

isha news



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

issue 12 spring 2015

www.isha.co.uk



Save the Planet
If you would like to receive this newsletter by email, please email haveyoursay@isha.co.uk giving your name and address.

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New contractors

Come along to one of our community open days!

In April we'll be holding 3 community open days at various venues around the areas where we work. The theme for the events will be health and wellbeing. Come along and you'll be able to meet some organisations who'd like to work with you.

At the kick off a Resident Services Manager will be available to update you on news and answer any queries.

We'd love you to stay around for the second half to meet some other organisations who would like to work with you. We'd like you to spend some time

with each one of our guests to have a look at the activities that they offer. At the end of the meeting we'll ask you to tell us which of the activities you liked the best. We'll then ask the most popular one to come back and work with groups of our residents over the longer term. It'll be a bit like the X-Factor but without the pyrotechnic light display!

Before the day you could have a look at the websites of those attending:



The Social Kitchen
www.socialkitchen.org.uk



Born 4 Sport
www.born4sport.co.uk



St Mary's Secret Garden
www.stmaryssecretgarden.org.uk

And for extra time we'll have refreshments, some little giveaways and a raffle for a bike!

ISLINGTON

**Saturday 11 April
12.45pm to 4.30pm**

@ Elizabeth House, 2 Hurlock Street (off Blackstock Road) N5

WALTHAM FOREST

**Saturday 18 April
11am to 4pm**

@ Greenleaf Centre, Greenleaf Road E17

HACKNEY

**Saturday 25 April
2pm to 5.30pm**

@ Round Chapel Old School Rooms, Powerscroft Road E5

Lunar New Year event

Thanks to everyone who attended the Lunar New Year Event at the office on 24 February 2015.

The event gave residents the opportunity to meet the new Lien Viet Chair, Merlene Emerson and other Board members Kim Nguyen and Hong Khaou.



Food Hygiene Training

Congratulations to the nine residents who attended our Food Safety Training day. These residents achieved a Level 2

Award on Food Safety in Catering. With our training partner we would be happy to run similar events for any other residents who

are interested. Please contact Chuong on **020 7704 7347** or **chuongl@isha.co.uk** if you'd like to discuss this.

Lien Viet Resident's Group

Our monthly residents group is still going strong. Once a month we meet in the office at Vivian Comma Close. It's an opportunity to meet other residents and raise any issues and concerns you have with Tai. New members are always welcome.

Please join us and give Tai a ring on **020 7704 7354** or email at **taih@isha.co.uk**. You can see the dates and times by clicking on Events Calendar at **www.isha.co.uk/lien_viet/en/event-calendar**

Lien Viet Website

Remember you can find out about all our activities and events on our website. It's available in Vietnamese and English. Use it to find information on your Outreach and Support Team

and Housing Management team, how to report repairs and anti-social behaviour and how to deal with any rent issues.

www.isha.co.uk/lien_viet/en



Don't walk on by

You will all have seen on the news or in the papers articles about horrible things that have happened to children, sometimes resulting in their death. The only way to prevent these things happening to others is for us all to report anything we see that causes us concern.

At different times we can all be at risk of abuse for many different reasons. There are people who might need more help than others to stay safe. As well as children that could be those who are old, people with disabilities and those with mental health or long term health problems.

There are many signs that someone could be at risk. Someone you know might look dirty or not dressed properly, have an injury they find difficult to explain or seem frightened and be unusually down or withdrawn.

If you are worried about anything you have seen in your neighbourhood, please tell your Resident Services Manager. We have a Safeguarding protocol that we follow, and you can be assured that every report is followed up. For reasons of confidentiality we will not tell you what has happened as a result of your report, but we will confirm back to you that we are acting on what you have said.

WOULD YOU PREFER TO GET YOUR NEWSLETTER BY EMAIL?

In that case please register with ISHA by sending an email to 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.

Downsizing event

In February we held an open evening for residents who are considering moving to smaller homes. We understand that residents who may want to consider downsizing will have lots of questions. If you would like to discuss this, or if you have any general queries about moving home, please contact Merleen Allen on **020 7704 7348** or by email at **merleena@isha.co.uk**

We'll be holding more events over the year for residents wishing to move whether you are downsizing, upsizing or maybe just want a fresh start somewhere new. As always we'll be on hand to assist and advise you of your options and the incentives we offer.

Meet the Team

Lana and Judith in the Communications Team work to improve and co-ordinate internal and external information and communications.

Judith Leigh, Head of People and Organisational Development

Lana Hashem, Communications Co-ordinator




Judith (pictured left) and Lana have responsibility for co-ordinating ISHA's internal and external communications – including the publications we produce, the website and marketing and communications and internal communications.

They also have an overview of complaints you raise with a focus on the lessons learnt from them.

You can contact them if you have any feedback about our communication. If you are interested in being involved in the newsletter or have some stories to tell, please let them know at Judithl@isha.co.uk or Lanah@isha.co.uk

Inappropriate waste



We have had an increase in call outs recently to repair failed or damaged mechanical pumps. They have broken because inappropriate waste has been flushed through toilets. We need mechanical pumps for a number of our homes to aid the flow of sewage.

These are some of the things that we've found:

- ◆ **RAGS**
- ◆ **NAPPIES**
- ◆ **COOKING FAT**
- ◆ **BABY WIPES**
- ◆ **SANITARY PRODUCTS**

Flushing items like these will eventually cause the pump to fail as they are not designed to deal with this type of waste. These items should be disposed of in the general housing waste. The cost of fitting pumps and clearing drains is charged to you.



Office Closure At Easter

The office will close at 5pm
on **Thursday 2 April 2015** and will
re-open at 9am on **Tuesday 7 April 2015**



you said...

People are parking in front of sheds and blocking entrance ways (Islington)

It's difficult for our visitors to find the lift in our block (Islington)

You didn't feel secure in your block (Hackney)

I didn't like being asked to pay a large unexpected service charge within 30 days

...we did

We have painted no parking signage on the ground of the relevant areas

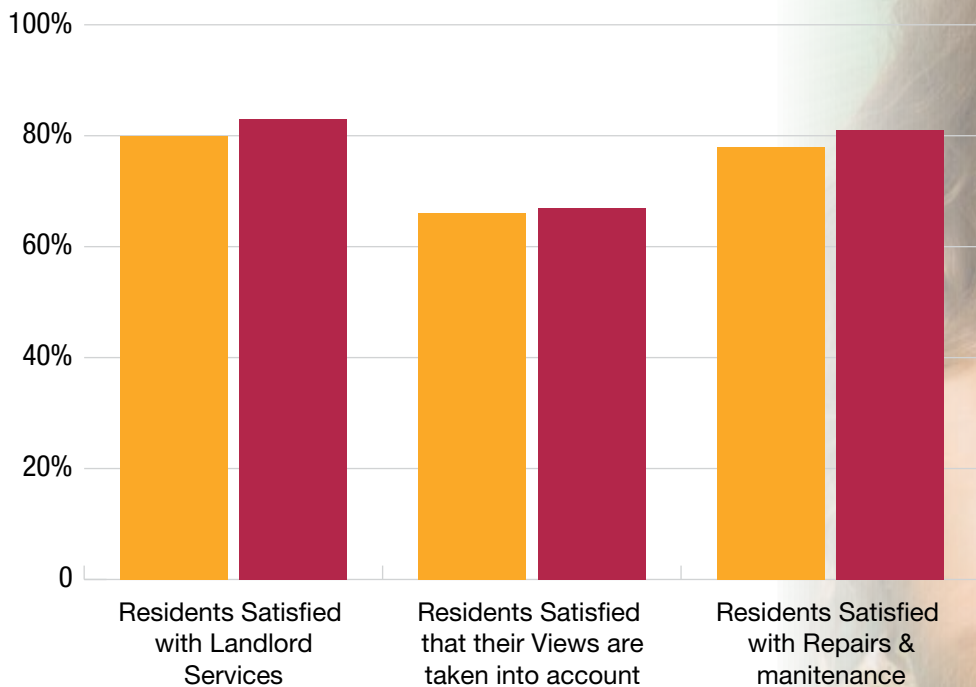
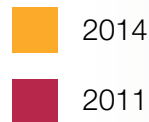
We have put signage in the building to direct people to the lift

We installed CCTV

We have changed our standard letters for shared owners to say where there is an unexpected service charge you can agree a payment plan

Your survey Results

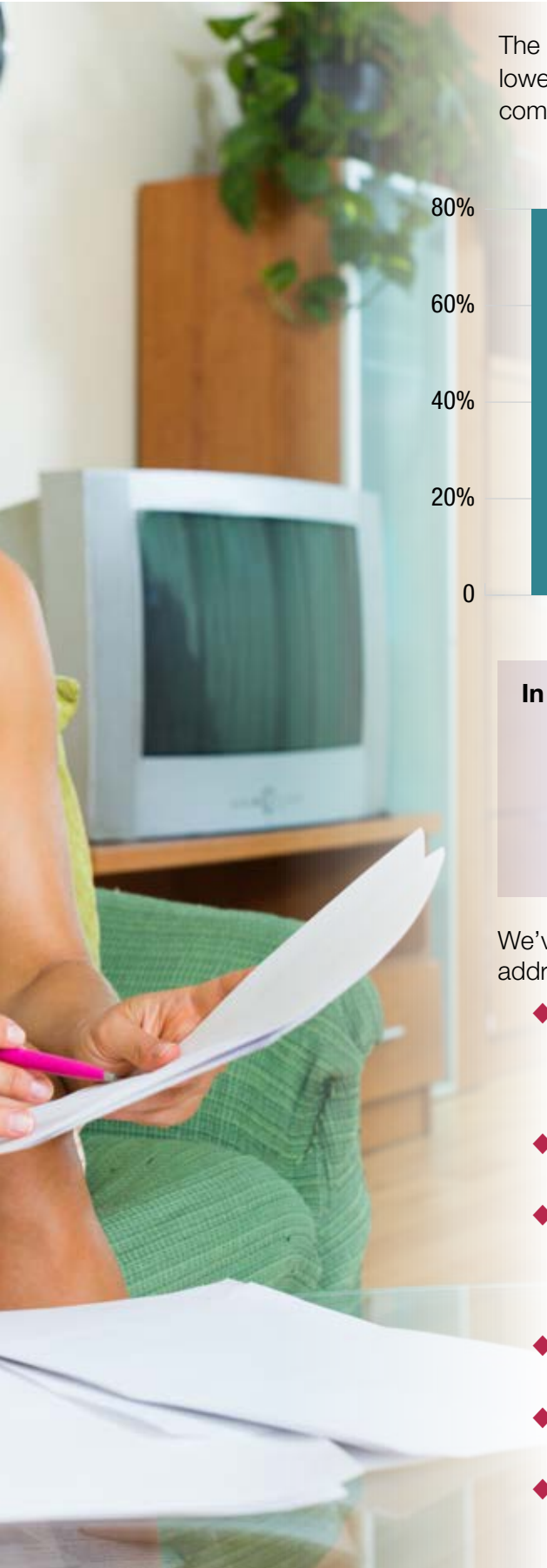
In September 2014 ISHA and Lien Viet carried out a satisfaction survey of all our residents. The headlines from this survey were:



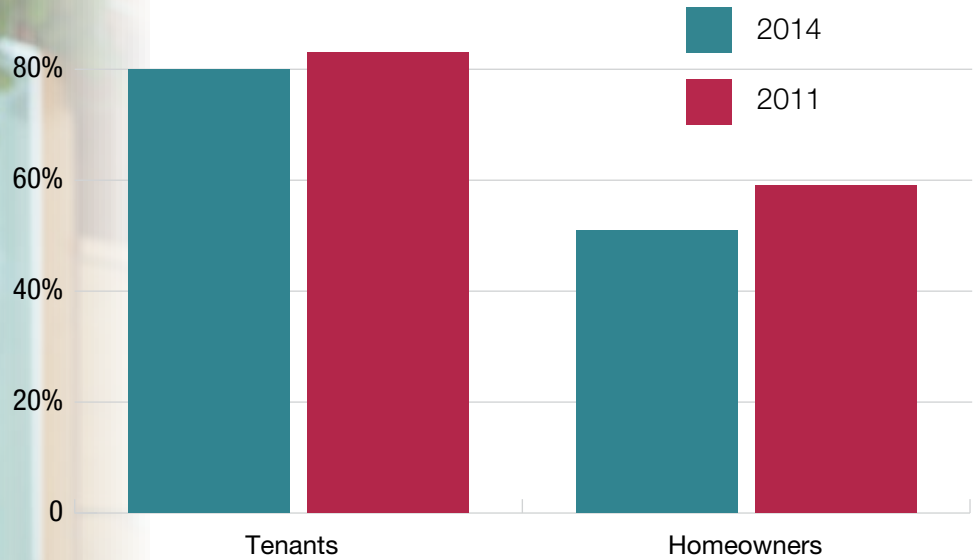
We measure our performance against other housing associations to see how well we are performing.

- ◆ Landlord services - this is 3% higher than the London average
- ◆ ISHA maintained its presence in the top division of satisfaction compared with other London Housing Associations for repairs and maintenance
- ◆ The comparison improved on listening to views to the top division.





The satisfaction of shared owners and leaseholders was significantly lower than our residents living in rented properties, and also lower in comparison to other housing associations.



In comparison to other housing associations

- ◆ Overall satisfaction was 12% lower than the average
- ◆ Quality of home, listening to views and value for money below average
- ◆ Satisfaction with Neighbourhood above average

We've used the results from the survey to create an action plan to address all areas of dissatisfaction from the survey:

- ◆ Change the way services are delivered to shared owners and leaseholders so they are able to access their services online, and conduct their business with their landlord when ISHA's offices are closed
- ◆ Target Lien Viet residents to better address their areas of dissatisfaction
- ◆ Improve the performance of our cleaners through the procurement of new services and make sure that a consistent standard of cleaning, information about cleaning and how complaints are quickly resolved is put in place
- ◆ Improve our communication by providing different information for shared owners that is relevant to their tenure
- ◆ Improve value for money of service charges and implement full review of service charges
- ◆ Prioritise improving the speed of repairs, getting things fixed on the first visit and customer standard for communal repairs.

Changes on the way

- Cleaning and Gardening contractors



We are currently in the process of choosing new cleaning and gardening contractors and we hope to make a decision by March 2015 which could mean that we implement changes in July this year. We have to re-tender the cleaning and gardening contracts regularly as we have to demonstrate that we have been able to get the best market prices for service charges payers as set out in legislation.

You have told us that you want more emphasis on the quality and management of cleaning. We have taken the opportunity and some extra time to make sure we build this in to the selection process.

- ◆ **The new contracts will include a clear ISHA/Lien Viet standard**
- ◆ **The new contracts will be managed against this standard**
- ◆ **We will advertise how you can complain directly to the cleaning company and get direct results**
- ◆ **We will manage the contract to this standard and feedback to you on actions we have taken**

These changes mean we will not necessarily pick the cheapest contractor but look for the one that offers the best price for the quality of service we want.

If you have any other suggestion on how we can improve your cleaning service please email us on haveyoursay@isha.co.uk

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What's happening... In Your Area:




Lien Viet
HOUSING ASSOCIATION

Lien Viet has homes
across Hackney,
Tower Hamlets
and Haringey

AREA 1

Resident Services Manager:
Tracy Keverne

Covering the areas:

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

Please contact Tracy on 020 7704 7392 or email tracyk@isha.co.uk if you have any queries or concerns about your tenancy or your estate.

Gary Johnson is the Estate Officer for area 1. Gary monitors the cleaning and grounds maintenance on estates in area 1. Please contact Gary or Tracy with your feedback.

Additional CCTV cameras have been installed at one of our Provost Street blocks to improve security in the block.

We will also be installing CCTV at Portfleet Place following consultation with residents.

New planters have now been built in the courtyard at Belvedere Court. Residents worked with ISHA on deciding on the type of plants to put in and everyone is pleased with the work done.

Following extensive consultation with residents at Graham Street, new letterboxes will be installed following the cyclical works. Residents were given a number of options and chose to renew the existing letterboxes with a similar design.

A resident reported suspected subletting of a three bedroom property in Hackney. Joint working with Hackney Council's Fraud Team led to a court hearing and ISHA was successful in getting the property back. The property will now be let to a family in need. Please contact your Resident Services Manager if you have any concerns about properties being sublet or being left empty.

Tracy has been liaising with local police in a number of areas where residents have reported concerns about cannabis smells. Please report any such problems to your Resident Services Manager who will investigate.

AREA 2

Resident Services Manager:
Harpreet Heer

Covering the areas:

E8 & E9 of **Hackney**.

Please contact Harpreet on 020 7704 7398 or email harpreeth@isha.co.uk if you have any queries or concerns about your tenancy or your estate.

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

Following successful consultation with residents, we will be installing CCTV at Upcott House & Lyme Grove.

Residents at Queensbridge Road submitted a Bid For Better application to concrete a grassed area so the bins could be relocated which would result in a further car parking space at the scheme. The bid was approved.

Residents at Protea Place submitted a Bid For Better application for signage to the properties. The bid was approved.

The last Area 2 meeting was held on 12 March 2015 at Hackney Picture House.

AREA 3

Resident Services Manager:
Teslim Fagbayi

Covering the area: Islington

Please contact Teslim on 020 7704 7341 or email teslimf@isha.co.uk if you have any queries or concerns about your tenancy or your estate.

Daniel Amoo is the Estate Officer for area 3. Daniel monitors the cleaning and grounds maintenance on estates in area 3. Please contact Daniel or Teslim with your feedback.

We are currently consulting residents on the installation of CCTV at Kinver House and

installation of a fob entry system to the bin store at Vivian Comma. Please ensure you return the form that has been sent to you.

Residents at St Mary's Path submitted a Bid For Better application for plants. The bid was approved.

We have painted a section of the car park at Salisbury House and Robinson Court (St Mary's Path Estate) to prevent illegal parking as requested by residents.

We have fitted a lift sign at Beaver House that shows the direction of where the lift is located as requested by residents.

We repossessed two properties as a result of illegal sublets. The two properties have now been re-let to provide homes to a significant number of people in genuine need of social housing. It is a criminal offence for social housing tenants to unlawfully sublet their properties. This means any of our tenants who sublet their property could risk losing their home as well as being prosecuted and facing a prison sentence. ISHA will continue to work with the Local Authorities to investigate tenancy fraud allegations.

The next Area 3 Resident Meeting will be held on Thursday 26 March 2015 from 12.30pm to 2.30pm. The meeting will take place at Sobell Centre, Hornsey Road, London N7 7NY. Please look out for the invitation nearer the time.

AREA 4

Resident Services Manager:
Dexter Edward

Covering the Borough:
Waltham Forest

You can contact Dexter on 020 7704 7353 or email dextere@isha.co.uk if you have any queries or concerns about your tenancy or your estate.

Laurence Ahmed is the Estate Officer for area 4. Laurence monitors the cleaning and grounds maintenance on estates in area 4. We value your views, please continue to complete the Cleaning and Ground Maintenance surveys; or contact

Dexter and Laurence with your feedback. You can also join them for your Estate Inspection walkabouts.

What's been happening in Area 4?

ISHA is increasing the number of properties it has in Walthamstow. During the past two months we have successfully completed 2 new developments in Area 4.

A warm welcome to all our new residents at Wilton Place and Fontaine House. We will be arranging a "Meet Your Neighbour" event soon where all new residents will get the opportunity to meet each other.

Residents of Forest Road said they were not satisfied with the bin chamber doors and the foul smell from the bin chamber entering the block. We are now improving the bin chamber doors by introducing a fob entry system as well as providing better ventilation of the bin chamber.

The last Area 4 Resident Meeting was held on 17 March 2015 at Waltham Forest College.

AREA 5 LIEN VIET

Resident Services

Manager: Harpreet Heer

Covering:

**Hackney, Tower Hamlets
& Haringey**

Please contact Harpreet on 020 7704 7398

or email harpreeth@isha.co.uk if you have any queries or concerns about your tenancy or your estate.



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

We are currently in the process of consulting with residents at Gower's Walk to install CCTV within the block of flats and the binstore area.

Following feedback from residents we will be installing a door entry system to the properties at Coniston Road.


We held an Area 5 meeting at ISHA offices on Tuesday 10 March 2015.

Our performance in Quarter 3 oct to Dec 2014





At a glance key

Above
targetJust below
targetBelow
target

1. Responses to your complaints, letters and phone calls

Measure	Result	Target (2014/15)	How we compared with others in March 2014 (London & South East*)	What we are doing to improve our performance?
Replying to complaints within the target time of 10 days	 91.43%	100%	N/A	Below target ISHA is striving to improve the responses to complaints to meet the target times. There have been a number of complaints that required detailed investigation to resolve.
Replying to letters within the target time of 10 days	 100%	100%	N/A	Above target
Average time taken to answer the Phone	 11.28%	11 seconds	N/A	Just below target



2. Repairs

Measure	Result	Target (2014/15)	How we compared with others in March 2014 (London & South East*)	What we are doing to improve our performance?
The average number of days to carry out repairs	 13	12	N/A	Below target Chigwell, our repair contractor, has agreed that performance has dipped and is making changes based on meetings we have had and are having, to implement an action plan. This includes meeting on a weekly basis.
The number of gas safety checks that are out of date	 0	0	Below Average Group	Above target
Repair appointments made & kept	 87%	90%	N/A	Just below target
Residents' satisfaction with repairs	 93%	95%	Above average group	Just below target




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3. Letting of empty properties

Measure	Result	Target (2014/15)	How we compared with others in March 2014 (London & South East*)	What we are doing to improve our performance?
How quickly we relet your home	 22 days	24 days	Below Average Group	Above target
How many general needs homes we relet	 11	No target set	N/A	For information only

4. Rent collected & arrears

Measure	Result	Target (2014/15)	How we compared with others in March 2014 (London & South East*)	What we are doing to improve our performance?
The level of arrears	 4.94%	5.5%	Below Average Group	Above target
How much rent did we collect?	 99.11%	98.34%	Top Group	Above target
How many evictions for rent arrears were there?	 0	No target set	N/A	For information only

5. Resident involvement

Measure	Result	Target (2014/15)	How we compared with others in March 2014 (London & South East*)	What we are doing to improve our performance?
How many residents have been involved this quarter	 172	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 2014 was 386 residents.
Changes to ISHA's services as a result of resident involvement	 3	No target set	N/A	Also being measured is the number of services changed, implemented or withdrawn as a result of your involvement. So, the total number this year – up to the end of December 2014 is 12 changes to our services made as a result of resident involvement.

*These comparisons are based on our performance in April 2013 to March 2014. 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.

EMERGENCY OUT OF HOURS NUMBERS

Nëse doni të përkthyer ndonjë artikull të kësaft 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 املاً 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 এক আর্টিক্যালসহ তা ফেরত দিন। <input type="checkbox"/> Bengali	Si vous souhaitez obtenir la traduction d'un article de cette lettre d'information, veuillez nous contacter ; alternativement, cochez la case, indiquez vos coordonnées et retournez-les avec l'article. <input type="checkbox"/> French
જો તમને આ સમાચાર પત્રકમાં આપેલ કોઈ લેખનું અનુવાદ જોઈતું હોય, તો અમારો સંપર્ક કરો અથવા ખાનામાં ટિક કરો અને તે પછી તમારી વિગતો ભરીને તે લેખ સાથે પાછી મોકલી આપો. <input type="checkbox"/> Gujarati	इस सूचना का कोई लेख यदि आपको अनुवाद कराना हो तो कृपया हमसे संपर्क करें, या खाने में टिक लगा कर अपनी संपर्क सूचना लिखें और यह परची उस लेख के साथ वापिस हमें भेजें। <input type="checkbox"/> Hindi
Jeśli chciałby Państwo otrzymać tłumaczenie artykułu w niniejszym biuletynie na inny język, proszę się z nami skontaktować lub zaznaczyć właściwe okienko a następnie wpisać swoje dane i zwrócić formularz wraz z artykułem. <input type="checkbox"/> Polish	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 براہ مہربانی ہم سے رابطہ کریں یا خانے میں ٹک لگا کر رابطے کی معلومات پھرین اوریہ پرچی اس مضمون کے ساتھ ہمیں بھیجیں۔ <input type="checkbox"/> Urdu

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 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

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