always creates opportunities to learn.

I feel that I am learning something new every day and will be working in turn with all of my team to learn new things. At the moment I am learning

about the stock of buildings we have, and gaining an appreciation for the kinds of day to day problems I may come up against, and what we need to look for.

## What advice would you give to someone looking to get into this type of work?

Get as much experience as you can. Find somewhere to volunteer, even if its work shadowing, you'll learn a lot about the industry. It also shows potential employers that you are keen and committed to learn.

I was fortunate to be able to get a qualification. Local colleges have a number of good training courses that will lead to a recognised qualification. Have a look at their website or go along to an open day.

If none of that sounds exciting to you, you can always start off in the building trade (or 'on the tools' as we call it). I know lots of people who started out as a labourer and worked their way into successful leadership positions.

If you're interested in working in construction, have a look at our article on the placement scheme in this edition of our newsletter on page 12.

## you said...

*Couriers cannot access the building to leave a card if I have missed them*

*The Report a Repair link on ISHA's website was difficult to find*

*Residents were having difficulties in accessing their parking bays*

## ...we did

*A postbox has been put outside the building so couriers can leave information*

*This link has been pulled up to the top of the page so it is easier and quicker to access this service*

*Lockable bollards were installed so now their parking spaces cannot be used by others*

# What's happening... In Your Area:



Lien Viet has homes across Hackney, Tower Hamlets, Islington 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](mailto: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.**

**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. Gary can be contacted on 020 7704 7391 or by email at [garyj@isha.co.uk](mailto:garyj@isha.co.uk)

Residents of 33 Provost Street requested a new door entry system to increase security of their building. The replacement system has been installed. Additional requests have also been made by residents of 40 Nile Street & 86 Britannia walk. Quotations for these works have been received and a consultation for resident approval is underway. Formal confirmation of any work that will take place will be communicated back to residents.

### Area meeting

The next Area 1 meeting will be held at the end of March 2016 and will be held at St John Church, Pitfield Street, N1. Residents will receive further details and a personal invitation in the post.

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

- Cyclical decoration programme
- Cleaning and ground maintenance
- Bid for Better
- Anti-Social Behaviour

Please feel free to contact David on 020 7704 7392 or email [davidh@isha.co.uk](mailto:davidh@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](mailto:harpreeth@isha.co.uk) if you have any queries or concerns about your tenancy or your estate.



**Tarlochan Singh is your Interim Estate Officer for Area 2. Tarlochan 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 Tarlochan 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. Tarlochan Singh can be contacted on 020 7704 7397 or by email at [tarlochans@isha.co.uk](mailto:tarlochans@isha.co.uk)

**Shakespeare House** – By request of a resident a postbox was situated outside the block. This was done to enable couriers/Royal Mail staff to leave calling cards for residents.

**Well St** – The postboxes were relocated to inside the block. This was due to concerns raised by residents that their mail had been tampered with. There have been further concerns raised in regards to the security of the postboxes. Following these concerns we have decided to replace these postboxes with tamper proof postboxes.

**Upcott House** – The Cyclical Decorations started in late February 2016. All residents have been consulted regarding these works and will continue to be updated on the progress of the cyclical decoration works.

### Area meeting

The next Area 2 meeting will be held on Monday 21 March 2016 at 5pm. The venue is Hackney Picturehouse, 270 Mare Street, London, E8 1HE. All residents will receive a personal invitation a week before this meeting. 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 Harpreet on 020 7704 7398 or email [harpreeth@isha.co.uk](mailto: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](mailto:teslimf@isha.co.uk)

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



**We have recruited Jolade Obasola as the Estate Officer for Area 3 to replace Daniel Amoo who left us in December 2015. Jolade has been familiarising herself with the estates and getting to know the residents.** Jolade monitors the cleaning and grounds maintenance on estates in area 3. Please contact Jolade with your feedback on 020 7704 7320 or email [joladeo@isha.co.uk](mailto:joladeo@isha.co.uk)

**Grenville Road**

ISHA has installed a fob system at Grenville Road. The new system has led to improved security at the block.

**St Mary's Path Estate**

The residents of St Mary's Path Estate have been experiencing problems with people especially non-residents parking their vehicles on the estate without valid parking permits, causing inconvenience to residents. The other reason for this problem is because residents leave the vehicle gates open without locking the gates when they drive in or out of the estate. Residents have requested we look at measures such as the fitting of bollards in residents' car parking bays or Gerda Security locking system on the vehicle gates.

We have looked at both options in terms of costs and maintenance and decided that a Gerda Security locking system is the best option. The new system will be implemented in April 2016. Every household will be issued with one Gerda key and the cost of the new locking system will be added to your service charge from April 2016/17.

**Tufnell Park Road Development**

ISHA's new development on Tufnell Park Road in Islington opened at the end of January 2016. A warm welcome to all of our new customers. We will be arranging a "Meet your neighbour" event soon where all new residents will get the opportunity to meet each other.

**Date of next Area 3 meeting**

The next Local Area 3 Residents' Meeting will be held on Thursday 24 March 2016 at 6.00pm. The venue is Sobell Centre, Hornsey Rd, London N7 7NY.

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

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](mailto: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](mailto:laurencea@isha.co.uk)

- 1). Two residents in Area 4 requested for lockable bollards to be placed in their parking bays, we carried out these works to the satisfaction of the residents.
- 2). The Cyclical Decorations at 548-558 Forest Road started in February, 2016. A resident meeting was held in December, 2015 to discuss the decoration programme. We will continue to update all residents on the progress of the cyclical decorations programme.
- 3). Residents of Celebration Way have been experiencing problems of anti-social behaviour. The main problem was from the broken fence belonging to London Borough of Waltham Forest. I am pleased to inform you that the Local Authority has agreed to replace the existing fence and also provide CCTV camera to monitor this area.
- 4). Thank you Repton House residents for your patience. We are pleased to say that the doors of your bin chamber have now been installed.

**Area meeting**

The next Area 4 meeting will be held on Tuesday 23 March 2016 at 6.30pm. The venue will be Waltham Forest College. 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](mailto: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](mailto:harpreeth@isha.co.uk) if you have any queries or concerns about your tenancy or your estate.



**Tarlochan Singh is your Interim Estate Officer for Area 5. Tarlochan 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 Tarlochan 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. Tarlochan can be contacted on 020 7704 7397 or by email at [tarlochans@isha.co.uk](mailto:tarlochans@isha.co.uk)

1). The Cyclical Decorations at the hostels in Green Lanes & Ainsworth Road commenced in December 2015. These were completed in February 2016.

2). Following investigation into a case of subletting, we successfully gained possession of the property that was being sublet on Fenn Street.

- 1). The Cyclical Decorations at the hostels in Green Lanes & Ainsworth Road commenced in December 2015. These were completed in February 2016.
- 2). Following investigation into a case of subletting, we successfully gained possession of the property that was being sublet on Fenn Street.

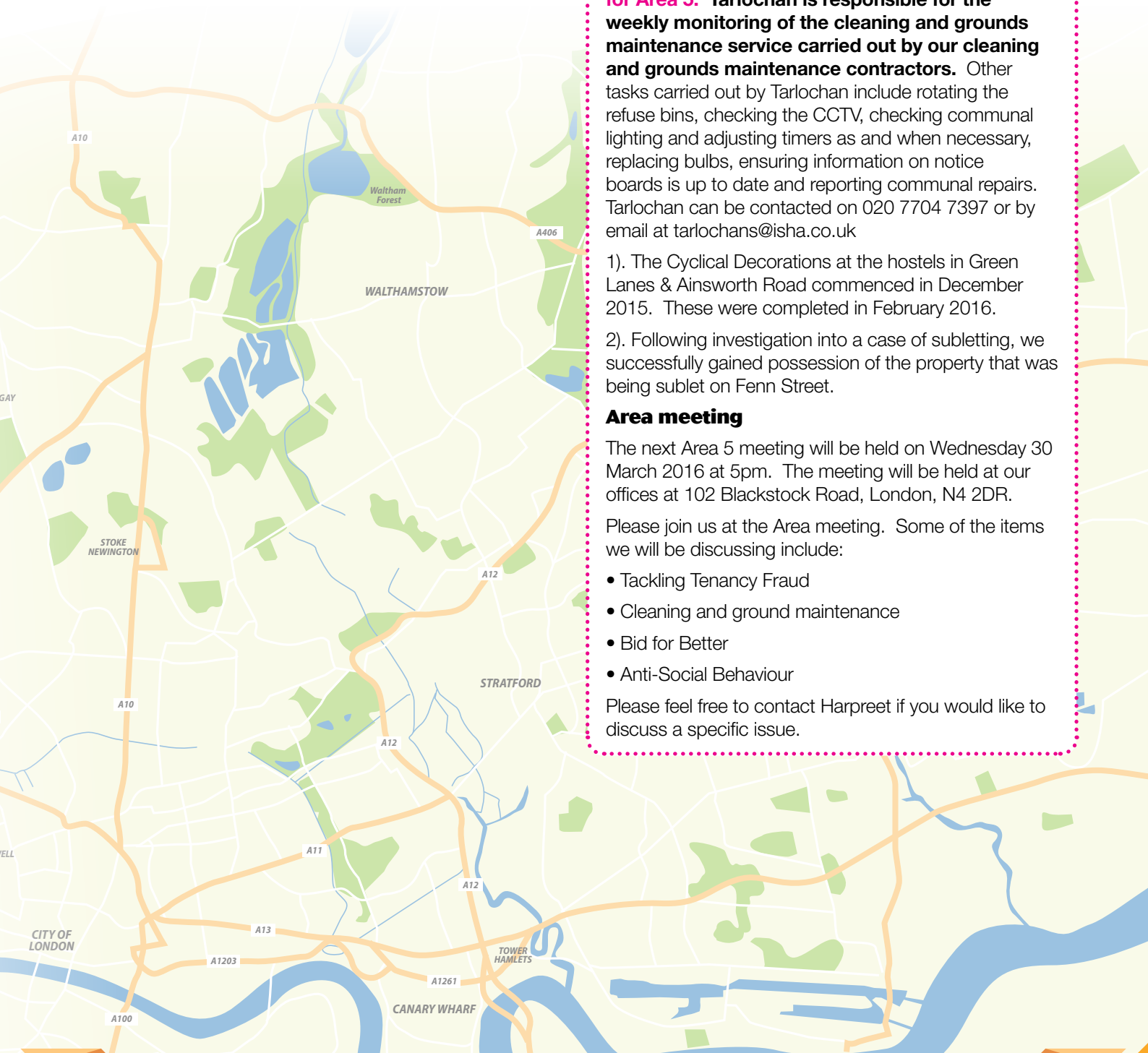
### Area meeting

The next Area 5 meeting will be held on Wednesday 30 March 2016 at 5pm. The meeting will be held at our offices at 102 Blackstock Road, London, N4 2DR.

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 Harpreet 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](mailto: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.



# Our performance in Quarter 3

## October to December 2015





### At a glance key

Above  
targetJust below  
targetBelow  
target

### 1. Responses to your complaints, letters and phone calls

Measure	Result	Target (2015/16)	How we Compared with Others in March 2015 (London & South East*)	What we are doing to improve our performance?
Replying to <b>complaints</b> within the target time of 10 days	 100%	100%	N/A	On target
Replying to <b>letters</b> within the target time of 10 days	 100%	100%	N/A	On target
Average time taken to answer the <b>phone</b>	 11 seconds	11 seconds	N/A	On target



### 2. Repairs

Measure	Result	Target (2015/16)	How we Compared with Others in March 2015 (London & South East*)	What we are doing to improve our performance?
The average number of <b>days to carry out repairs</b>	 11.8	12	N/A	Above target
The number of <b>gas safety checks</b> that were out of date over the last 3 months	 13	0	Lower Group	<b>Below target</b> There are 0 checks overdue at 4 January 2016
<b>Repair appointments</b> made & kept	 91%	90%	N/A	Above target
Residents' <b>satisfaction</b> with <b>repairs</b>	 96%	95%	Above average group	Above target


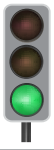

#### GET YOUR NEWSLETTER BY EMAIL

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### 3. Letting of empty properties

Measure	Result	Target (2015/16)	How we Compared with Others in March 2015 (London & South East*)	What we are doing to improve our performance?
How <b>quickly</b> we <b>relet</b> your home	 <b>25 Days</b>	21 days	<b>Lower Group</b>	<b>Below target</b> We are working closely with our Contractors on achieving targets on works. Furthermore, close liaison with our Local Authority partners to ensure nominations are provided on time.
How many <b>general needs homes</b> we relet	 <b>13</b>	No target set	N/A	For information only

### 4. Rent collected & arrears

Measure	Result	Target (2015/16)	How we Compared with Others in March 2015 (London & South East*)	What we are doing to improve our performance?
The level of <b>arrears</b>	 <b>4.52%</b>	4.5%	<b>Above average group</b>	<b>Just below target</b>
How much <b>rent</b> did we collect?	 <b>102.61%</b>	98.34%	<b>Lower Group</b>	<b>Above target</b>
How many <b>evictions for rent arrears</b> were there?	 <b>0</b>	No target set	N/A	For information only

### 5. Resident involvement

Measure	Result	Target (2015/16)	How we Compared with Others in March 2015 (London & South East*)	What we are doing to improve our performance?
How many residents have been involved this quarter	 <b>105</b>	No target set	N/A	We are measuring how many residents have been involved. The total number involved this year – up to the end of December 2015 was <b>338</b> residents.
Changes to ISHA's services as a result of resident involvement	 <b>1</b>	No target set	N/A	Also being measured is the number of services changed, implemented or withdrawn as a result of your involvement. So, the total number this year – up to the end of December 2015 is <b>16</b> changes to our services made as a result of resident involvement.

\* These comparisons are based on our performance in April 2014 to March 2015. This is the latest date for which information is available.

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 fjetushke, 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 املاً بياناتك وأحدها مع المقال. <input type="checkbox"/> Arabic
যদি আপনি এই নিউজলেটারের কোন একটি আর্টিক্যাল অনুবাদ আকারে পেতে চান, তাহলে আমাদের সাথে যোগাযোগ করুন বা বক্সে 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 પત્રમાં આપેલ કોઈ લેખનું આપાતર શેઠનું શોધ, તો અમારો સંપર્ક કરો અથવા ખાનામાં ટિક કરો અને તે ધરી તમારી વિસ્તૃતિ અરીને તે લેખ સાથે ધારી 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	Hadi aad jeceshay qoraalka warqada akhbaarta in lagu turjumo, nala soo xaniir ama dhag sii sanduuga yar markaa ka dib ku soo qor magacaagga iyo cimwaankaagga 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 bültenindeki 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 ہو تو براہ مہربانی ہم سے رابطہ کریں یا خانے میں ٹک لگا کر رابطے کی معلومات پھریں اور یہ 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](mailto:isha@isha.co.uk)



## Contact our team...

Resident Services Team  
for all general enquiries and repairs

020 7704 7300

[isha@isha.co.uk](mailto: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](http://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](http://www.stepchange.org)