

isha news

the quarterly newsletter for all Islington and Shoreditch Housing Association residents

issue 03 winter 2012

www.isha.co.uk



Residents' Forum: Less is MORE!

inside this issue



2

Islington
boosts
building



4

What's happening
in your area



11

Welfare Reform –
How we can help



14

Service Charges

Islington Boosts Building of Affordable Housing

The 17 home scheme at Zoffany St, N19 - the first of its kind - will include family-sized homes to help alleviate the borough's chronic problems with overcrowding.

Islington and Shoreditch Housing Association (ISHA) will develop the site which will be 100% affordable.

Islington Council leader Catherine West donned a hard hat and climbed behind the controls of a digger to take part in the 'ground breaking ceremony' on 22 November.

She said: "Everyone deserves a decent, secure, affordable home and I am delighted ISHA is creating these new homes at social rent for people who live and work in



Islington. We are on the side of our community and, together with partners, are in the middle of Islington's biggest affordable house building programme for 30 years."

Islington faces a serious shortage of affordable housing, with many families living in overcrowded or inappropriate accommodation.

All the new homes will be let to low-income families from Islington's


waiting list, helping to ensure communities remain sustainable in the face of government cuts.

The sympathetically designed, low-energy scheme includes solar panels and a central boiler to reduce fuel costs for residents.


All of the socially rented units will be let with lifetime tenancies and Islington families will move into the new homes in 2014.

Introducing Your New Housing Team


Last June we wrote to all residents telling you about the new Housing Management structure put in place to deliver the best possible housing services to you. By way of reminder here is a summary of the 5 areas and the Resident Services Managers (previously called Tenancy Services Managers) who cover them.



Local Area 1 is **Islington** and **Geoff Henson** is the **Resident Services Manager**.



Local Area 5 is **Waltham Forest** and **Dexter Edward** is the **Resident Services Manager**.




Local Area 2 includes a part of **Islington** and **Camden** and **Teslim Fagbayi** is the **Resident Services Manager**.



In addition **Mark Slowikowski** is the **Head of Housing** (Mark has been with us for over 5 years and was previously the Revenue Allocations & Performance Director) who leads the team and is also responsible for the Revenue Team and the Allocations & Supported Housing Team. See the article on pages 4 & 5 telling you about what is happening in your area.



Local Area 3 includes **Hackney** and **Islington** and **Geoff Henson** is the **Resident Services Manager**.



Local Area 4 is **Hackney** and is shared between **Dexter Edward** and **Teslim Fagbayi**.

Residents' Forum Acts on Communication

There was a lively and very useful discussion about improving the way ISHA communicates with residents at the last Forum meeting on Thursday 15 November. The discussion centred around four key themes. The table below summarises the discussion and what ISHA will do to improve the way in which we communicate with you:

Key Theme	Explanation	What we will do to Improve
Providing a "Timely" Response	This was about making sure we respond to residents as quickly as possible, especially as more residents are contacting us by e-mail.	When we are out of the office, for whatever reason, we will make sure that we tell you in our "out of office replies" who to contact if you need an answer within 48 hours .
The "Tone" of Communications	We discovered that occasionally, some staff replied to residents in very short e-mail text that wasn't always clear and customer friendly.	We will ensure that we provide you with a full response , as we would in a letter or over the phone, and do not use "text" speak as this can come across as not being customer friendly.
Knowing the "History" of an Issue	Sometimes the message gets lost in the chain of communication. Particularly when following up on repairs.	To improve our communication with you we will repeat back what you say to us (over the phone) to make sure we are clear where the problem lies, check the history of the matter and then do what needs to be done to fix it.
Taking "Ownership"	The key to good communications is staff asking the right questions, owning what is being said to them and taking proper follow-up action.	Whenever you contact us, we aim to get things right first time, but if a repair order is cancelled or an appointment is not kept – for whatever reason – we will send you an e-mail or letter to tell you why and keep you informed .

The Forum agreed to follow up on these four themes in about six months' time to see how well we have improved our communications. They particularly wanted ISHA staff to admit when they make mistakes and say sorry. In the meantime, we will monitor our progress by getting someone else to read our complaint responses before we send them. If you have any other ideas about how to improve the way in which we communicate with you, please contact your Resident Services Manager (details on the back page).



CHRISTMAS OFFICE CLOSURE

The office will close at 5pm on Monday 24 December 2012 and will re-open at 9am on Wednesday 2 January 2013.

For any emergency repair please call the usual out of hours number on 020 7704 7300. For gas leaks call Transco on 0800 111 999.

What's Happening.... In your Area?

On page 2 we told you about the new housing management structure we put in place last April to deliver housing services to you and the three Resident Services Managers who are leading our work. Below, we summarise some of the key things that have been happening in your areas over the last 3 months. If you are not sure which area covers where you live, you can search on **in your area** on the website **www.isha.co.uk** or phone and ask a member of the Service Delivery Team **020 7704 7300**.

AREA 1

Resident Services Manager – Geoff Henson

- Residents at St Mary's House prepared a successful Bid for Better proposal to renew some planting in the area in between the car park and the courtyard. Any residents at St Mary's Path who would like to get involved or if you have an idea for a Bid for Better in your area please contact Geoff on **020 7704 7392**.
- Cleaning and Grounds maintenance satisfaction for October for area 1 was 75%. Please complete the survey forms sent to you and return them to us. Your feedback is really useful in driving up performance.
- Residents at Mildmay block G have requested that we consider removing the fob operating system on the lift. We will consult directly with the residents from the first floor up very soon.
- Please be reminded that you must contact **Islington Council** on **020 7527 2000** to arrange collection of large items of rubbish. If you dump this near your home and we identify you we will send you the bill for collection.
- **Finally, look out for dates for the Area 1 residents' meeting due to take place in early 2013.**

AREA 2

Resident Services Manager – Teslim Fagbayi

- Residents at Springwell Court have requested installation of CCTV Cameras to improve security and we are currently consulting with residents regarding this proposal.
- Cleaning and Grounds maintenance satisfaction for area 2 in October was 75%. Please complete the survey forms as and when you receive them and return them to us. These surveys are of great value to ISHA as they include your views about the service you are receiving from our cleaning contractor and how we can make further improvement to the service. If you haven't received your survey form and would like to have one please do not hesitate to contact Teslim on **020 7704 7341**.
- The cyclical decorations for 2012/2013 have started at some of our properties in Area 2 and works will be completed by April 2013.
- If you need to get rid of some bulk refuse i.e. old beds, sofas, white goods, washing machines, etc., please ring Islington Council on **020 7527 2000** or email **contact@islington.gov.uk** to arrange free collection. They will be able to tell you when and where you can safely place the item prior to collection.
- Whenever we arrange clearance of bulk rubbish this is recharged back to residents through service charge. Please help us to keep your neighbourhood tidy and do not fly tip.
- If you have an idea how to improve the environment where you live and that will benefit your neighbours/estate, you can apply for ISHA's Bid for Better. This is a grant given to residents to improve their community. The maximum you can get is £1,500.00.
- **Please look out for the dates of Area 2 residents' meetings due to take place in early 2013.**

AREA 3

Resident Services Manager – Geoff Henson

- Residents at Shoreditch Court have also submitted a successful Bid for Better proposal. They would like to introduce some additional planting to the front of the property which is currently just covered in grass. They hope to introduce some colour and variation, perhaps even a few small trees that will help create a little colourful border between the building and the busy road. If you have an idea for Bid for Better where you live please contact Geoff on 020 7704 7392.
- Cleaning and Grounds maintenance satisfaction for area 3 in October was 100%. Please complete the survey forms sent to you and return them to us. Your feedback is really useful in driving up performance.
- Remember that ISHA part funds a crèche worker for parents who want to attend English classes at Sebright Children's Centre on Queensbridge Road. The classes are free. Please contact **Geoff Henson** on **020 7704 7392** for details.
- Please be reminded that you must contact **Hackney Council** on **020 8356 5000** to arrange collection of large items of rubbish. If you dump this near your home and we identify you we will send you the bill for collection.
- **Finally, look out for dates for the Area 3 residents' meeting due to take place in early 2013.**

AREA 4

This is our largest area and covered by two Resident Services Managers – Dexter Edward & Teslim Fagbayi

- Following a successful handover of 50 Wenlock St, we are now carrying out New Resident Visits to all the residents who have moved into the block.
- We are consulting with the residents of 39 Provost Street regarding installation of CCTV cameras to improve security for the block following a request from the residents themselves.
- The car park shutters at Belvedere Court will be repaired following vandalism to the shutters. We will keep the residents informed as to when these works will be completed.
- Please contact **Hackney Council** refuse team if you wish to dispose of any bulk rubbish such as sofas or fridge freezer / cookers etc. by telephoning them on **020 8356 6688**. Please bring your bulk items down from your property on the day of the collection, do not leave them in the bin chamber.
- Where ISHA has to collect the bulk rubbish the cost will be re-charged to the residents through their service charge, therefore it is important that you contact the Council for all your bulk collections.
- A successful Bid for Better Application for Belvedere Court has been submitted. Residents have requested to use the money for a Sedum Roof. If you would also like to apply for a Bid for Better grant, please contact **Teslim Fagbayi** on **020 7704 7341**.
- The cleaning and ground maintenance satisfaction in area 4 was 65% in October. This is one of our lowest satisfaction areas and we are working with the contractor, New Green, to improve the service you receive. The survey letters you return to us are of great value as they help us include your views about the service when we meet with your cleaning contractor each month. Can we please encourage you to complete and send in your survey regularly? If you haven't received your survey form and would like to have one please do not hesitate to contact your **Resident Services Manager (Teslim** on **020 7704 7341** or **Dexter** on **020 7704 7353**).
- **Please look out for the dates of Area 4 residents' meeting due to take place in early 2013.**



AREA 5**Resident Services Manager - Dexter Edward**

- We had a very successful Resident Meeting with new residents from Repton House, Celebration Way and Wilton Place on Saturday 17 November 2012. The purpose of the meeting was to assist the residents in setting up their own Resident Association. The good news is that this objective was achieved and we now have a Higham Village Resident Association.
- Aims of and ideas for the Association:
 - Bringing together the local community (those within ISHA properties) and the wider community of Highams Park
 - Tackling problem issues such as dogs, rubbish, loud music and keeping the 'estate' clean
 - Eventually to set up a community space
 - Themed evenings such as 50's or 60's night, cultural show, Christmas/end of year show, open to all the community with an emphasis on bringing generations together
 - Coffee mornings, particularly for those who may be lonely and be/feel alienated
 - Tiny tot activities
 - Offer computer skills
 - Assist with filling out forms
 - Contracting a local window cleaning firm
- If you would like to set up a Resident Association for your estate or block, please contact **Dexter Edward**, Resident Services Manager, on **020 7704 7353**.
- The residents of Lea Bridge Road have submitted a successful Bid for Better application. They want to increase the height of the existing wall at the front of the block for more privacy and to discourage people from sitting on the existing wall.
- Cleaning and Grounds maintenance satisfaction for area 5 in October was 95%. Please complete the survey forms sent to you and return them to us. Your feedback is really useful in improving performance.
- Please report all large items of rubbish to **Waltham Forest Council** by telephoning them on **020 8496 3000**. When you request a free bulk collection you will be told the date when your items will be collected, which will be within a maximum of six working days. Please leave your waste as close to the front of your property as possible the night before your collection. The bulk collection service is for specified items. You will be asked to describe the items when requesting the collection. The specified items must be identifiable and accessible on the day of collection.
- **Look out for dates for the Area 5 residents' meeting due to take place in early 2013.**

you said...

You found the arrows in the performance information difficult to read/understand.

You wanted to see the Residents' Forum newsletter included in ISHA News.

You wanted to be reminded about the Residents' Forum meeting by text message.

Sometimes when you have sent us information via our website forms, we have not received your feedback, and you do not know the form has not worked.

You liked the annual report being produced as a calendar, but you wanted a bigger space to write your appointments in.

You wanted the Residents' Forum dates to be included in the annual report calendar.

...we did

We have replaced the arrows with traffic lights see page 7.

Since the Autumn 2012 edition the Residents' Forum has had its own space.

Text messages are now sent as a reminder.

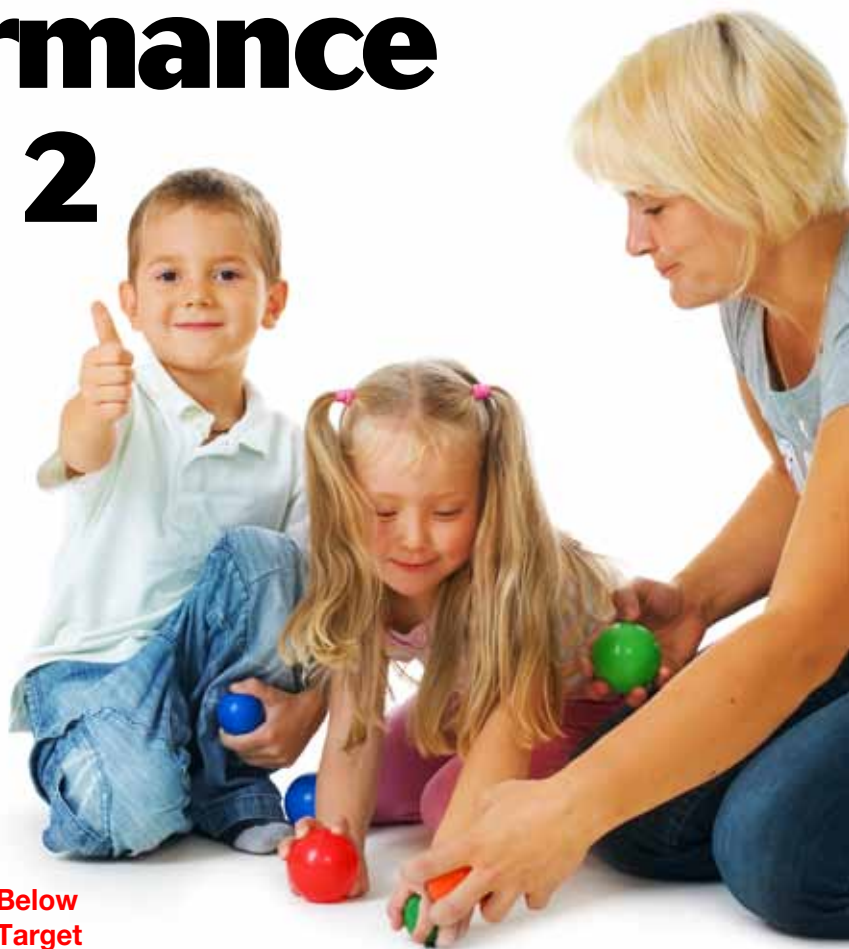
All website feedback forms are now checked on a weekly basis to make sure that we are receiving them and they are working properly. We started this monitoring at the beginning of November, and no failures have been detected to date.

The calendar format has been kept and there are larger spaces to make it easier for you to use.

These were printed in your annual report calendar. The dates are also on the Residents' Forum page 14.

Our Performance in Quarter 2

July to September 2012



At a Glance Key



Above Target






Just Below Target







Below Target

1. Responses to your Complaints, Letters Phone Calls

Measure	Result	Target (2012/13)	How we Compared with Others in March 2012 (London & South East*)	What we are doing to improve our performance?
Replying to Complaints within the target time of 10 days	 88%	95%	N/A	Below Target We have put in place a better system for making sure we respond to your complaints within time and have looked at the quality and clarity of our responses to you. We are working with the Residents' Forum on this matter as well.
Replying to Letters within the target time of 10 days	 95%	100%	N/A	Just Below Target
Answering the Phone within 15 seconds	 89.52%	95%	N/A	Below Target We have put in place a new system of picking up each other's phones when an officer is already on the phone. In October, this improved our performance to 95% which is on target.




2. Repairs

Measure	Result	Target (2012/13)	How we Compared with Others in March 2012 (London & South East*)	What we are doing to improve our performance?
The average number of days to carry out Repairs	 8.6 Days	14	N/A	Above Target
The Number Gas Safety Checks that are out of date	 2	0	Top Group	Below Target This means there are two homes we have not been able to get access to, to carry out our gas checks. We check your gas supply and appliances are safe every year. It is important for your safety that this is done. This is why you will receive letters and phone calls when you have missed your first appointment.
Repair Appointments Made & Kept	 86%	90%	N/A	Just Below Target
Residents' satisfaction with repairs	 89%	95%	Above Average Group	Below Target The causes for the reduction in satisfaction have been reviewed. The satisfaction returns cover all ISHA contractors including development contractors rectifying defects. All negative responses have been followed up with the relevant contractor and every resident expressing dissatisfaction is called back.


3. Letting of Empty Properties

Measure	Result	Target (2012/13)	How we Compared with Others in March 2012 (London & South East*)	What we are doing to improve our performance?
How Quickly we relet your Home?	 18 Days	24 Days	Bottom Group	Above Target
How Many General Needs Homes we re-let?	 13	No Target Set	N/A	For Information Only

4. Rent Collected & Arrears

Measure	Result	Target (2012/13)	How we Compared with Others in March 2012 (London & South East*)	What we are doing to improve our performance?
What is the Level of Arrears?	 6.11%	5.5%	Below Average Group	Below target Performance in relation to rent arrears was reviewed at the Housing Services Sub Committee on 18 October 2012. Resources have been increased in this area in advance of the introduction of welfare reform measures.
How much Rent did we collect?	 93.14%	98.34%	Bottom Group	Below target We have increased the number of days on which we can take a Direct Debit payment from you and added "internet Banking" as a new way for you to pay.
How Many Evictions for Rent Arrears were there?	 1	No Target Set	N/A	For Information Only

5. Resident Involvement

Measure	Result	Target 2011/12	How we Compared with Others in March 2012 (London & South East*)	What we are doing to improve our performance?
How many residents have been involved this quarter	 302	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 September 2012 was 393 residents.
Changes to ISHA's services as a result of resident involvement	 6	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 September 2012 is 16 changes to our services made as a result of residents' involvement.

* These comparisons are based on our performance in April 2010 to March 2011. This is the latest date for which information is available. Information for The period of April 2011 to March 2012 will be made available during Quarter 3.

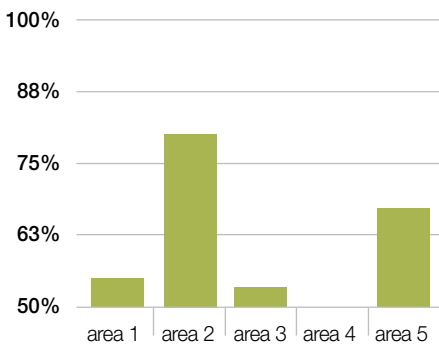
Improving Your Satisfaction on Cleaning & Grounds Maintenance



As you can see from the two diagrams, there was a big jump in the satisfaction with the cleaning & grounds maintenance service between September and October this year. Not only was there an improvement in satisfaction, but there were almost four times as many forms returned in October (123) than September (34). So thank you for continuing to return them to us.

The surveys assist us greatly in improving the cleaning & ground maintenance services to you. You will find another one enclosed within the pages of ISHA News but if you need any more survey forms, then please contact your Resident Services Manager.

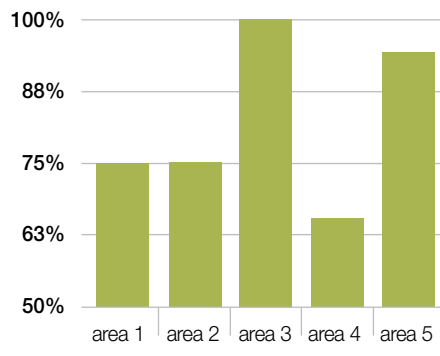
September



September 2012

Local Area 1 - 55% - overall satisfaction
 Local Area 2 - 80% - overall satisfaction
 Local Area 3 - 53% - overall satisfaction
 Local Area 4 - 0.00% - overall satisfaction
 Local Area 5 - 67% - overall satisfaction

October



October 2012

Local Area 1 - 75% - overall satisfaction
 Local Area 2 - 75% - overall satisfaction
 Local Area 3 - 100% - overall satisfaction
 Local Area 4 - 65.22% - overall satisfaction
 Local Area 5 - 94.74% - overall satisfaction

However, the real improvement has been in the way in which we use the feedback you provide on the forms, by way of comments, to target the areas that you are dissatisfied with. Below, are 2 examples of how the feedback you provided has improved the service we deliver.



Repton House – Waltham Forest – a resident fed back to us, using the cleaning & grounds maintenance form, that the bin area was a mess.

We contacted the Refuse Team at Waltham Forest Council with the details of those residents who were not disposing of rubbish properly. The Council is serving legal notices on each of those residents about the disposing of rubbish. We also placed notices in the bin chamber and outside the bin chamber to remind residents not to leave rubbish outside.

Belvedere Court – Hackney – a resident fed back to us, using the cleaning & grounds maintenance form, that they were not happy with the cleaning. 'I am not satisfied

with the cleaning. They come late and do not do a proper job'.

We arranged a meeting with the cleaning contractor, and asked if the resident wanted to attend as well. We raised the concerns with contractor and agreed how to improve the cleaning performance. The resident fed back through the most recent survey return that they were happy with the cleaning.

These are examples of how your comments have helped us to improve the service you receive. All negative comments received from the surveys are acted upon, and we will also feedback to you about what we have done. Thank you for completing the forms and please keep sending them back to us.

Welfare Reform

– How We Can Help

You may have seen articles in ISHA News informing you about the changes to Welfare and Housing Benefit coming in April next year (2013). For some residents, the changes are important, especially if you are working or aged less than 62 years. In summary the main changes are:

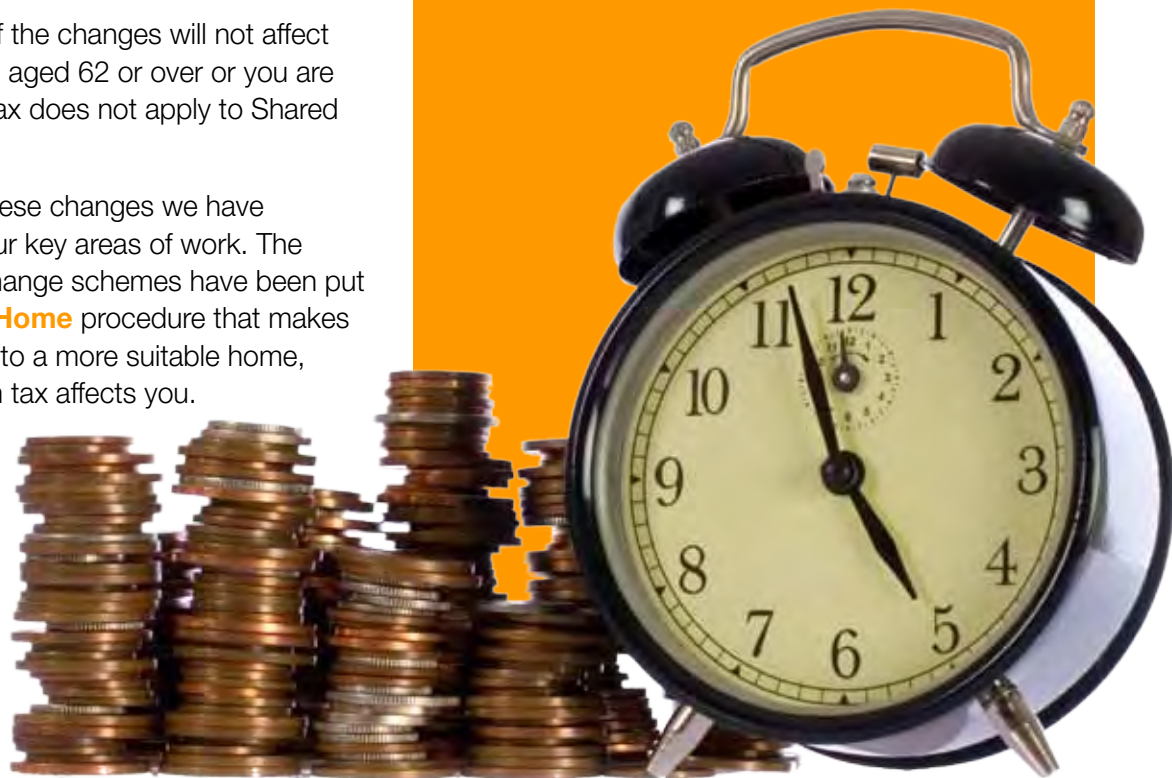
1. The “**Benefit Cap**” – you can only receive a maximum in total benefits (including Housing Benefit) of £350 a week if you are single, or £500 a week if you are a couple or a single parent.
2. The “**Bedroom Tax**” – if you have 1 spare bedroom, any Housing Benefit you receive will be cut by 14%; if you have 2 bedrooms spare it’s 25%.
3. “**Universal Credit**” – this will replace nearly all benefits from October 2013. You will have to apply on-line via a computer and you will receive a monthly credit into your account. You must have a bank account to receive the payment.

Please note that many of the changes will not affect you if you are retired and aged 62 or over or you are working. The bedroom tax does not apply to Shared owners.

To help you cope with these changes we have improved a number of our key areas of work. The transfer and mutual exchange schemes have been put together into a **Moving Home** procedure that makes it easier for you to move to a more suitable home, especially if the bedroom tax affects you.

We have also produced a **Helping You Stay in Your Home** strategy that offers you help with any money difficulties you might have, the high cost of your energy bills, helping you apply for Universal Credit and finding work.

Both documents can be found on our web site www.isha.co.uk and we are inviting residents to come along to a meeting at our office in Blackstock Road on Tuesday 15 January 2013 to discuss these documents and improve the help we offer you. If you would like to come along please let us know by emailing **Mark Slowikowski, Head of Housing**, at marks@isha.co.uk or telephone him on 020 7704 7351.



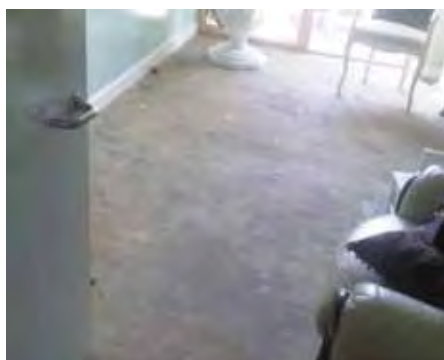
CONTENTS INSURANCE IS YOUR RESPONSIBILITY

All residents, whether you rent your home or are a shared owner, are responsible for your own belongings in your home, including your flooring.

It is really important you arrange home insurance in case your belongings get damaged or need replacing. ISHA has insurance to cover your building, but in the event that your belongings are damaged or need replacing, you will need to re-claim these costs from your own insurance. See page 15 for details of a scheme arranged for Housing Association residents.

Sadly, we have a number of real life stories that happened to ISHA residents to show you how important it is to have contents insurance.

Just one case is illustrated below: a ruined carpet when there was a leak from the flat above.



These two pictures show the damaged carpet which the resident had to replace at her own expense because she didn't have home contents insurance. Burglary is another good reason to have insurance of course.

Help with finding work

One of the main ways to cope with the Welfare Reform Act changes is to find work. We know that this is easy to say, but harder to do, so to help all ISHA residents we have teamed up with the Employment Service run by Peabody Housing Group. This is a FREE service available to all ISHA residents who are unemployed or working less than 16 hours per week. You will be provided with help and guidance on finding work, including:

- ◆ Access to a range of workshops to improve job-specific skills and knowledge
- ◆ Group and individual job search sessions
- ◆ Access to computers for job search
- ◆ One-to-one support to create your CV
- ◆ Help with writing a covering letter and completing application forms
- ◆ Assistance with interview preparation and techniques
- ◆ Advice and guidance related to careers and further training
- ◆ Free computer facilities
- ◆ Finance and benefit advice
- ◆ Access to volunteering and a range of other services and activities

To access the service, please contact your nearest Peabody office:

For residents living in **Islington** please contact Peabody Hugh Cubitt Centre, 48 Collier St, London N1 9QZ Tel: **020 7021 4127**.

For residents living in **Hackney** please contact Peabody Pembury Centre, 183 Dalston Lane, London E8 1HL Tel: **020 8986 9745**.

For residents living in **Waltham Forest** please contact Peabody Digital Learning Centre, 7 Saxon Close Boundary Road, Walthamstow E17 8LE. Tel: **020 7922 8500**.

For residents living in **Camden** please contact Peabody Bruce House Centre, Kemble Street, Holborn, London WC2B 4AW Tel: **020 7021 4160**.

How do you do less and achieve more?

By having four meetings per year instead of six.

What?

The Forum recently voted to reduce its number of meetings from six per year to four per year. This was to ensure that there is more time to prepare for meetings. Each meeting will have a specific topic. It will also allow ISHA to answer queries/questions prior to the meetings and better develop its working relationship with the Residents' Forum.

One of the recent topics has been complaints.

Do you find it easy to complain?

Have you thought about complaining to ISHA but decided not to as you were unsure how to do it, felt that ISHA wouldn't listen or just thought it was a waste of time?

At recent meetings of the Residents' Forum members were reflecting on the way ISHA handled complaints. It was felt that there may be a barrier to some residents. It was decided that a 'buddying' system should be put in place to assist people through the complaints process. That is, not to make the complaint for them or on their behalf but to guide them through the most effective way for achieving results.

Buddies who will be residents volunteering their time would need some help in feeling confident that they could give this support effectively. *What will a buddy do?* L.A.S.T.

Listen

Ask questions

Sympathise/empathise

Take action (by helping the resident take action)

Training sessions will not only equip the potential buddies with the skills and information needed to assist other residents but also concentrate on good customer service practice. The idea will be to learn about customer services and particularly to know what service you should be receiving from ISHA.

The training will take place on Saturday 16 February 2013, from 10am to 4pm, the venue to be advised later.

The Forum would like as many residents to attend the training as possible. Even if you do not want to become a buddy attending the training session could be beneficial to you;

- ◆ you will know what to expect from ISHA
- ◆ you will know what you can do if your expectations are not met
- ◆ you will assist in ensuring ISHA understands what problems residents are facing
- ◆ you will help to ensure the buddying process is well thought out and workable

Go on, make it a resolution for the new year to attend.

Communication

How well does ISHA communicate with you? Do they get back to you in good time when you contact them? Are they polite?

If there's an issue that you have raised before do they know about it or is it the first they are hearing of it? Does the person you spoke to/ emailed/wrote to take ownership of the issue?

The Residents' Forum felt strongly about ISHA's communication and made this the major topic at its last meeting. The Forum challenged ISHA with examples of poor communication around the themes of:

The Forum was able to communicate its frustration about poor communication. It felt that ISHA, throughout the organisation, needs to demonstrate a substantial effort to 'get it right'.

During the meeting an action plan was developed to address the issues raised. Please see the article on page 3 (Acting on Communication) for full details.

It was agreed that the Head of Housing, Mark Slowikowski, would return to the March 2013 Forum to inform on the progress of the action plan and at the May 2013 meeting for the Forum to judge whether it has been successful.



2013 dates:

- ◆ **Monday 18 February**, Bid for Better deadline
- ◆ **Thursday 14 March**, 6 – 8pm Forum meeting at ISHA
- ◆ **Tuesday 30 April**, Bid for Better deadline
- ◆ **Saturday 11 May**, 2 – 4pm, Forum meeting at The Asian Centre, 18a Orford Road, Walthamstow, E17 9LN
- ◆ **Friday 12 July**, Bid for Better deadline
- ◆ **Saturday 28 September**, 2 – 4pm Forum meeting at ISHA
- ◆ **Thursday 31 October**, Bid for Better deadline
- ◆ **Thursday 14 November**, 6 – 8pm Forum meeting at ISHA

Future challenges for the Forum:

The March 2013 meeting will see the Forum focusing on the Compensation Policy, the current position of ISHA's Welfare Reform Action Plan and Service Charges including the outcomes of the Service Charge Working Group and amendments to the service charge process.

The May 2013 meeting will discuss the effectiveness of the Communications Action Plan and the Complaints Process – is it working?

SERVICE CHARGES

Following the first Service Charge Working Group held in September 2012, it was agreed with residents that ISHA would focus on key areas to improve the service we give to residents. It was agreed that ISHA would improve the following:

- ◆ **Getting residents involved in the decision making when ISHA is going to spend a large amount of money on a service**
ISHA had an extensive consultation period with residents on the new cleaning and grounds maintenance service, and we continue to ask for your opinion in surveys about how we can tailor the service to your needs. This process is not yet finished as we recognise there are still improvements to be made. We will also consult with residents over major upgrades to properties with things like replacing entrance doors.
- ◆ **Stop carrying out lots of minor repairs when one larger repair would solve the problem**
Where we have not carried out the correct repair within good time we will not charge residents for repeated repairs that do not solve the real problem. We will review service charge spends monthly to identify any repetitive repairs.

- ◆ **Give residents the chance to be involved in the setting of the service charges each year**
Residents are welcome to have a look at our estimates for 2013/14's charges in January 2013. If you would like to see these estimates in January 2013 then contact Alexander Netherton on **0207 704 7390** or **alexandern@isha.co.uk**
- ◆ **Give residents a rolling forecast during the service charge year**
We are looking into the possibility of giving web access to residents on the rolling year spend on service charges, and we will be able to make a decision once the software has been investigated.
- ◆ **Give shared owners and leaseholders their final accounts earlier than September**
This is something that ISHA will be happy to work towards if resources allow, but we are prioritising the above actions to improve service charge accuracy and involvement first.

The next Service Charge Working Group will be held on 9 January 2012 at 6pm at ISHA's offices. To attend, please contact Alexander Netherton.

RESIDENTS CONTENTS INSURANCE

Now Available to Shared Owners & Leaseholders as well as Tenants

ISHA has recognised some of the problems that residents face in obtaining 'Household Contents Insurance' and has therefore arranged a contents insurance scheme geared towards your needs and underwritten by Royal & Sun Alliance Insurance plc.

The insurance policy includes some of the following benefits:

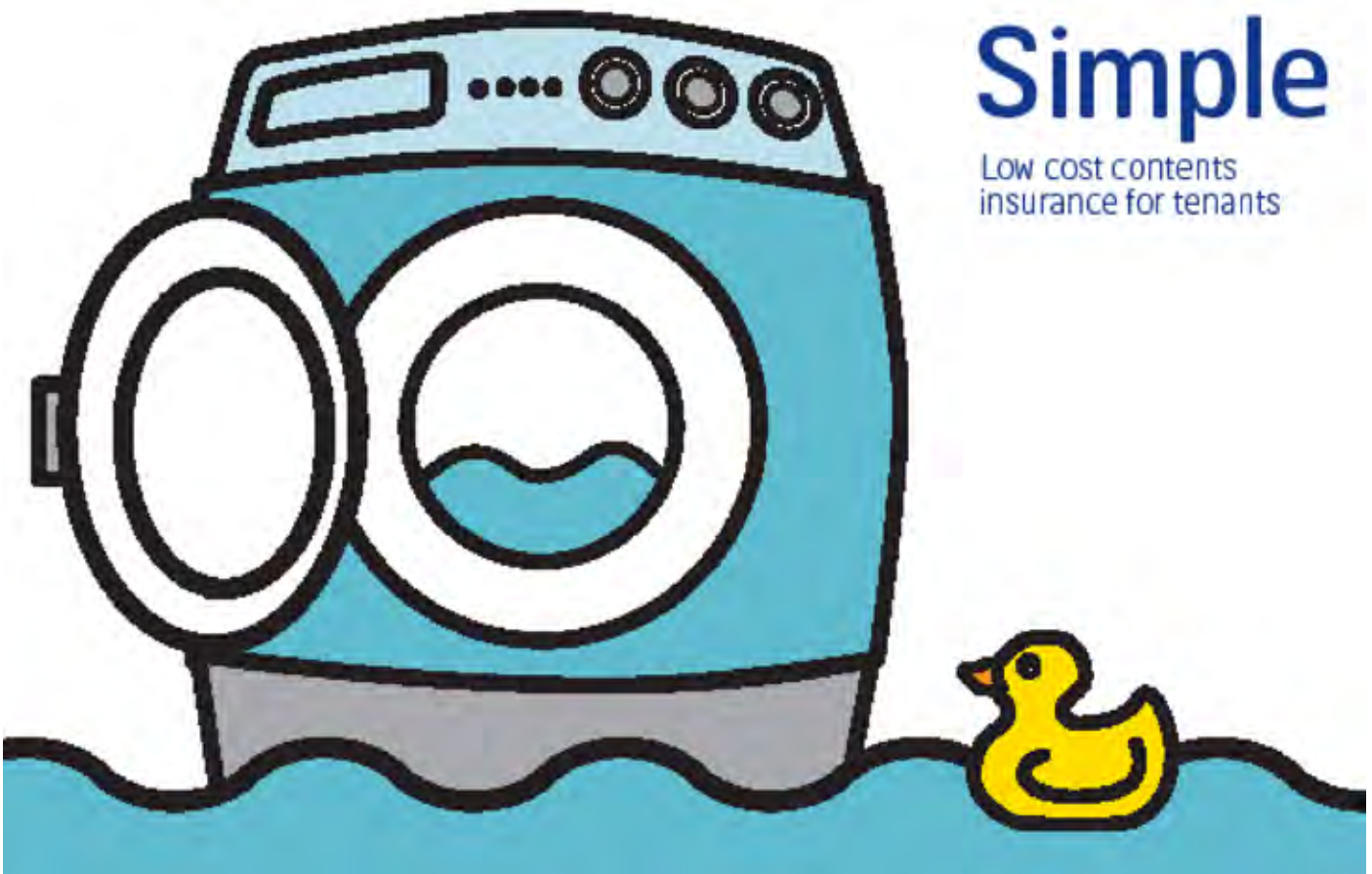
No excess payable on any claim and no need for a bank account.

- ◆ The insurance is available to all residents subject to scheme acceptance criteria
- ◆ New for old cover (except clothing & household linen)
- ◆ Cover for accidental damage to televisions, hi-fi systems etc if you take out the Simple+ Cover
- ◆ Cover for theft or attempted theft

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.

For further information please pick up an application form from ISHA or you can download one from our website at www.isha.co.uk. Alternatively you can write to us at:

Residents Contents Insurance, Islington and Shoreditch HA Ltd,
102 Blackstock Road, London N4 2DR



Simple
Low cost contents
insurance for tenants

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.

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

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 Prince Guduza on 020 7704 7335

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

Call Les, Prince or Ola to book an appointment with Capitalise 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

<p>Nëse doni të përkthyer ndonjë artikull të këësaj fletushke, n'a kontaktoni ose shënoni (✓) në kuti, pastaj plotësoni detajet tuaja dhe n'a dërgoni formën së bashku me artikullin.</p> <p><input type="checkbox"/> Albanian</p>	<p>إذا كنت ترغب في الحصول على مقال في هذه الرسالة الإخبارية مترجماً، اتصل بنا أو قم بالتعليق على الصندوق ثم املأ بياناتك وأدعها مع المقال.</p> <p><input type="checkbox"/> Arabic</p>
<p>যদি আপনি এই নিউজলেটারের কোন একটি আর্টিক্যাল অনুবাদ আকারে পেতে চান, তাহলে আমাদের সাথে যোগাযোগ করুন বা বক্রেটিক দিন তারপর আপনার বিস্তারিত পূরণ করুন এক আর্টিক্যালসহ তা ফেরত দিন।</p> <p><input type="checkbox"/> Bengali</p>	<p>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.</p> <p><input type="checkbox"/> French</p>
<p>જો તમને આ સમાચાર પત્રકમાં આપેલ કોઈ લેખનું અનુવાદ જોઈતું હોય, તો અમારી સંપર્ક કરો અથવા પાનામાં દિય કરો અને તે પછી તમારી વિગતો બરીને તે લેખ સાથે પાછા મોકલી આપો.</p> <p><input type="checkbox"/> Gujarati</p>	<p>इस सूचना का कोई लेख यदि आपका अनुवाद करना हो तो कृपया हमसे संपर्क करें, या खाने में टिक लगा कर अपनी संपर्क सूचना लिखें और यह पत्रकी उस लेख के साथ वापिस हमें भेजें।</p> <p><input type="checkbox"/> Hindi</p>
<p>Jesi chcieliby 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.</p> <p><input type="checkbox"/> Polish</p>	<p>Hadii aad jeceshay qoraalka warqada akhbaarta in lagu turjumo, nala soo xaniir ama dhag sii sanduuga yar marka ka dib ku soo qor magacaagga iyo cinwaankaagga ee la' soo celi Qoraalka.</p> <p><input type="checkbox"/> Somali</p>
<p>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.</p> <p><input type="checkbox"/> Spanish</p>	<p>Bu haber bültenindeki bir yazının tercüme edilmesini isterseniz, bizimle irtibat kurun ya da kutuyu işaretleyerek, bilgilerinizi yazın ve yazıyla beraber geri gönderin.</p> <p><input type="checkbox"/> Turkish</p>
<p>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.</p> <p><input type="checkbox"/> Vietnamese</p>	<p>اس خبرنامے کا کوئی مضمون اگر آپ کو ترجمہ کرانا چاہو تو اس خبرنامے کے ساتھ ہم سے رابطہ کریں یا خانے میں ٹیک لگا کر رابطہ کریں۔ معلومات بھرن اور یہ پرچہ اس مضمون کے ساتھ ہمیں بھیجیں۔</p> <p><input type="checkbox"/> Urdu</p>

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

Your Resident Services Manager

Dexter Edward 020 7704 7353 dextere@isha.co.uk

Teslim Fagbayi 020 7704 7341 teslimf@isha.co.uk

Geoff Henson 020 7704 7392 geoffh@isha.co.uk

Your Allocations & Supported Housing Manager

Chantall Hamilton-Sinclair 020 7704 7336 chantall@isha.co.uk

Your Resident Service Improvement Manager

Tullia Morris 020 7704 7349 tulliam@isha.co.uk

