

# isha news



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

issue 14 Winter 2015

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



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# Let's get CONNECTED

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



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

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

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

We do want to contact you in a way that works best for you. We do understand that there are some people who are not on line or would prefer a hard copy and we will continue to write and to print newsletters.

**Keep us up to date on the best way for us to keep in touch with you at [haveyoursay@isha.co.uk](mailto:haveyoursay@isha.co.uk)**

# Cook and Eat Course 2015



Vietnamese residents and community members enjoyed another Cook and Eat Course over the Summer. The course was really fun and we learned a lot about catering, business and skills. We also learned some English skills that will be useful for

anyone wanting to work in catering. We want to do more of these training courses and we can help residents and community members find language and training courses.

If you'd like to discuss this contact **Chuong Luong** on **020 7704 7347**  
or by email on **Chuongl@isha.co.uk**

## Women's and Men's Groups

The Women's and Men's Group have started again after a Summer break. Please come along! All are welcome. **The group is a great opportunity for residents to meet up and socialise with other members of the Vietnamese community.** Together we do lots of fun and interesting activities including learning about healthy cooking, yoga and dance. There's also an English teacher available. (Don't worry! It's not a formal English class). Our Outreach and Support Officer Chuong attends the sessions.

We meet monthly and you can see the dates, times and venues on our website. Both groups are at Young Hackney Centre, 29 Forest Road, London E8 3BY

### Women's Group

second Tuesday of every month from 10am

### Men's Group

last Tuesday of the month from 10am

Check out our website for dates and times – [www.isha.co.uk/lien\\_viet/en/event-calendar](http://www.isha.co.uk/lien_viet/en/event-calendar)

# Do You Want To Stop Smoking?

**Stopping smoking on your own is not easy but it could be easier with support.** Shoreditch Trust run a stopping smoking clinic and pop in service for Vietnamese residents and members of the Vietnamese community.

So if you are serious about quitting please contact Tai Huynh on **020 7704 7354** for a referral. Tai can provide Vietnamese speaking support to those who would like to access this service.

You can also just drop in or telephone 020 7033 8504 to book an appointment with NHS Stop Smoking Pop in Service at HBV Enterprise Centre, Shoreditch Spa Healthy Living Centre, Homerton Library or Homerton University Hospital to get free one to one support.



## Lien Viet Residents' Group

Lien Viet Residents' Group meet as usual at Vivian Comma Close on the last Wednesday of the month between 6.30 pm to 7.30 pm. It's a good opportunity to meet each other, share experiences, contribute ideas about the services we provide and raise any issues with your Outreach and Support Officer.

**Our next meeting will be on Wednesday 27 January 2016 from 6.30 pm to 7.30 pm at the same venue in Vivian Comma Close.** Please come and join us! We look forward to seeing you there. There will be no Lien Viet Residents' meeting in December as our offices are closed from 25 December 2015 until the 4 January 2016.



## Getting help with repairs

We want to make sure that we get your repairs done to our standard and on time.

If you want Vietnamese speaking support for repairs you can contact your **Vietnamese speaking Outreach and Support Officers** on **020 7704 7347** or **020 7704 7354**.

If you don't need Vietnamese language support and wish to report a repair contact the **Service Delivery Team** on **020 7704 7300** or by email at **repairs@isha.co.uk** After you contact us we will give you a unique order number for your repair.

Please keep a note of your unique order number as it helps us to track your repair if you have to contact us again. For example, if you want to contact us again if something goes wrong or you want to change an appointment date or time.



## Lunar New Year Celebration 2016

This year - the **Year of the Monkey** will be celebrated on



at **Vivian Comma** between 6.30 pm and 8.30 pm. Please keep this date free in your diary! We'll be sending out invites early in 2016.

## Don't suffer in silence...

If you or anyone you know is suffering abuse you can get sensitive support.

Refuge is a national organisation which provides support to women and children who are being abused. In London they now have a team of Vietnamese speaking Outreach Workers who can help. They can provide information, support, advice and safety. Their service is confidential and you can access it by calling **0800 112 4052** or by visiting their website [www.refuge.org.uk/athena-lewisham](http://www.refuge.org.uk/athena-lewisham).

**REMEMBER:** The abuse is not your fault, only the abuser is to blame.

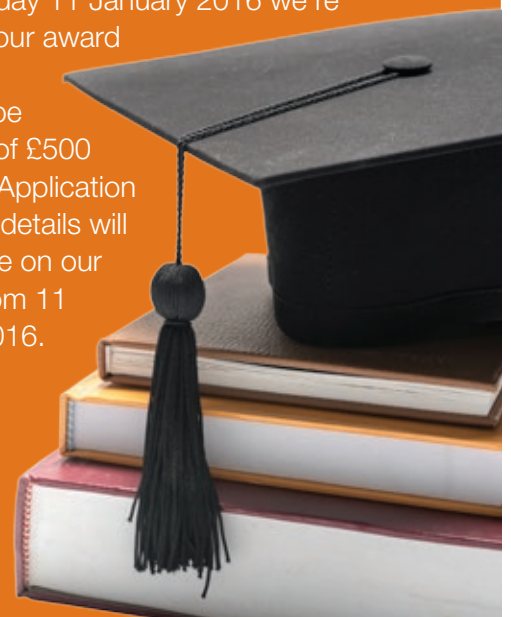
## What's your New Year's Resolution?

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

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

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

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



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




# Residents' Forum Annual General Meeting



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

## New ways of getting your views across

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

-  Email
-  Text messaging and
-  WhatsApp

For further information on getting involved please visit [www.isha.co.uk/get\\_involved](http://www.isha.co.uk/get_involved)



We plan to start trying out new ways of getting your views through the procurement of the repairs service. See page 8.



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

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



## How Residents voted at the AGM on Government Proposals

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

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

### 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.

# New Deep Cleans to your Blocks

- So Here is **£25** if You Tell us What You Think!

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

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

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

We want you to tell us what you think and to encourage as many residents as possible to attend your quarterly estate inspections, which feature a full cleaning and grounds maintenance inspection. We are giving away £25! Every Quarter we will draw the names of 4 residents from each area who attended an estate inspection and give you £25. That's 4 residents from 5 areas, so that means that 20 residents will each receive £25 each quarter.

What's more, every month we will draw one resident's name (1 per area) who sent in their cleaning and grounds maintenance form back to us. It doesn't matter if the comment is good or bad, or if you sent us a comment by post, on-line or by e-mail. We will still include you in the draw. So that is a further 5 residents winning £25 every month.

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

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

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



# A New Improved Repairs Service - Finding out What You Want

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

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



Email



Text  
messaging



WhatsApp

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

Please contact **Hakan Nuhi** via e-mail at [hakann@isha.co.uk](mailto:hakann@isha.co.uk) or by telephone on **020 7704 7332**.





# The Scene is the place to be seen!

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

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

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

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

# Help us improve our website

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

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

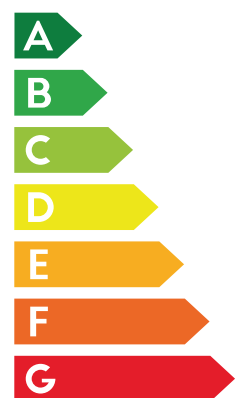


- ◆ *how easy was it to find what you were looking for?*
- ◆ *how easy was it to understand the information in this section?*
- ◆ *how visually appealing was this section?*
- ◆ *do you have any other comments about how we can improve our website?*

**Please email your responses to [haveyoursay@isha.co.uk](mailto:haveyoursay@isha.co.uk)**

We look forward to hearing from you!

## Reducing carbon emissions and energy bills – Saving the planet



**We are committed to making your property more energy efficient and getting the information to you about how you can reduce carbon emissions and your fuel bills.**

We will be providing you with an Energy Performance Certificate (EPC) for your home. This highlights the key changes that can be made in your home to help keep your fuel bills low whilst living in an energy efficient environment.

The EPC's will highlight a number of emission reducing changes that can be made (if they haven't been made already), not just for ISHA but for you as the resident, to ensure you are exploiting the options available to you as best as possible.

# Asset plans

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

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

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



# Car Parking Working Group



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

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

**The next meeting will be discussing:**

**THE SERVICE PROVIDED BY OUR CURRENT PARKING PATROL COMPANY.**

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

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

## There have been changes in the new homes customer team!

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

### We now have a permanent Sales and Marketing team.

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

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

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

## KEEPING WARM & GREEN

With the coldest months of the year around the corner, check that your heating is working before it gets too cold. If you have any problems, please contact the Gas Team on 020 7704 7300.

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

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



## Office Closure At Christmas

Please note that the office will be **CLOSED** from **5pm on Thursday 24 December** and will re-open at **9am on Monday 4 January 2016**.

If you have an emergency with your boiler over Christmas, 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.

# Did you know that you can 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 at



or scan the Apple and Android codes here



Apple QR code



Android QR code

## you said...

## ...we did

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

*Erected new signage*

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

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

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

*We assisted you in turning the garden into an allotment*

*You felt unsafe in your building*

*Installed CCTV equipment*

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

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

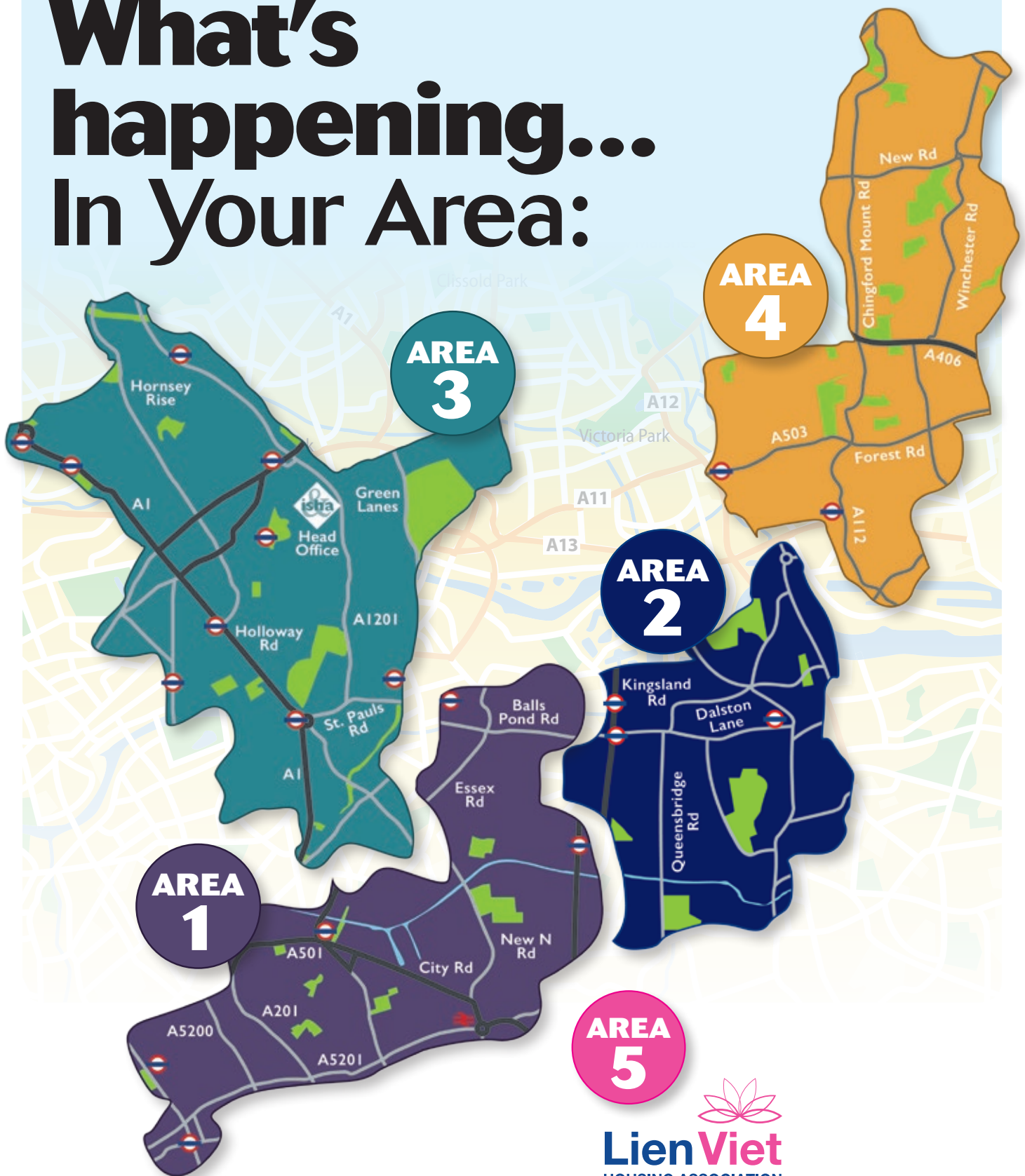
*You wanted to know who did what in your area*

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

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

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

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



Lien Viet has homes across Hackney,  
Tower Hamlets and Haringey

## AREA 1

**Interim Resident Services Manager: David Herron**

### Covering the areas:

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

**Please contact David on 020 7704 7392** or email [davidh@isha.co.uk](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, ensuring information on notice boards is up to date.

1). We have just completed improvements to the rear garden at New North Road. The area has been re-turfed and the paving has been repaired. All residents in the block can now use the garden area. If residents have any ideas for a Bid for Better initiative, please contact David.

2). We are consulting with residents at Britannia Walk and at Graham Street on the installation of CCTV to improve security. The letterboxes at Britannia Walk were vandalised so we are hoping that CCTV will prevent further problems. At Graham Street there have been some incidents of unauthorised people getting into the block so we hope that CCTV will act as a deterrent to this behaviour.

3). Residents at Menard Court were successful with a Bid for Better application. The money will be used on improvements to the bin store. There have been some problems with rubbish being left outside the bin store but we are installing a fob system so that residents can use their main fobs for the bin store as well. This will hopefully stop people forgetting their keys and leaving rubbish outside the bin store.

4.) Welcome to residents at our two new developments, Bevenden Street and The Cube building. 'Meet your Neighbour' events will be held for both sites in the near future so look out for further information on these.

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

The Local Area meeting took place on 17 September and 8 residents attended. A representative from Accuro, the cleaning contractor for Area 1, attended and answered questions on the cleaning and grounds maintenance schedules. A further meeting was held for Graham Street residents on 3 December 2015 to discuss specific concerns about their block.

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

## AREA 2

**Resident Services Manager: Harpreet Heer**

### Covering the areas:

E8 & E9 of **Hackney**.

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



**Russel Grant is your Interim Estate Officer for Area 2. Russel is responsible for the weekly monitoring of the cleaning and grounds maintenance service carried out by our cleaning and grounds maintenance contractors.** Other tasks carried out by Russel include rotating the refuse bins, checking the CCTV, checking communal lighting and adjusting timers as and when necessary, replacing bulbs, ensuring information on notice boards is up to date and reporting communal repairs.

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

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

3) Residents at Graham Road were successful with a Bid for Better application. The money will be used for a communal shed.

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

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

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

### AREA 3

**Resident Services Manager:**  
**Teslim Fagbayi**

**Covering the area: Islington**

**Please contact Teslim on 020 7704 7341** or email [teslimf@isha.co.uk](mailto:teslimf@isha.co.uk) if you have any queries or concerns about your tenancy or your estate.



**Daniel Amoo is the Estate Officer for area 3. Daniel monitors the cleaning and grounds maintenance on estates in area 3.**

Please contact Daniel Amoo on **020 7704 7300** or email [daniela@isha.co.uk](mailto:daniela@isha.co.uk)

ISHA in conjunction with Clean Green (ISHA's New Cleaning Contractor) have revised the cleaning schedule at St Mary's Path Estate following feedback from the residents on the standard of the cleaning service and to improve performance.

Each block will be cleaned on the following days:

- Mondays** Salisbury House and Victor Cazalet House
- Tuesdays** Robinson Court
- Thursdays** 1 - 32 St Mary's House
- Fridays** Walters House

The revised cleaning schedule came into effect from 5 October 2015. A copy of the revised schedule is displayed on residents' notice board.

#### **Bid for Better**

Residents of Beaver House recently got a grant following a successful Bid for Better application. They have used the grant to purchase a garden shed, barbeque set and picture frames for the communal areas.

ISHA looked at improving security of the main front entrance door at Grenville Road to prevent persistent vandalism to the door. A new fob system has now been installed and fobs have been issued to residents.

#### **You said, we did**

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

#### **Local Area 3 Meeting Held on 23 September 2015**

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

Many thanks to all the residents who attended the meeting.

#### **Date of next Area 3 meeting**

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

#### **Daniel is Leaving ISHA**

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

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

### 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.

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

1). One of the residents in Area 4 asked why ISHA sends out a Data Protection Declaration (DPD) form with each repair order. It should only be sent annually. This way ISHA will save on money on paper, staff and other administrative costs. Following this request, ISHA made amendments to its system which generates repair orders. This means residents will receive the DPD form annually now.



2). The residents of Almond Close did not feel safe going into the bin chamber due to the presence of mice. Residents decided to use the Bid for Better grant to secure their bin chamber.

3). Residents of 548-558 Forest Road are very pleased to know that their block will have its cyclical decoration carried out before Christmas. All residents will be consulted by us on the colours and type of flooring they want in the communal areas of the two blocks.

4). We would like to welcome the residents of 96-116 Corbett Road. We hope they enjoy living in their new homes.

### Area meeting

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

Four residents were in attendance.

We discussed such matters as Tackling Tenancy Fraud and what residents can do to assist ISHA in tackling this. Those present were encouraged to contact Dexter Edward in confidence if they suspect a property is being sub-let. The signs to look out for where a sub-let is

suspected are new faces being seen in the block, and people moving in or out. Try and obtain the flat number where people are moving in or out of.

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

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

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

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

## AREA 5 LIEN VIET

### Resident Services

**Manager: Harpreet Heer**

### Covering:

**Hackney, Tower Hamlets & Haringey**

**Please contact Harpreet on 020 7704 7398**

or email [harpreeth@isha.co.uk](mailto:harpreeth@isha.co.uk) if you have any queries or concerns about your tenancy or your estate.



**Russel Grant is your Interim Estate Officer for Area 5. Russel is responsible for the weekly monitoring of the cleaning and grounds maintenance service carried out by our cleaning and grounds maintenance contractors.** Other tasks carried out by Russel include rotating the refuse bins, checking the CCTV, checking communal lighting and adjusting timers as and when necessary, replacing bulbs, ensuring information on notice boards is up to date and reporting communal repairs.

1. Ainsworth Road Hostel – The kitchen and bathrooms are shared by the residents within the hostel. The shared facilities were replaced for the residents in August/September 2015.

2. Residents requested individual post boxes to be installed at the hostel at Ainsworth Road. This has been completed.

3. Regal Wharf, residents had been requesting a camera in the bike store. The management company

GMB Surveyors have confirmed this was installed in September 2015. The camera has now been installed in the bike store area.

4. The last resident meeting was held 30 July 2015 at our offices. Residents had raised concerns about the cleaning standards at Ainsworth Road and Saigon Court. The Estate Officer arranged to meet the resident with the contractor to discuss the concerns. Following the meeting, the residents involved have confirmed that the cleaning standards have improved.

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

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

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

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

### 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 2 July to Sept 2015

## At a glance key



Above  
target



Just below  
target






Below  
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	 <b>75%</b>	100%	N/A	<b>Below target</b> We have increased our resources with our customer facing staff.
Replying to <b>letters</b> within the target time of 10 days	 <b>92.3%</b>	100%	N/A	<b>Below target</b> We have reviewed our systems to ensure a more timely response.
Average time taken to answer the <b>Phone</b>	 <b>11.47 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>11.7</b>	12	N/A	<b>Above target</b>
The number of <b>gas safety checks</b> that are out of date	 <b>2</b>	0	<b>Lower Group</b>	<b>Below target</b>
<b>Repair appointments</b> made & kept	 <b>89%</b>	90%	N/A	<b>Just below target</b>
Residents' <b>satisfaction</b> with repairs	 <b>98%</b>	95%	<b>Above average group</b>	<b>Above target</b>




### 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.



### 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>19 Days</b>	24 days	<b>Lower Group</b>	<b>Above target</b>
How many <b>general needs homes</b> we relet	 <b>16</b>	No target set	<b>N/A</b>	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>4.59%</b> <b>seconds</b>	4.5%	<b>Above average group</b>	<b>Just below target</b>
How much <b>rent</b> did we collect?	 <b>101.11%</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	<b>N/A</b>	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>94</b>	No target set	<b>N/A</b>	We are measuring how many residents have been involved. The total number involved this year – up to the end of March 2015 was <b>258</b> residents.
Changes to ISHA's services as a result of resident involvement	 <b>7</b>	No target set	<b>N/A</b>	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 2015 is <b>15</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 kësaq fletushke, n'a kontaktoni ose shënoni (✓) në kuti, pastaj plotësoni detajet tuaja dhe n'a dërgoni formën së bashku me artikullin. <input type="checkbox"/> Albanian	إذا كنت ترغب في الحصول على مقال في هذه الرسالة الإخبارية مترجماً، اتصل بنا أو قم بالتأشير على الصندوق ثم املأ بياناتك وأعدّها مع المقال. <input type="checkbox"/> Arabic
যদি আপনি এই নিউজলেটারে কোন একটি আর্টিক্যাল অনুবাদ আকারে পেতে চান, তাহলে আমাদের সাথে যোগাযোগ করুন বা বক্সে টিক দিন তারপর আপনার বিস্তারিত পূরণ করুন এবং আর্টিক্যালসহ তা ফেরত দিন। <input type="checkbox"/> Bengali	Si vous souhaitez obtenir la traduction d'un article de cette lettre d'information, veuillez nous contacter ; alternativement, cochez la case, indiquez vos coordonnées et retournez-les avec l'article. <input type="checkbox"/> French
જો તમને આ સમાચાર પત્રકમાં આપેલ કોઈ લેખનું અનુવાદ જોઈતું હોય, તો અમારો સંપર્ક કરો અથવા ખાનામાં ટિક કરો અને તે પછી તમારી વિગતો ભરીને તે લેખ સાથે પાછી મોકલી આપો. <input type="checkbox"/> Gujarati	इस सूचना का कोई लेख यदि आपको अनुवाद कराना हो तो कृपया हमसे संपर्क करें, या खाने में टिक लगा कर अपनी संपर्क सूचना लिखें और यह परची उस लेख के साथ वापिस हमें भेजें। <input type="checkbox"/> Hindi
Jeśli chciałoby Państwo otrzymać tłumaczenie artykułu w niniejszym biuletynie na inny język, proszę się z nami skontaktować lub zaznaczyć właściwe okienko a następnie wpisać swoje dane i zwrócić formularz wraz z artykułem. <input type="checkbox"/> Polish	Hadii aad jeceshay qoraalka warqada akhbaarta in lagu turjumo, nala soo xaniir ama dhag sii sanduuqa yar markaa ka dib ku soo qor magacaagga iyo cinwaankaagga ee la' soo celi Qoraalka. <input type="checkbox"/> Somali
Si desea la traducción de algún artículo de este boletín, contáctenos o marque la casilla y luego incluya sus datos y remita la información con el artículo. <input type="checkbox"/> Spanish	Bu haber 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 ہوتو پر اس مہرمانی ہم سے رابطہ کریں یا خانے میں ٹک لگا کر رابطہ کی معلومات پھرین اوریہ پرچی اس مضمون کے ساتھ ہمیں بھیجیں۔ <input type="checkbox"/> Urdu

Your Name:

Your Address:

ISHA, 102 Blackstock Road, London, N4 2DR

Tel: 020 7704 7300 Email: [isha@isha.co.uk](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)