



Residents' Forum AGM

**Saturday 5
September 2015**



Sun, Sea and Sand

We're off to Southend

We'll be taking the coaches from **ISHA's Offices** and **Blackhorse Road, Walthamstow** at **8.30am** to Southend where we will hold the Annual General Meeting, have lunch and then off to the seaside. We're expecting to arrive back to **ISHA's Offices** and **Blackhorse Road, Walthamstow** around **6.30pm**.

Come along, hear what's new with the Residents' Forum, what's been achieved and what the aims are for the coming year. It's free and it's fun so why not?

How to book:

1 Complete the application form at the back of this newsletter, moisten the sides and post to ISHA

You must include contact details either phone, email or both so that we can confirm your space. Unless we contact you and confirm your space you will not be on board!

2 Via the website www.isha.co.uk

Go to the Residents' Forum area and complete the online form. Again, **no contact details = no confirmation.**

3 Over the phone 020 7704 7300

During office hours Monday to Friday 9am-5pm.

- ◆ Please remember when you are booking if you do not tell us we won't know! So if you have any mobility needs, dietary needs, need an interpreter or other issues you must inform us when booking.
- ◆ Children are welcome and must be looked after by a parent/guardian.
- ◆ As there is limited space we cannot take anyone who is not an ISHA or Lien Viet resident, therefore they must be registered as part of your household on our system.

Application to attend the Residents' Forum AGM Saturday 5 September 2015

Please complete this form in block capitals

Name _____
Address _____
Phone number _____
Mobile number _____
Email address _____
Dietary requirements _____
Mobility or health issues _____

Details of others attending:

Name _____
Age if under 16 years old _____
1 Dietary requirements _____
Mobility or health issues _____

Name _____
Age if under 16 years old _____
2 Dietary requirements _____
Mobility or health issues _____

Name _____
Age if under 16 years old _____
3 Dietary requirements _____
Mobility or health issues _____

Name _____
Age if under 16 years old _____
4 Dietary requirements _____
Mobility or health issues _____

We need to have the details of someone that we can contact in case of emergency (they must be someone who IS NOT attending the trip)

Name _____
Address _____
Phone no. _____
Mobile no. _____
Email address _____

As there is limited space we cannot take anyone who is not an ISHA or Lien Viet resident, so they must be registered as part of your household on our system.

Please tear along perforation, fold in half and moisten gummed edge to seal



Freepost Plus RTSK-CHRZ-JELG
Islington and Shoreditch Housing Association
102 Blackstock Road
LONDON
N4 2DR

Please fold along dotted line

isha news



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

issue 13 summer 2015

www.isha.co.uk



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All you need to know about paying your rent to ISHA

RIGHT TO BUY FOR HOUSING ASSOCIATION TENANTS



Dear Resident

I am writing to you through the newsletter because of the large increase in enquiries we have received about Right to Buy for housing association tenants. The Budget announcement on 8 July outlined the commitment to give 1.3m England-based housing association tenants the Right to Buy. The details of the proposals are still to be worked out and we will tell you what the terms are once they have been approved through parliament.

We know from your enquiries that the proposal is popular because it gives you the opportunity to own your own home. At ISHA we have developed shared ownership properties to help existing residents to own their own home and last year 14% of our shared ownership properties were sold to former housing association or council residents. If you are interested in shared ownership as an affordable way to own your own home, please contact our sales team on **020 7704 7388** or email sales@isha.co.uk.

As an organisation we are very concerned about the impact of the proposals on our business and the future supply of affordable housing to rent in London. ISHA has been providing affordable homes to those in genuine housing need for 80 years – we are well into our third generation of people we have supported. We want to continue providing affordable homes for future generations and we will continue to campaign to achieve this.

Yours sincerely

Clare Thomson
Chief Executive



Health and Well-Being Events

Over 100 ISHA and Lien Viet residents and children came to our Health and Well-Being events in April. Everyone seemed to enjoy the gardening, sports and cooking activities. The Vietnamese and Turkish food was really popular, delicious and healthy! The bike mechanic who attended the Hackney event was busy all day. Many people commented how nice it was just to meet other residents.

I would love to hear from you if you have ideas for future community activities or have a particular hobby or interest you would like to develop individually. Some ideas for community activities include: promoting cycling (look out for Mini-Holland in Waltham Forest), developing gardens on under-used plots of land and

holding Summer sporting events or parties. So, if you have 'green fingers', would like to see more people on two wheels or just want help organising a get-together with neighbours please get in touch with me.

Thanks to everyone who took part and made these events so successful and congratulations to Aliza (aged 8) who won a £300 Evans Cycles gift card in our prize draw!

Enjoy your Summer!

Alasdair Paterson
Outreach and Support Officer

alasdairp@isha.co.uk
020 7704 7357



Repairs Forum

In May this year we held a Repairs Forum to discuss the repairs service with you and obtain feedback on how you feel about the service and what we can do to improve it. We had an excellent turn out and you provided us with valuable feedback which we have taken back to our contractor and teams to improve the service over all. The minutes of the meeting are on the Residents Forum page of the website www.isha.co.uk/resident_forum/whats_happened_at_previous_meetings.html

We will hold a regular Repairs Forum every 6 months so you can discuss the service with us in detail.



Cyclical Works Programme

Our cyclical (external and internal communal decorations) programme will begin in September this year. There are approximately 230 properties on the programme. The work includes repainting any previously painted surfaces, repairing brick and stone-work, gutters, gates, fencing and the decoration of all internal communal areas within the block. We decorate the exterior of all our properties on a seven-year cycle, the maximum period of time we allow between redecorating.

During the works, scaffolding may be used to access high-level areas so please be sure to alert your contents' insurer. Before works commence on site, residents will be invited to a meeting in their local area during which you can ask questions and raise concerns about the works taking place at your property. It is also a great opportunity to meet the chosen contractor for the year and ISHA's surveying team.

The following properties are on the programme:

- Springwell Court
- Kinver House
- Island Apartments
- Prince George Road
- St Paul's Road
- Alexandra Court
- Handsworth Avenue
- Hill House Apartments
- Mandarin Wharf
- Protea Place
- Aster Place
- Upcott House
- Balls Pond Road
- 548-558 Forest Road



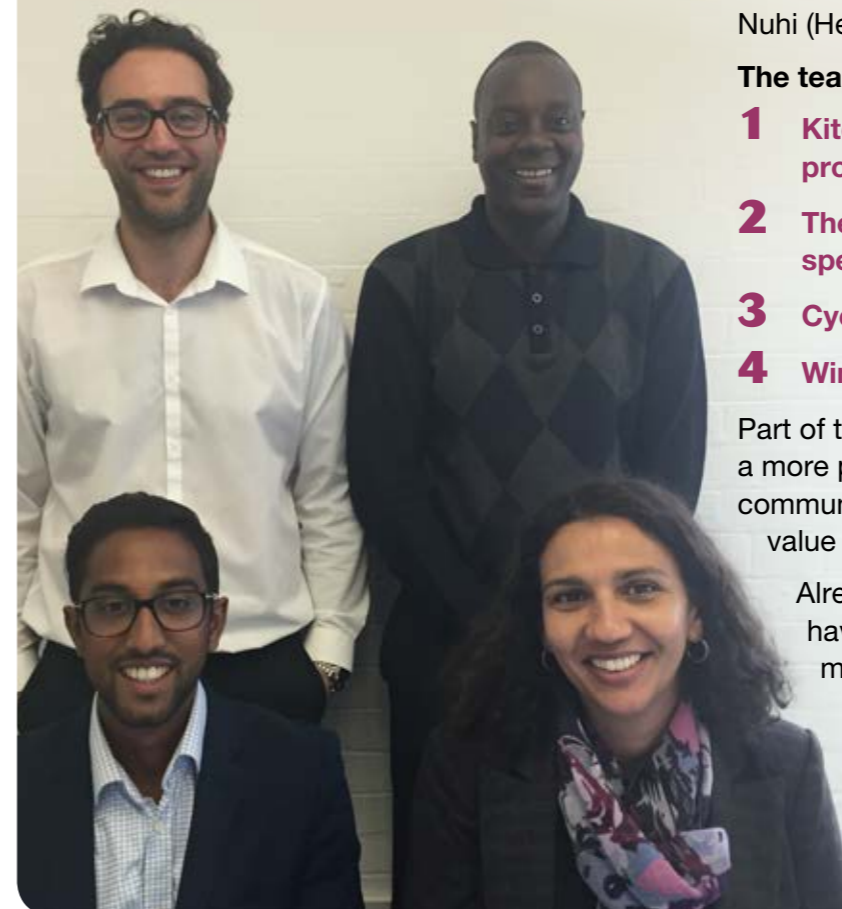
Meet the team

As part of a new approach to managing our assets, we have restructured our technical team and now have a new team of Building Surveyors dedicated to managing our property portfolio.

The team consists of Lysa Nicely (Building Surveyor), Kenneth Korsah (Building Surveyor), Sean Conrad (Building Surveyor) and Hakan Nuhi (Head of Property & Asset Management).

The team deal with projects such as:

- 1 Kitchen & Bathroom replacement programme 2015-16
- 2 Thermal insulation upgrades to specific properties
- 3 Cyclical Decoration 2015-16
- 4 Window Renewal programme 2015-16



Part of the team's remit will be to provide a more proactive service to improve communication, drive efficiency and ensure value for money.

Already we are seeing improvements and have been working with a new kitchen-manufacturing contractor (Premiere). They have given us better rates. We aim to roll out approximately 120 kitchens and bathrooms this Summer alone.

Repairs Open Day

Our residents' satisfaction survey told us that Lien Viet residents were finding it difficult to report repairs.

We held an open day with Lien Viet residents where we had a number of repairs and ISHA staff available to carry out small jobs and discuss concerns on-site. More importantly, it gave us an opportunity to meet residents and

speak to them about the difficulties they faced and why they found it difficult to access the service.

All the repairs we identified at the open day have been implemented.

We also spotted some Health and Safety repair hazards which were put right immediately.



Cleaning

– How are we doing?

Your chance to help us and win a £25 voucher.

Our new cleaning contract started on 18 May this year. This is part of a programme of changes we want to introduce to improve the appearance of our blocks and estates. We know that we need to improve satisfaction with our cleaning and gardening services and have changed the way we monitor the contract so we can deal with any problems that arise more quickly.

We also want to make it easier for you to give us feedback on the cleaning and gardening as currently we receive very few survey returns. We realise that these survey returns are not for everybody and we want to increase the different ways you can let us know what you think of the cleaning and gardening services.

You can now email us and let us know. The emails are for each area and are as follows:

- ◆ **Area1cleaning@isha.co.uk**
This covers Hackney N1, EC1 and Camden.
- ◆ **Area2cleaning@isha.co.uk**
This covers E2, E8 and E9.
- ◆ **Area3cleaning@isha.co.uk**
This covers Islington N1, N4, N5, N7 and N19.
- ◆ **Area4cleaning@isha.co.uk**
This covers the London Borough of Walthamstow.
- ◆ **Area5cleaning@isha.co.uk**
This covers Lien Viet properties.
- ◆ You can also attend our cleaning inspections. They happen every month and details are on the notice board and on our website. You will find more information in the 'In your area' section of our website. If you work, we may be able to rearrange an inspection to a more convenient time.
- ◆ You can reply to our text survey. We don't want to annoy you by bombarding you with texts so we limit our texts to two a year.
- ◆ You can complete our online survey.

If you complete any of the above or attend an inspection with us, we will enter your name into our area monthly draw for a chance to win a **£25 voucher**.

Car Parking Working Group

ISHA are currently looking for residents to get involved with our Car Parking Working Group.

This is an opportunity for you 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 meetings. At the last meeting we discussed the new parking costs, the permits and our terms and conditions.

The next meeting will be looking at how these changes are working out and be concentrating on:

- Review of the Car Parking Policy and Procedure
- Review of the Visitors Parking Procedure

The next meeting will be held on **Thursday 17 September 2015 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 shireent@isha.co.uk



Universal Credit

If you are a single person living in the Waltham Forest area and make a new claim for benefit from 18/05/2015, you may have to claim Universal Credit.

This is a new benefit for working age claimants which is designed to make sure that you only make one claim for your personal allowance and rent. You will need to ask for assistance towards your rent as part of your claim. If your claim

is successful, your Universal Credit will be paid 4 weeks in arrears and will include your rent payments. You will be responsible for making your rent payments to ISHA so you will need to know how to budget to spend your money wisely. For further information please contact the Revenue Team.



you said...

The way some people park their vehicles blocks access to sheds and other areas

In an older property it was difficult for visitors to know where the lift was

The bin chamber doors were not secure and robust enough

Three blocks had security issues

When we send out service charge accounts we expected deficits to be paid within 30 days

...we did

Parking restrictions were painted on the ground to prevent this from happening

Signage was put up to direct visitors to the lift

Changed the doors to a tougher type of door with a fob entry

These were addressed with the fitting of CCTV

We have changed our standard letters so that if residents are unable to pay within 30 days they can agree a payment plan with our Revenue Team



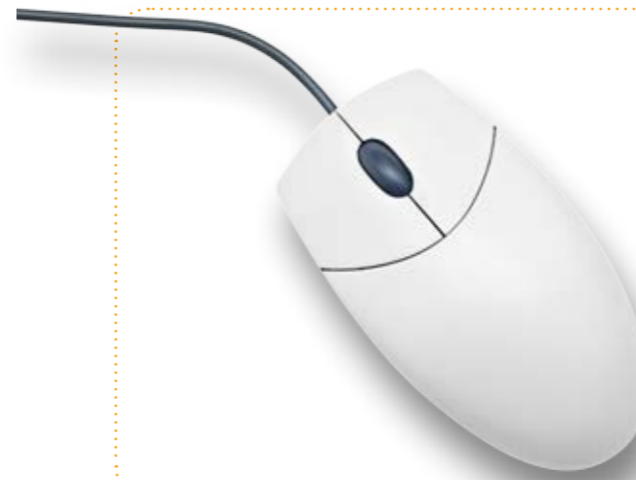
All you need to know about paying your rent to ISHA.

Direct Debit is the easiest and simplest way to pay your Rent.



Our collection dates are 1st, 4th, 8th, 15th 25th and 28th of the month. A sensible date to pay your rent is the day after your pay day to make sure that your money is in your account. This way, you won't go overdrawn.

Online or telephone bank transfer



A safe and convenient way is to pay ISHA via online banking or telephone banking to our account.

Account number: 2067 3803

Sort code: 20-44-86

Please quote your unique rent account reference number **00XXX/1**

Once you have set this up with your bank then you can repay the same amounts each month. You remain in control of when your payments are made to us.

Standing order mandate



You can make payments by standing order. Your Revenue Officer can provide you with details of how to make these payments. If you pay by this method you will need to change your payments when your rent increases.

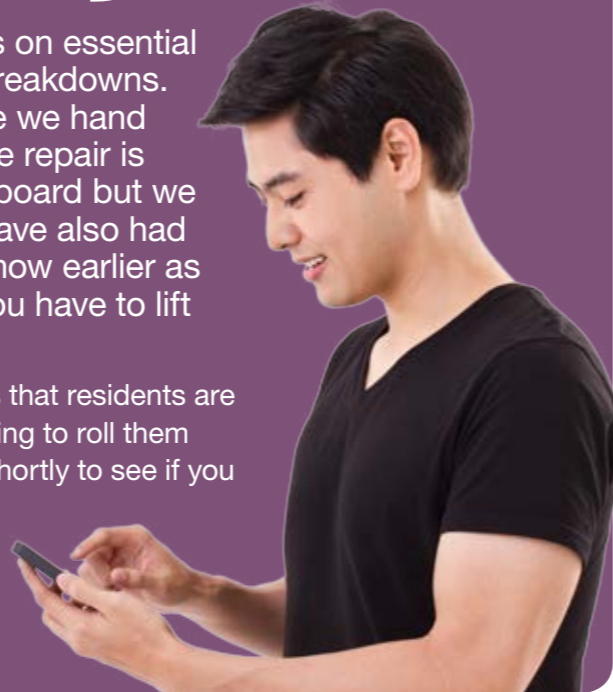
For further information on any of the above please contact:

- ◆ **Les** on **020 7704 7346** Camden and Hackney Area
- ◆ **Ola** on **020 7704 7350** Waltham Forest Area
- ◆ **Catia** on **020 7704 355** Islington Area

Updates by Text

We recently carried out a pilot on texting updates on essential communal repairs such as lift and water pump breakdowns. Currently, when there is a breakdown of a service we hand deliver a note and continue to send notes until the repair is completed. The update is also put on the notice board but we know that not everyone looks at the board. We have also had feedback that if the lift is out, you would like to know earlier as doing your shopping and coming home to find you have to lift bags up the stairs is a pain.

The informal feedback we have received to date indicates that residents are happy with these texts for emergencies only. We are looking to roll them out gradually to other blocks and will be contacting you shortly to see if you would like to receive texts from us. If you would, we will check that we have your correct mobile number. If you would like more information on this, please contact your Resident Services Manager.



Award Winning Scheme

The Wenlock Road scheme was recently awarded a prestigious Evening Standard Award for

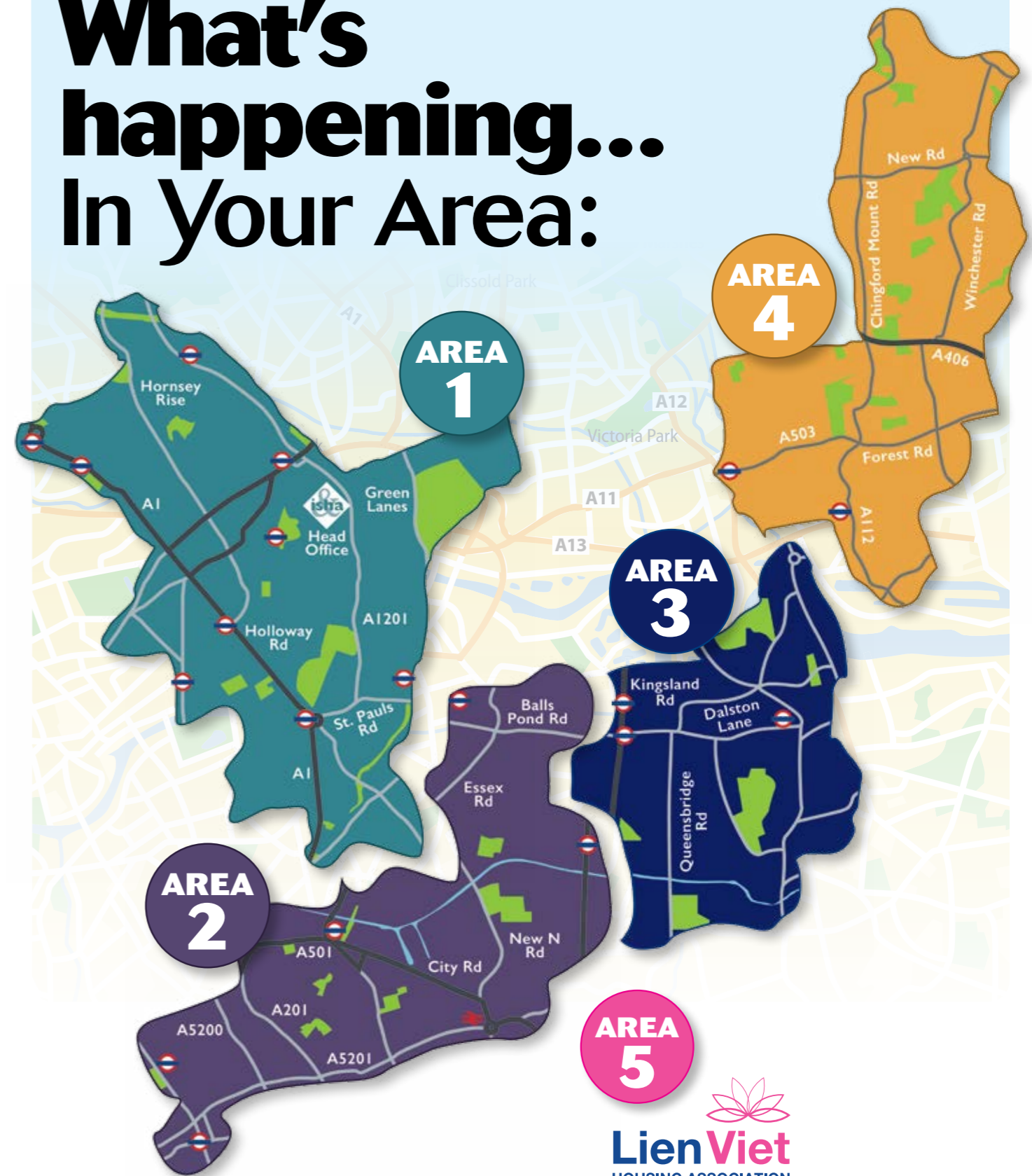
Development Of Outstanding Architectural Merit.

The site was previously industrial buildings and has been redeveloped by Regal Homes. ISHA is working with Regal Homes on some of the properties within the development.

The Evening Standard said: "This head-turning canal side project in Shoreditch has the distinction of being one of Europe's tallest "cross-laminated timber" (CLT) buildings. The green and innovative CLT construction system allowed architect Hawkins\Brown to "rotate" floor plates at different angles — like a Rubik's Cube — to create apartments with dual aspect views"



What's happening... In Your Area:



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 your Estate Officer for Area 1. Gary is responsible for the weekly monitoring of the cleaning and grounds maintenance service carried out by our cleaning and grounds maintenance contractors. Other tasks carried out by Gary include rotating the refuse bins, litter picking all internal and external surfaces during weekly site visits, checking communal lighting and adjusting timers as and when

necessary, replacing bulbs and ensuring notice boards on estates are updated weekly and regularly.

- 1) The new cleaning and grounds maintenance contractor for Area 1 is Accuro. Tracy and Gary have received good feedback on the service so far. Please join us on the Estate Inspections – details are on notice boards. Contact Tracy if you have any comments on the cleaning and grounds maintenance service.
 - 2) We have carried out improvements to the courtyard area at Holland and Thurstan Dwellings, including additional lighting. The intercom system has been renewed.
 - 3) We recently carried out an eviction at a three bedroom property in Hackney that was being illegally sublet. This property will now be offered to a family in housing need.
- The next Area 1 Resident Meeting will take place on 9 September 2015. ISHA 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 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.
From 18 May 2015, Clean Green are your new cleaning and ground maintenance contractors. We would like to welcome Clean Green to Area 2. We would very much like to hear your views about Clean Green. Please continue to complete the cleaning and ground maintenance surveys; or contact Harpreet and David with your feedback. You can also join them for your Estate Inspection walkabouts.
CCTV at Upcott House & Lyme Grove has been installed.
The Next Area 2 meeting will be held at Hackney Picture House on Wednesday 16 September 2015 at 6pm.

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.
Residents at Drayton Park Mews have requested that ISHA should install a vehicle gate at the scheme to prevent anti-social behaviour, especially during football matches at the Emirates Stadium. We are currently consulting with residents on this proposal. Please return the feedback form that has been sent to you.
ISHA has replaced residents letter boxes previously located on the ground floor communal area at Alfred Wallis House as a result of mail thefts and installed new fireproof (intumescent) letter plates with brushes to every single flat door.
ISHA has appointed Clean Green Services as the cleaning contractor for Area 3 following the review of its cleaning and grounds maintenance service

and tender process. Clean Green Cleaning Services will be providing the cleaning and grounds maintenance to all blocks where we have this service.
Please let us know your views on the standard of cleaning and grounds maintenance service by completing the survey form as and when you receive them, joining us on the monthly & quarterly inspections, or by completing the survey form on ISHA website. By informing us we will know what we need to improve upon and what is being done well.
If you would like to discuss possible improvements to your block/estate please contact me on 020 7704 7341, or email teslimf@isha.co.uk
The next Area 3 Resident Meeting will be held in October 2015, 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.
What's been happening in Area 4?
From 18 May 2015, Accuro are your new cleaning and ground maintenance contractors. We would like to welcome Accuro to Area 4. We would very much like to hear your views about Accuro. 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.
We have a growing number of properties 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 Bergman House and Chaplin House and Kelly Terrace. We will be arranging a "Meet your neighbour" event soon where all new residents will get the opportunity to meet each other.
The next Area 4 Resident Meeting will be held on Thursday 24 September 2015, please look out for your personal invitation.

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.
Eleanor Close – we are liaising with the new Lead Landlord ASRA GLHA in regards to the issues surrounding the bin store.
Green Lanes Hostel – we are planning to upgrade the bathrooms within the hostels.
From 18 May 2015, Accuro are your new cleaning and ground maintenance contractors. We would like to welcome Accuro to Area 5. We would very much like to hear your views about Accuro. Please continue to complete the cleaning and ground maintenance surveys; or contact Harpreet and David with your feedback. You can also join them for your Estate Inspection walkabouts.
The next Area 5 meeting will be held at ISHA offices on Tuesday 21 July 2015 at 6pm.



Our performance in Quarter 4 Jan to March 2015

At a glance key



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	67.2%	100%	N/A	Below target We have improved by putting new systems in place to improve response times and to ensure replies are sent within target dates. Briefings on the complaints procedure will be given to all staff members; highlighting the importance of prioritising complaints received.
Replying to letters within the target time of 10 days	20%	100%	N/A	Below target This result was very disappointing and we know we have to improve on these results. We have reviewed the way we deal with incoming correspondence and our performance has improved. To date we are responding to 80% of letters within 10 days and our aim is to continue to improve on these results.
Average time taken to answer the Phone	11.72 seconds	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	11	12	N/A	On target
The number of gas safety checks that are out of date	3	0	Below average group	Below target All 3 expired checks were completed in April.
Repair appointments made & kept	88%	90%	N/A	Just below target
Residents' satisfaction with repairs	93%	95%	Above average group	Just below target

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	30 days	24 days	Below average group	Below Target The Operations team have been reminded of the need for close management of voids including early identification and close liaison with voids contractor.
How many general needs homes we relet	46	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	5.05%	5.5%	Below average group	Above target
How much rent did we collect?	98.38%	98.34%	Top group	Above target
How many evictions for rent arrears were there?	4	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	103	No target set	N/A	We are measuring how many residents have been involved. The total number involved this year – up to the end of March 2015 was 433 residents.
Changes to ISHA's services as a result of resident involvement	0	No target set	N/A	Also being measured is the number of services changed, implemented or withdrawn as a result of your involvement. So, the total number this year – up to the end of March 2015 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.

Nëse doni të përkthyer ndonjë artikull të kësaor 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 বাক্সে 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 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 bultenindeki 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 پراند مہرانی 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



Contact our team...

Resident Services Team
for all general enquiries and repairs

020 7704 7300

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

...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