

# isha news



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

issue 16 Summer 2016

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



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# LIEN VIET GARDEN PROJECT

Many residents enjoy working in the garden in the summer. This year we are working with St Mary's Secret Garden to run a gardening workshop at one of our hostels in Hackney. The workshop is for 6 weeks and participants are learning basic skills in gardening, improving their English and increasing their confidence. Residents can then use these skills to design their own garden and grow their own plants.



## Vietnamese Men's and Women's Groups

In May 2016, we appointed Linh Nguyen to work with the Vietnamese Women's and Men's Group. The group meets once a month and is an opportunity for Vietnamese speakers to socialise, try out different activities and learn new skills. The meetings are at An Viet Foundation, 12-14 Englefield Road, London N1 4LS. All are welcome. Please contact Chuong on [020 7704 7347](tel:02077047347) or [chuongl@isha.co.uk](mailto:chuongl@isha.co.uk) for further information, or check the Lien Viet website for dates of next meetings <https://www.isha.co.uk/lienvietevents>



## LIEN VIET RESIDENTS' MEETING

Lien Viet Residents' meetings take place as usual on the last Wednesday of each month, between 6.30 pm and 7.30 pm, at ISHA & Lien Viet's office.

A wide range of issues has been discussed amongst the residents, healthcare professionals and training providers. More and more new faces from various schemes of Lien Viet and ISHA have joined in and contributed greatly to the development of our services.

Customers can use the opportunity to give feedback on our services and suggest improvements.

Please contact Tai on [020 7704 7354](tel:02077047354) or email [taih@isha.co.uk](mailto:taih@isha.co.uk) for further information or check the Lien Viet website for details of the next meeting <https://www.isha.co.uk/lienvietevents>



# LIEN VIET ANNUAL DAYTRIP TO THE SEASIDE

Further to our recent consultation about this year's annual daytrip, the majority of Lien Viet residents would like to go to Southend. A 49-seater coach has been booked for Sunday 31 July 2016. The pick-up time will be 8.00 am at ISHA & Lien Viet's office, 102 Blackstock Road, London N4 2DR and the departure time from Southend will be 5.30 pm.

Tickets will be available for Lien Viet residents from Monday 20 June 2016 on a first come first served basis. For further information please contact Tai on 020 7704 7354 or email taih@isha.co.uk

## Get paid training and employment

### with Chigwell Construction Apprenticeship

An exciting opportunity is available for a Vietnamese speaking person. Our repairs and maintenance contractor, Chigwell Construction, are offering an apprenticeship. Chigwell will provide full training and support to the successful candidate. The apprentice may want to work in a particular trade, for example plumbing or carpentry, or they could cover more general skills to work as

a Handyman. The successful candidate will also work with Chigwell to improve the service they provide to Lien Viet residents.

If you are interested or just want to find out more, please contact Tracy Keverne, Head of Lien Viet Services, on [tracyk@isha.co.uk](mailto:tracyk@isha.co.uk) or 020 7704 7300.





# Lien Viet Chair receives an honour

Merlene Toh Emerson MBE, Chair of Lien Viet Housing Association has been awarded an MBE in recognition of her political and public service in this year's Queen's Birthday Honours list.

Merlene said: "As a child of the British Empire I am delighted to be honoured in this special year, on the occasion of Her Majesty's 90th birthday. There are of course many others who are unsung heroes and

heroines. I would like to accept the award on their behalf as I strive to continue to give the Chinese and SE Asian communities a voice in this country."

Stephen Stringer, Chair of ISHA said, "We are all delighted that Merlene has been honoured in this way. Her role as Chair of Lien Viet is testimony to her hard work to raise the profile of housing issues within South East Asian communities."

## British Museum Community Previews

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

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



## Sadler's Wells 'Get into Dance' Scheme

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

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

Once you are registered for the scheme the theatre will send you a copy of the season's guide and your unique 'Get into Dance' membership number, which you will need when you buy your tickets through the box office. From the moment you join you can book



up to 16 tickets per year! Tickets are limited so book early to avoid disappointment.

To register, please contact Alasdair Paterson at [Alasdairp@isha.co.uk](mailto:Alasdairp@isha.co.uk) or call him on 020 7704 7357.

## Bursary Award Scheme



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

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

The bursaries are up to £500 and can be used towards the cost of an educational or skills-based course provided by a recognised learning or training organisation or accredited body. Here's what one resident has to say:

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

For further details please contact Alasdair Paterson at [Alasdairp@isha.co.uk](mailto:Alasdairp@isha.co.uk) or by phone on 020 7704 7357.

## Mind Your Own Business

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

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

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



## Free Laptop – strings attached

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

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

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

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

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

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

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

# Focus on Mental Health...

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

## What signs to look out for

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

### These symptoms could be:

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

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

## What help is available?

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

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

### Samaritans

08457 90 90 90

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

**Website:** [www.samaritans.org](http://www.samaritans.org)

### SANEline

0300 304 7000

Daily 6pm to 11pm

**Website:** [www.sane.org.uk](http://www.sane.org.uk)

## Talk with your GP

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

## Talking Therapies

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

For advice on all types of mental health problems contact:

### MIND

0300 123 3393

Mon to Fri, 9am to 6pm

**Text:** 86463

**Email:** [info@mind.org.uk](mailto:info@mind.org.uk)

**Website:** [www.mind.org.uk](http://www.mind.org.uk)

### Rethink

[www.rethink.org](http://www.rethink.org)

0300 5000 927

Mon to Fri, 9:30am to 4pm



## 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.



# Five steps to mental wellbeing

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

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

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

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

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

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



# How your views will improve our services

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

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

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

will not associate results with the individuals who participate.

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

Any questions, please contact Tullia Morris on 0207 704 7349 or by email on [Tulliam@isha.co.uk](mailto:Tulliam@isha.co.uk)

## Cyclical Decorations

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

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

## Reception Refurbishment

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

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







## Paying on the move

Did you know that over **500** of our customers pay their rent whilst on the move?

You can do this by using the allpay **Payment App**

It is simple to register and create an account and once you have set the account up you will be able to pay your rent with just a **password** or **PIN number**.

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.

**You will need to have your rent payment card to hand when you set up your account.**

Download the App now at



or scan the Apple and Android codes below



Android QR code



Apple QR code

# A Case Study from our Revenue Team

Our Revenue Officers do far more than collect rent. We know that some of our customers may find it really difficult to make ends meet. We want to share with you Annie's story of how she resolved her financial problems to make a fresh start.

Annie had a problem with her rent account as she was in arrears. Her Housing Benefit had stopped. Her arrears were over £1200 and she had not made any contact with her Revenue Officer. A notice of seeking possession was served on her tenancy and despite the matter being very serious she still did not contact her Revenue Officer.

The Revenue officer visited Annie at home to see how we could help before reaching the stage of a court application being made.

At the visit, the Revenue Officer found out that Annie's Employment and Support Allowance had also stopped. Her telephone line was cut off as she had not paid the bill. She also had problems with paying her water and gas bills and was on final warning letters.

With no money coming in and no telephone line Annie felt very isolated.

The Revenue Officer helped Annie make an application for Housing Benefit and Employment Support Allowance online.

Annie's application for Housing Benefit and Employment and Support Allowance was successful and cleared most of her rent arrears.

On her next visit, the Revenue Officer made an agreement with Annie to clear her arrears and contacted all her creditors and set up repayment plans. We helped Annie join a local support group where she is learning new skills and says she now feels less isolated.

# Help shape the new repairs contract

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

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

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

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

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



## you said...

*Non-residents are parking their vehicles without a parking permit*

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

## ...we did

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

*Customers are now consistently provided with information and updates*

# Residents' Content Insurance

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

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

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

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

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

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





# Help us improve your neighbourhood

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

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

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

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

## Residents' Forum

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

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

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



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

[wen.org.uk](http://wen.org.uk)

GLOBAL  
GENERATION

[globalgeneration.org.uk](http://globalgeneration.org.uk)



[madeinhackney.org](http://madeinhackney.org)



# How you can **save money on energy**

## Switch off standby

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

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

## Careful in your kitchen

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

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

## Get a head

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

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

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

## Spend less time in the shower

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

## Take control of your heating

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

Whatever the age of your boiler:

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

## Switch to LEDs

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

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

## Turn off lights

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





# Free Paint!

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

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



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

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

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

To renew your permit you will need to: -

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

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

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

If you have any comments or questions, please contact the Customer Service Team on 020 7704 7300 or [isha@isha.co.uk](mailto:isha@isha.co.uk)



## Thinking of decorating your home?

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

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

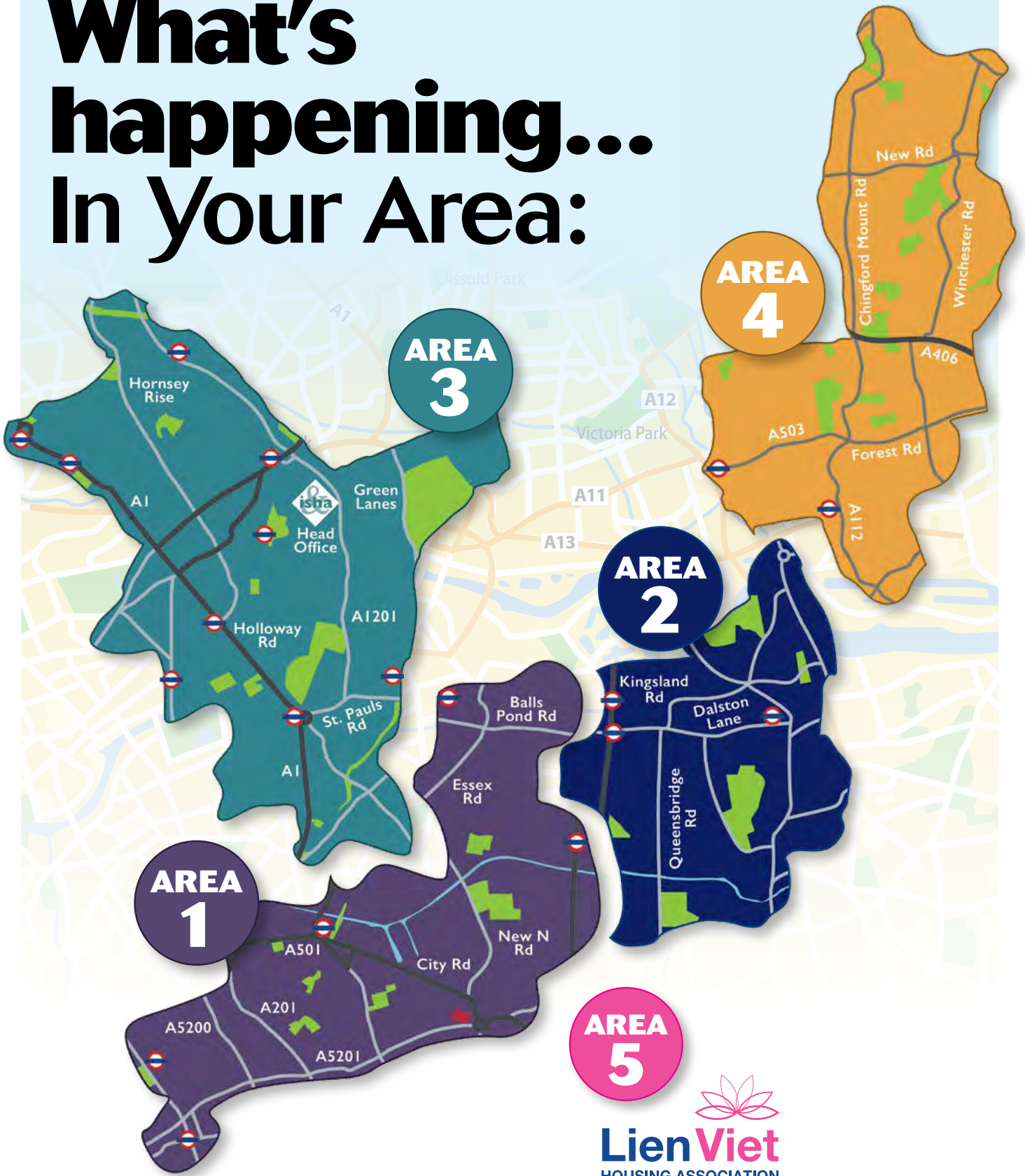


You can visit a Dulux Centre, and the website above has a storefinder option.

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

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

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



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



## AREA 1

**Interim Resident Services  
Manager: Teniola Abe**

### Covering the areas:

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

**Please contact Teniola on 020 7704 7392** or email [teniola@isha.co.uk](mailto:teniola@isha.co.uk) if you have any queries or concerns about your tenancy or your estate.



**Gary Johnson is the Estate Officer for area**

**1. Gary is responsible for the weekly monitoring of the cleaning and grounds maintenance service carried out by our cleaning and grounds maintenance contractors.** Other tasks carried out

by Gary include rotating the refuse bins, litter picking all internal and external surfaces during weekly site visits, checking communal lighting and adjusting timers as and when necessary, replacing bulbs and ensuring information on notice boards is up to date. Please contact Gary with your feedback on 020 7704 7300 or email [garyj@isha.co.uk](mailto:garyj@isha.co.uk)

### Holland & Thurstan

We have completed works on the roof garden at Holland & Thurstan. This was in good time for Summer and residents are now enjoying the use of the roof garden. A fob entry system was also installed to ensure the security of residents, as access times have been limited as agreed with residents. The courtyard has also been improved.

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

### Mildmay Avenue

We are reviewing value for money on your heating system. This includes reviewing the services of the billing management company.

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

### Area meeting

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

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

- Cleaning and ground maintenance
- Tackling Tenancy Fraud

- Bid for Better
- Anti-Social Behaviour
- Communal Repairs

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

## AREA 2

**Resident Services Manager:  
Harpreet Heer**

**Covering the areas:**  
E8 & E9 of **Hackney**.

**Please contact Harpreet on 020 7704 7398** or email [harpreeth@isha.co.uk](mailto:harpreeth@isha.co.uk) if you have any queries or concerns about your tenancy or your estate.



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

### Upcott House

The Cyclical Decorations at Upcott House are nearing completion. There are outstanding snagging items that are being addressed with the contractors.

### Aster and Protea Place

You will have received a letter outlining the commencement of cyclical works. These works have now been completed.

### Area meeting

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

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

Please feel free to contact Harpreet on 020 7704 7398 or email [harpreeth@isha.co.uk](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.



**Jolade Obasola is the Estate Officer for area 3. Jolade monitors the cleaning and grounds maintenance on estates in area 3.** Please contact Jolade with your feedback on 020 7704 7300 or email [joladeo@isha.co.uk](mailto:joladeo@isha.co.uk)

#### Alfred Wallis

The Cyclical Decorations at Alfred Wallis started in May 2016 and is ongoing. All residents have been consulted regarding these works.

#### Kinver House

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

#### 69 St Pauls Road

The Cyclical Decorations at 69 St Pauls Road was completed in April 2016.

#### St Mary's Path

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

#### Quill Street

ISHA took handover of the management of your homes at Quill Street from Family Mosaic Housing Association. The Estate Services such as cleaning and grounds maintenance, parking control and enforcement, CCTV monitoring, communal repairs (up to the street front door), etc. will continue to be provided by Family Mosaic, whilst Tenancy and Housing Management is provided by ISHA.

A warm welcome to all of our residents' at Quill Street.

#### Area meeting

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

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

Some of the items we will be discussing include:

- Cleaning and ground maintenance
- Tackling Tenancy Fraud

- Bid for Better
- Anti-Social Behaviour
- Communal Repairs

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

### AREA 4

**Resident Services Manager:**  
**Dexter Edward**

**Covering the Borough:**  
**Waltham Forest**

**You can contact Dexter on 020 7704 7353** or email [dextere@isha.co.uk](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)**

#### Chingstone Terrace and Celebration Way

The good news is we have put in place measures to reduce Anti-Social Behaviour at Chingstone Terrace and Celebration Way. Automatic gates will be installed at Chingstone Terrace. The works will commence at the end of June 2016. The existing fence at Celebration Way is being renewed by the London Borough of Waltham Forest.

#### Repton House

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

#### Area meeting

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

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

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

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

London



## 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.



### Segun Akeem is the Estate Officer for Area 5.

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

### Summerhill Road

Controlled parking has been introduced.

### Area meeting

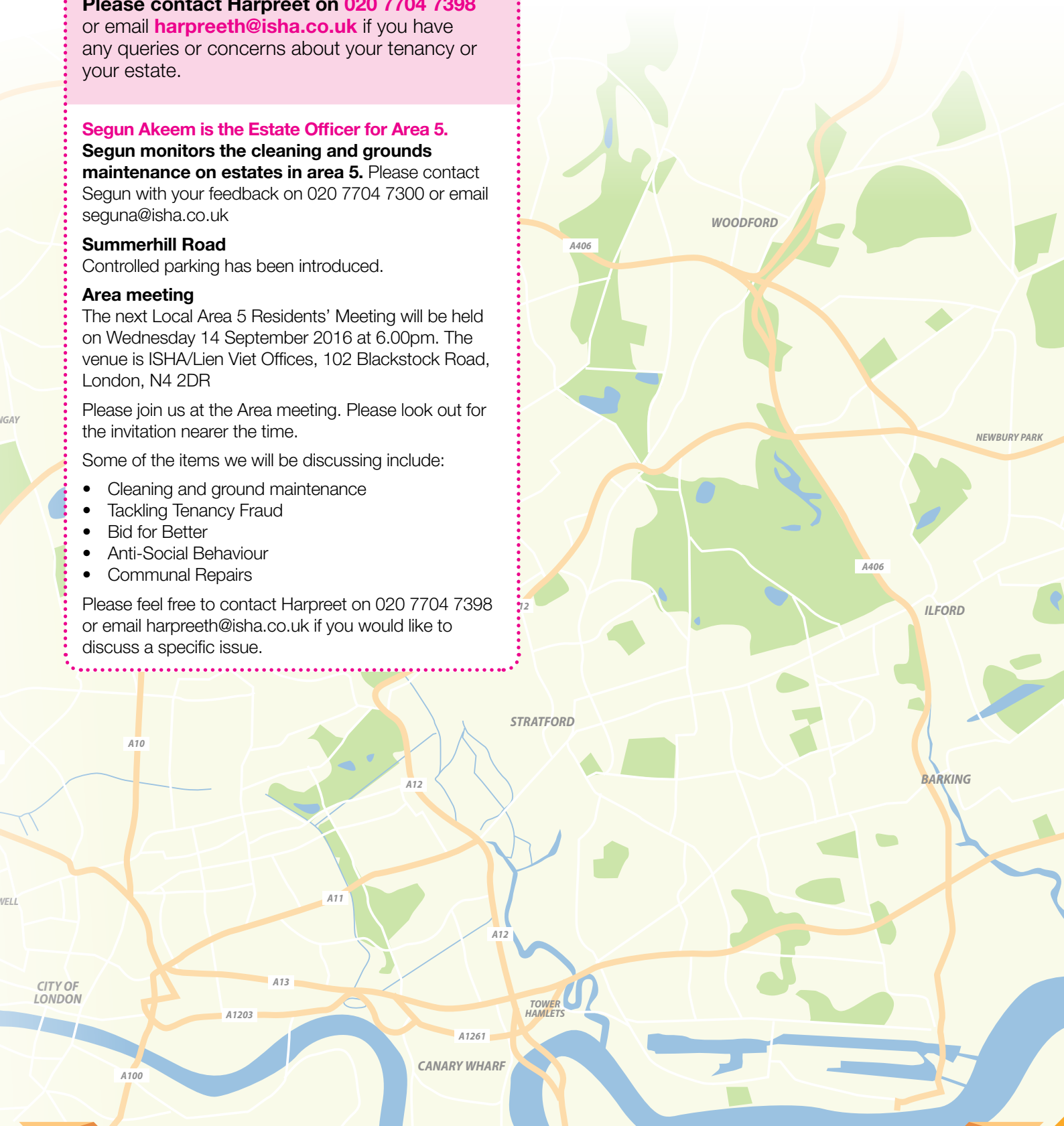
The next Local Area 5 Residents' Meeting will be held on Wednesday 14 September 2016 at 6.00pm. The venue is ISHA/Lien Viet Offices, 102 Blackstock Road, London, N4 2DR

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

Some of the items we will be discussing include:

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

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



### GET YOUR NEWSLETTER BY EMAIL

Please register with ISHA by sending an email to [haveyoursay@isha.co.uk](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 4

## January to March 2016

### At a glance key



Above  
target



Just below  
target






Below  
target

### What performance do you want to know about?

If you have any comments about the areas of performance that you'd like to see, or whether what we already provide is presented clearly or not please contact Tullia Morris, tulliam@isha.co.uk, 020 7704 7349 or 07930 202 317.

### 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	 <b>90%</b>	100%	N/A	<b>Below Target</b> If we can't resolve your complaint within 10 days, we will contact you before this deadline to let you know progress.
Replying to <b>letters</b> within the target time of 10 days	 <b>92.3%</b>	100%	N/A	<b>Below Target</b> If we can't give you a full response within 10 days, we will contact you before this deadline to let you know progress.
Average time taken to answer the <b>phone</b>	 <b>11.5 seconds</b>	11 seconds	N/A	<b>Just Below Target</b>

### 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>	 <b>11.5</b>	12	N/A	<b>Above target</b>
The number of <b>gas safety checks</b> that were out of date over the last 3 months	 <b>5</b>	0	<b>Lower Group</b>	<b>Below Target</b> We are changing the process to check your gas is safe by contacting you two weeks earlier.
<b>Repair appointments</b> made & kept	 <b>90%</b>	90%	N/A	<b>Above target</b>
Residents' <b>satisfaction</b> with repairs	 <b>95%</b>	95%	<b>Above average group</b>	<b>Above target</b>

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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>20 Days</b>	21 days	<b>Lower Group</b>	<b>Above Target</b>
<b>How many general needs homes</b> we relet	 <b>5</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>4.65%</b>	4.5%	<b>Above average group</b>	<b>Just below target</b>
How much <b>rent</b> did we collect?	 <b>101.37%</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>126</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 March 2016 was <b>408</b> residents.
Changes to ISHA's services as a result of resident involvement	 <b>0</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 March 2016 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.

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



#### Albanian

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

#### Arabic

تعلق هذه بمكان سكنك  
إذا اردت ترجمة هذه الوثيقة، يرجى الاتصال بالرقم 020 7704 7300 أو بالبريد الإلكتروني على [isha@isha.co.uk](mailto:isha@isha.co.uk)

#### Bengali

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

#### French

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

#### Gujarti

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

#### Hindi

इस बारे में है कि आप कहाँ रहते हैं  
अगर आप चाहते हैं कि इस दस्तावेज़ का अनुवाद किया जाए, तो कृपया 020 7704 7300 पर फ़ोन करें या  
[isha@isha.co.uk](mailto:isha@isha.co.uk) पर ईमेल करें

#### Polish

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

#### Somali

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

#### Spanish

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

#### Turkish

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

#### Urdu

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

#### Vietnamese

Tài liệu này cung cấp thông tin về khu vực nơi qui vị sinh sống  
Nếu qui vị muốn dịch tài liệu này, xin qui vị vui lòng gọi điện cho số điện thoại 020 7704 7300 hoặc  
gửi thư điện tử theo địa chỉ [isha@isha.co.uk](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  
Jackie Campbell on 020 7704 7335

24 Hours Parking enforcement  
number 01992 764 520

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

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

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