

# isha news

the quarterly newsletter for all Islington and Shoreditch Housing Association residents

issue 04 spring 2013

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



## Changes to your benefits: Help is at Hand!

### inside this issue



3

Growing  
your own  
food



5

Residents'  
Forum page



6

Bedroom tax



9

Want some help?

# Isha's Green Shift

ISHA's efforts to make the organisation and our homes more environmentally friendly were recognised recently when it received the Sustainable Homes Index For Tomorrow (SHIFT) bronze award at a national presentation ceremony.

SHIFT members have committed to independent review and assessment of their environmental credentials against a challenging national standard. The benchmark goes beyond headline projects to assess a whole organisation's

operations and impacts and to help them improve. The SHIFT programme was developed and administered by Sustainable Homes, an independent charity.

ISHA will be using the knowledge gained from the assessment process to further reduce our impact on the environment.

The picture shows Jenny Donaldson, ISHA's Director of Operations, collecting the award from Lord Deben (John Gummer) at the awards ceremony.



## Your Cleaning and Grounds Maintenance Contract - Looking Forward to Improving the Service with Your Help

We are coming up to the end of the "trial period" for our new cleaning and grounds maintenance contract. This was set up last April with new contractors in place to provide you with a better and more cost effective set of cleaning and grounds maintenance services.

We monitor the service in a number of ways:

Weekly or fortnightly checks by your Estate Officer;

Estate inspections every three months with your Resident Services Manager, the contractor, the Estate Officer and residents;

And, most importantly of all, through your feedback using the satisfaction form you send back to us. You will find a copy of the form with this edition of ISHA News and please can you fill this in and return it to us in the pre-paid envelope provided. You can fill in a survey anytime you want to give feedback

by completing the form on line [www.isha.co.uk/your\\_home/cleaningsurvey](http://www.isha.co.uk/your_home/cleaningsurvey), or phone ISHA on 020 7704 7300 and ask for a form to be sent to you.

Since April we have received over 500 forms back from residents telling us how good or bad the services are and providing us with comments that we discuss with the contract managers at the meetings we have with them every month. Your comments have been really helpful in driving up the performance of the contractors. We will reply to you directly whenever your feedback tells us about something you are not happy about.

Looking forward, we plan to continue with the existing contractors in 2013/14 while we review the service and look to set up longer term contracts, possibly for up to 5 years. This is where you, our residents come in.

Some of you are already helping us review the services by meeting with us every fortnight in the form of the "scrutiny review" of the service. If you want to join the scrutiny review please contact Mark Slowikowski, Head of Housing, at [marks@isha.co.uk](mailto:marks@isha.co.uk) or on 020 7704 7351.

Later this year, we will be carrying out a wider consultation exercise with all residents. Questions such as how frequently you want the cleaning to be carried out, what areas you want cleaned and even what cleaning materials we use are the sorts of things we want to know.

So far the new contracts have made considerable savings for your service charge. However, we do not want to make savings at the cost of excellent standards. Make sure you have your say on what matters to you about your cleaning and gardening services.

# Grow Your Own

I'm sure we're all aware of the massive increase in food costs which many will be struggling with. It's not a complete solution but with a little bit of knowledge and a bit of effort we can all limit our costs by growing some of our own vegetables.

John in Hackney is able to use part of the communal garden. Kathy in Islington uses one of the agreed mini allotments organised through the residents' association. She also grows vegetables on her balcony and at the front of her flat is a very impressive array of climbing beans and peas.

Although Kathy and John have had a lot of experience in gardening there's nothing that should be holding you back. You may even

enjoy it, you never know until you give it a try and you'll get something out of it as well.

But I haven't got a garden or outside space I hear you say. But do you have a window sill inside? Perfect for growing herbs, mini tomatoes, chives, chillies, courgettes, onions and even sweetcorn!

If you're interested in perhaps getting together with other ISHA residents to set a gardening club,

or get advice or assistance/mutual support please contact Tullia Morris, Resident Service Improvement Manager on 020 7704 7349, 07930 202 317 or at [tulliam@isha.co.uk](mailto:tulliam@isha.co.uk) who will get you together.



## Bid for Better, Bid for Pop-Ups!

The Residents' Forum has agreed to purchase five Pop-Up Allotments and offer them to blocks/estates to grow their own vegetables. The Forum has used money from the Bid for Better scheme to fund this project and hopes that it will enable residents to save money and eat healthily.

The funds will not only purchase the allotments but also pay for training to equip residents with the skills and confidence to grow their own vegetables.

Grow Skyway, the organisation that would provide the allotment says:

**Materials** – made from reclaimed scaffold boards pop-up allotments give disused wood a second life

**Manufacture** – we manufacture the pop-up allotments on the edge of the City of London and train young people who live in the local area, helping to foster the growth and development of the local economy and community



**Retail** – when delivering and installing the pop-up allotments we consider sustainable design principles, such as not wasting products and organising deliveries so they are most efficient, therefore using less fuel

**End of life** – almost all of the components that make up a pop-up allotment can be disposed of in an eco-friendly manner.

**The allotments are being offered on a first-come-first-served basis. If you are interested please contact Tullia Morris, Resident Service Improvement Manager on 020 7704 7349, 07930 202 317 or at [tulliam@isha.co.uk](mailto:tulliam@isha.co.uk).**

# Interested in Shared Ownership?

ISHA builds shared ownership homes in Hackney, Islington and Waltham Forest to help people become homeowners. Shared ownership helps those who can't afford to buy a home on the open market.

With our shared ownership homes you pay for a share of between 25% and 75% of the home's value depending on the share we are offering on a particular development. Once you purchase your share ISHA owns the remaining share of the value of your home on which you will pay a subsidised rent. Our initial annual rent is normally based on up to 2.75% of the value that you do not own. This means outgoings are lower than for the same property on the open market if you buy with a mortgage. As you buy more of the property, your rent will reduce.

Due to the popularity of our schemes we often have to prioritise applications according to a points based system. We can advise you of the allocation criteria when you apply for a property as each local authority differs slightly but in general we will give priority to:

- ◆ people who currently rent council or housing association properties
- ◆ people who live or work in the local authority area

Please see the advert for one of our current shared ownership schemes. For further information on this or our other current schemes please contact our marketing agents Stagnell Fox Ltd on 0845 130 1422 or visit [www.stagnellfox.co.uk](http://www.stagnellfox.co.uk).

## Improve your connections



A collection of outstanding **one, two and three bedroom apartments for shared ownership** adjacent to Walthamstow Central station. Shares available from as little as **£59,500\***

- High specification interior
- Balcony to all apartments
- Part of the major regeneration of Walthamstow town centre
- Travel times#:
- Kings Cross - 11 mins**
- Liverpool Street - 17 mins**
- Oxford Circus - 25 mins**

Shared ownership coming soon!



E17  
CENTRAL WALTHAMSTOW

For more information call  
**0845 130 1422**  
[www.westcentralapartments.co.uk](http://www.westcentralapartments.co.uk)



SPECIALISTS IN AFFORDABLE HOMES



to home ownership in London





\* Based on the 35% purchase of a one bedroom apartment with a full market value of £170,000. A monthly rent is payable on the share that you don't own. Your home may be repossessed if you don't keep up payments on your mortgage, rent or any other loan secured on it.  
#Source: www.ll.gov.uk





# Residents' Forum

The Residents' Forum which is there for you has been working hard to bring residents' concerns to those who can achieve change, that is, the ISHA bosses. I hear you laugh, but give them a chance.

We're looking forward to the May meeting which will take place at The Asian Centre, 18a Orford Road, Walthamstow, E17 9LN. Featuring at this meeting will be:

**Communications** – At the November 2012 meeting residents specifically raised issues on 'timely response', 'tone of responses', 'taking responsibility' and 'understanding the history of an issue'. ISHA produced a plan in order to improve communications. Have you seen a difference? If you can't come along to the meeting you can always let us know if you've had any problems with communicating with ISHA or if you've seen an improvement in the way ISHA communicates. Your views will be brought to the meeting where Mark Slowikowski, Head of Housing, will say if ISHA thinks the plan achieved its goals. You can contact the Forum Chair directly at [forum-chair@isha.co.uk](mailto:forum-chair@isha.co.uk) or Tullia Morris, Resident Service Improvement Manager (contact details below).

**Complaints Procedure** – It's time for a review. If you complain to ISHA how is your complaint received? Have you found it to be a long drawn out process or did you find staff helpful and efficient? Were your concerns taken on board or did ISHA not understand what you were complaining about?

## What needs to be changed or are you happy for it to stay the same?

There are new opportunities available for housing associations to deal with complaints in a different way. Would you like to be involved in designing what's best for you and other residents? If yes, this is your chance. Again if you can't attend the meeting contact the Forum Chair or Tullia Morris.

**Welfare Reform** – 'Bedroom Tax', 'Universal Credit', 'Downsizing', 'single payments', 'online applications', 'Council Tax payments'

There's a lot about to happen and are you ready for it? This edition of ISHA News has loads of helpful advice about some of the above terms but some people still need more help and information so why not come along to the Forum meeting.

Remember you don't have to wait for the Forum meeting you can always contact ISHA staff who can give you assistance with making sense of it all.

**Update and outcomes** of the Compensation Policy discussions – a follow up from the March Forum meeting

## Forum dates

**Tuesday 30 April,  
Bid for Better deadline**

**Saturday 11 May, 2 – 4pm,  
Forum meeting at  
The Asian Centre  
18a Orford Road,  
Walthamstow, E17 9LN**

**Friday 12 July,  
Bid for Better deadline**

**Saturday 28 September, 2 – 4pm  
Forum meeting at ISHA**

**Thursday 31 October,  
Bid for Better deadline**

**Thursday 14 November, 6 – 8pm  
Forum meeting at ISHA**

If you would like more information about the Residents' Forum you can contact the Forum Chair at [forum-chair@isha.co.uk](mailto:forum-chair@isha.co.uk) or Tullia Morris, Resident Service Improvement Manager on 020 7704 7349, 07930 202 317 or at [tulliam@isha.co.uk](mailto:tulliam@isha.co.uk).



# Bedroom Tax

Did you know that from April 2013 if your home has 1 or more spare bedrooms you will have a deduction in your housing benefit of between 14% and 25%.

If you need help or advice please contact your Revenue Officer:

Les Hoyte (Hackney + Camden) on **020 7704 7346**

Ola Ogunlana (Waltham Forest) on **020 7704 7350**

Prince Guduza (Islington) on **020 7704 7335**



## Did you know?

- ISHA is currently offering cash incentives for residents who successfully move to a smaller home through transfer or exchange.
- ISHA will help with the cost of moving up to £2500.
- We offer a hand holding service that will assist you with the whole moving process including paying for the cost of the removal van in advance and provide assistance with packing, giving benefits advice and helping to complete the relevant forms.

# Energy Savings



Do you want to save energy without spending a penny?

Then contact the Service Delivery Team for our Energy Savings no cost booklet.

Our booklet will provide you with lots of handy hints and tips.






# Our Performance in Quarter 3 oct to Dec 2012





## At a Glance Key

Above  
TargetJust Below  
TargetBelow  
Target

### 1. Responses to your Complaints, Letters, Phone Calls



Measure	Result	Target (2012/13)	How we Compared with Others in March 2012 (London & South East*)	What we are doing to improve our performance?
Replying to <b>Complaints</b> within the target time of 10 days	 95%	95%	N/A	On Target
Replying to <b>Letters</b> within the target time of 10 days	 100%	100%	N/A	On Target
Answering the <b>Phone</b> within 15 seconds	 95%	95%	N/A	On Target

### 2. Repairs




Measure	Result	Target (2012/13)	How we Compared with Others in March 2012 (London & South East*)	What we are doing to improve our performance?
The average number of <b>days to carry out Repairs</b>	 10.1 Days	14	N/A	Above Target
The Number <b>Gas Safety Checks</b> that are out of date	 4	0	Top Group	<b>Below Target</b> This means there are four homes we have not been able to get access to, to carry out our gas checks. We check your gas supply and appliances are safe every year. It is important for your safety that this is done. This is why you will receive letters and phone calls when you have missed your first appointment.
<b>Repair Appointments</b> Made & Kept	 88%	90%	N/A	Just Below Target
Residents' <b>satisfaction</b> with <b>repairs</b>	 91%	95%	Above Average Group	Just Below Target

\* These comparisons are based on our performance in April 2011 to March 2012. This is the latest date for which information is available.

### 3. Letting of Empty Properties

Measure	Result	Target (2012/13)	How we Compared with Others in March 2012 (London & South East*)	What we are doing to improve our performance?
How <b>Quickly</b> we <b>relet</b> your Home?	 <b>37 days</b>	24 Days	<b>Bottom Group</b>	<b>Below Target</b> We have recently seen an increase in the number of wheelchair units that have become available, which have proven difficult to let. We are working with our partners to improve the allocation process, that will mean properties are empty for shorter periods of time.
How Many <b>General Needs Homes</b> we re-let?	 <b>18</b>	No Target Set	N/A	<b>For Information Only</b>

### 4. Rent Collected & Arrears

Measure	Result	Target (2012/13)	How we Compared with Others in March 2012 (London & South East*)	What we are doing to improve our performance?
What is the Level of <b>Arrears</b> ?	 <b>5.71%</b>	5.5%	<b>Below Average Group</b>	<b>Just Below Target</b>
How much <b>Rent</b> did we collect?	 <b>98.49%</b>	98.34%	<b>Bottom Group</b>	<b>Above Target</b>
How Many <b>Evictions</b> for <b>Rent Arrears</b> were there?	 <b>0</b>	No Target Set	N/A	<b>For Information Only</b>

### 5. Resident Involvement

Measure	Result	Target 2011/12	How we Compared with Others in March 2012 (London & South East*)	What we are doing to improve our performance?
How many residents have been involved this quarter	 <b>246</b>	No Target Set	N/A	We are measuring how many residents have been involved. The total number involved this year – up to the end of September 2012 was <b>393</b> residents.
Changes to ISHA's services as a result of resident involvement	 <b>6</b>	No Target Set	N/A	Also being measured is the number of services changed, implemented or withdrawn as a result of your involvement. So, the total number this year – up to the end of December 2012 is <b>22</b> changes to our services made as a result of resident involvement.

\* These comparisons are based on our performance in April 2011 to March 2012. This is the latest date for which information is available.



# Welfare Reform

In this economic climate making the most of the money you have can be a challenge but we at ISHA can provide you with good advice to assist you with managing your debts.

## Managing your Debts

If you know you are struggling financially it can be tempting to ignore it or try to struggle on in the hope that the situation will get better.

Facing up to a debt problem can be extremely difficult thing to do. If you think you have a debt problem the first step is to do a full review of your household finances and then create a budget, this is the first step to regaining control of your finances. Full details on how to create a budget are available from the StepChange Debt Charity website [www.stepchange.org](http://www.stepchange.org).

If after fully reviewing your household finances and budget, you still feel unable to cope, do not worry, this is where StepChange Debt Charity can help you. StepChange offer free and impartial advice to anyone who is struggling with a debt problem. They will gather all your financial details, create a sustainable monthly budget and provide you with clear advice on what is the best solution for your situation.

StepChange can be contacted on Freephone helpline 0800 138 111 (open 8am to 8pm, Monday to Friday and 9am to 3pm Saturday) or you can use the online debt remedy tool.

[www.stepchange.org/Debtremedy.aspx#](http://www.stepchange.org/Debtremedy.aspx#)

## Capitalise

We are continuing our long-standing relationship with Capitalise who can also help you if you are experiencing financial problems. Capitalise can be contacted directly on 0207 392 2953.

## Credit Unions

Credit Unions are not-for-profit co-operative organisations aiming to provide affordable financial services for members of the local community.

Unlike other financial institutions there is no minimum savings level unless you take a loan, and no minimum loan value. Credit Unions specialise in helping people on low incomes, and/or facing problems with debt. The credit union offers a range of information and support for members in financial difficulties. The low cost loans provide a real alternative to people who would otherwise borrow using expensive bank loans, credit cards, or even payday loans.

If you live in Islington, Hackney or Camden you can contact the London Capital Credit Union by telephone on 020 7561 1786 or see their website at [www.credit-union.coop](http://www.credit-union.coop)

If you live in Waltham Forest you can contact Waltham Forest Community Credit Union on 020 8520 8740 or see their website at [www.wfccu.org](http://www.wfccu.org)

Did you know if you join a credit union ISHA will pay any joining fee up to £5.00 for you? If you have to pay a fee, contact Lorraine Jones, Revenue Manager on 020 7704 7381 or by e-mail: [lorrainej@isha.co.uk](mailto:lorrainej@isha.co.uk) and we will send you a cheque or credit your rent account.



### Under-occupation tax

From the 1st April changes in government legislation mean that the amount you are receiving in benefits may change. If you are under occupying your home by 1 or more bedroom you will see your Housing benefit reduced.

#### How much will this be?

If you have one bedroom more than you need your Housing Benefit will reduce by 14%. See the table below

If you have two bedrooms more than you need then your rent will be reduced by 25%

Covered by Housing Benefit			
Weekly charge	Before April 2013	From April 2013	Extra you will need to pay each week
£119.00	£119.00	£102.34	£16.66
£125.00	£125.00	£107.50	£17.50
£129.00	£129.00	£110.94	£18.06
£131.00	£131.00	£112.66	£18.34
£145.00	£145.00	£124.70	£20.30

Covered by Housing Benefit			
Weekly charge	Before April 2013	From April 2013	Extra you will need to pay each week
£119.50	£119.00	£89.25	£29.75
£125.00	£125.00	£93.75	£31.25
£129.00	£129.00	£96.75	£32.25
£131.00	£131.00	£98.25	£32.75
£145.00	£145.00	£108.75	£36.25

**If you need help and advice with paying your rent please contact your Revenue Officer straight away and they will discuss with you what your options are.**

## The Benefit System is changing and the only way living costs are going is UP

#### How do the changes affect you?

#### Will you be able to financially manage?

#### Do you know your entitlements?

We understand that this is a difficult and challenging time for many residents. If you are currently claiming benefits it is important that you are aware of and understand the government's reforms and how they could affect you. The changes do not just affect the unemployed on benefits the changes also affect working residents and many people are likely to find themselves worse off.

#### Make sure you know how the benefit changes will affect you!

Look out for notices and leaflets on your estate notice boards or delivered to your home that give you information of where to go in your local area for more advice on managing your money and the benefit changes. Or you can call ISHA on 020 7704 7300

What about the bedroom tax? If you are over 61 and 6 months and

have a spare room the changes will not affect you. If you are under that age and have a spare bedroom then check the tables above.

#### Wanting to move

ISHA can help with moving costs and offer practical advice on moving. For more information please see page 6 of this newsletter.

#### Need help or advice to manage your budget? Struggling to arrange a bank account?

Sometimes even getting a bank account set up can be difficult. A local credit union might be the answer. ISHA will pay your joining fee and tell you the location of your nearest branch. ISHA can also put you in touch with debt advice agencies (see the back page for contact numbers). These are bona fide and will help you manage your budget and keep up with payments for essential things such as rent and utility bills. Remember if you are getting behind with your rent call ISHA and discuss with our staff a way forward. However tempting it is don't ignore the problem. Any questions about the changes call us! We will try and help you get the right advice and support that you need.



## you said...

*You wanted to know about what is happening in your local area in ISHA News*

*Within your service charge statements you wanted more details about administration costs*

*The recycling opportunities at Porter Square were poor*

*Anti-social behaviour and security have been an issue and the best way to resolve it would be to install CCTV cameras*

*You didn't want CCTV, but wanted other security measures to be put in place to make your neighbourhood safe*

## ...we did

We started this in the last edition and you can find it on pages 12, 13 and 14 of this edition.

Your statements, which you will have received by the end of February, now explain the cost of admin fees.

A large wheelie bin has now replaced the smaller green boxes. If you require more assistance with your recycling contact your Resident Services Manager or speak to your Estate Officer who may be able to help.

Where residents have asked for permanent CCTV, we have asked all residents who would have to contribute to the cost whether they want this. Where the majority answer was yes to install CCTV and accept an increase in their service charge, this has happened. So far a block in Islington and a block in Hackney have agreed to this.

The back door lock was replaced and keys issued to residents of a Hackney block.

# ISHA Tenant Evicted for Anti-Social Behaviour

In December last year an ISHA resident was evicted due to long running persistent anti-social behaviour. Throughout this tenancy the resident and visitors to his home had caused noise nuisance and disturbance to other residents living in the block. The resident and visitors would arrive at the block late at night and make noise in the flat by shouting, arguing and playing loud music. Visitors would regularly arrive and depart the flat at unsocial hours. Visitors would also frequently press other residents' door entry buzzers to gain access to the communal areas.

Together, ISHA, local residents and Police worked closely to gather evidence to be used in a tenancy enforcement action. The resident causing the problem was warned many times about their behaviour. During early 2012 a Closure Order was obtained at the property. This meant the resident wasn't allowed access to his home for a set period of time. This was done with the intention of stopping the property being used by the resident and his local associates and giving a period of rest to residents suffering the noise and nuisance.

While the Closure Order was in effect ISHA obtained a Suspended Possession Order at a local County Court. The judge ordered the tenant not to cause further nuisance but allowed the resident an opportunity to return to the property to demonstrate that he could do this. Unfortunately, during Summer in 2012 the nuisance started again and ISHA returned to Court and eventually obtained an Outright Possession Order and the eviction was finally carried out in December.

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

## AREA 1

### Resident Services Manager – Geoff Henson

- Residents at St Mary's House are preparing a Bid for Better proposal to renew some planting in the area in between the car park and the courtyard. Any residents at St Mary's Path who would like to get involved or if you have an idea for a Bid for Better in your area please contact **Geoff Henson on 020 7704 7392.**
- Overall satisfaction for Cleaning and Grounds maintenance for December 2012 was 75%. Please complete the survey forms sent to you and return them to us. We will reply to you if you raise anything you are not happy about, and your feedback is really useful in driving up the contractor's performance. You can fill in a survey anytime you want to give feedback by completing the form on line [www.isha.co.uk/your\\_home/cleaningsurvey](http://www.isha.co.uk/your_home/cleaningsurvey), or **phone ISHA on 020 7704 7300 and ask for a form to be sent to you.**
- Please remember that you must contact Islington Council on 020 7527 2000 to arrange collection of large items of rubbish. If you just leave large items near your home we will charge you for the removal cost when we can identify who left the rubbish. When we can't tell who left the rubbish everyone shares that cost through their service charge.
- **The next Area 1 Residents' Meeting will take place during July/August 2013. Date and venue to be announced.**

## AREA 2

### Resident Services Manager – Teslim Fagbayi

- We have installed CCTV cameras at Springwell Court following consultation with residents to improve security. Residents at Beaver House have also requested installation of CCTV cameras to improve security and we are currently consulting with residents whether they want to pay for this additional service in their service charges.
- Cleaning and Grounds maintenance satisfaction for area 2 in December 2012 was 93%. Thanks to everyone who completed the survey. Please complete the survey forms sent to you and return them to us. We will reply to you if you raise anything you are not happy about, and your feedback is really useful in driving up the contractor's performance. You can fill in a survey anytime you want to give feedback by completing the form on line [www.isha.co.uk/your\\_home/cleaningsurvey](http://www.isha.co.uk/your_home/cleaningsurvey), or **phone ISHA on 020 7704 7300 and ask for a form to be sent to you.**
- Cyclical decorations for 2012/2013 are in progress at Linton House, Tollington Way, Hillmarton Road and works will be completed by March 2013.
- The Residents' meeting for Local Area 2 will take place during July/August 2013, date to be announced on your notice boards and we will send you a leaflet advising you of the date as well. It will be held at the Sobell Centre, Hornsey Road London N7 7NY.
- Please contact Hackney Council on 020 8356 5000 if you wish to dispose of any large items of rubbish. Residents can have up to five items of bulky waste collected three times per year by appointment. This includes the collection of 'white goods' items, such as a cooker, refrigerator etc. Any time ISHA clears bulk items where we cannot identify who left the item, the cost is charged back to all residents in the form of service charges.
- Do you have any ideas for improving your estate or neighbourhood and that would benefit your community? Your idea can become a reality by applying for a grant under ISHA's Bid for Better scheme. This is a grant given to residents to improve their community. The maximum you can get is £1,500. **Please contact your Resident Services Manager Teslim Fagbayi on 020 7704 7341, email [teslimf@isha.co.uk](mailto:teslimf@isha.co.uk) to discuss your idea.**

### AREA 3

#### Resident Services Manager – Geoff Henson

- Residents at Shoreditch Court were successful in their Bid for Better proposal and work on the front garden area will be starting soon. Any residents wishing to come along to help on the planting days should contact Geoff Henson on 020 7704 7392. Residents at Malvern Road were also successful in applying for Bid for Better funding and improvements to the front of the property and a new bin chamber will be completed soon.
- **If you have an idea for Bid for Better where you live please contact Geoff on 020 7704 7392 or e-mail him at [geoffh@isha.co.uk](mailto:geoffh@isha.co.uk).**
- Overall satisfaction for Cleaning and Grounds maintenance for December 2012 was 86%. Please complete the survey forms sent to you and return them to us. We will reply to you if you raise anything you are not happy about, and your feedback is really useful in driving up the contractor's performance. You can fill in a survey anytime you want to give feedback by completing the form on line **[www.isha.co.uk/your\\_home/cleaning and grounds maintenance survey](http://www.isha.co.uk/your_home/cleaning_and_grounds_maintenance_survey), or phone ISHA on 020 7704 7300 and ask for a form to be sent to you.**
- Remember that ISHA part funds a crèche worker for parents who want to attend English classes at Sebright Children's Centre on Queensbridge Road. The classes are free. Please contact Geoff Henson on 020 7704 7392 for details.
- Please remember you must contact Hackney Council on 020 8356 5000 to arrange collection of large items of rubbish. If you just leave large items near your home we will charge you for the removal cost when we can identify who left the rubbish. When we can't tell who left the rubbish everyone shares that cost through their service charge.
- **The next Area 3 Residents' Meeting will take place during July/August 2013. Date and venue to be announced on your notice boards and we will send you a leaflet advising you of the date as well.**

### AREA 4

#### Area 4 is our largest area and is covered by two Resident Services Managers – Dexter Edward & Teslim Fagbayi

- We have now installed CCTV cameras at 39 Provost Street and Hoxton Street following consultation with residents to improve security for the block.
- The vandalised car park shutters at Belvedere Court have been repaired and are now in full working order. We encourage residents to be vigilant and report any suspicious activities or anti-social behaviour incidents to your **Resident Services Manager (either [Dextere@isha.co.uk](mailto:Dextere@isha.co.uk) 020 7704 7353 or [Teslimf@isha.co.uk](mailto:Teslimf@isha.co.uk) or 020 7704 7341 AND your local Safer Neighbourhoods Team (SNT) on 020 8721 2936, email [debeauvoir.snt@met.police.uk](mailto:debeauvoir.snt@met.police.uk). Please dial 999 in an emergency.**
- Following the Anti-Social Behaviour meeting with residents last December, Wells St and Shore Road have been provided with extra CCTV cameras and the security to the internal communal doors has been improved.
- The cleaning and ground maintenance satisfaction for area 4 was 88% in December. This is an improvement to the satisfaction level received in October and November 2012. Thanks to everyone who completed the survey. We will continue to work with our cleaning contractor New Green to drive up performance. Please complete the survey forms sent to you and return them to us. We will reply to you if you raise anything you are not happy about, and your feedback is really useful in driving up the contractor's performance. You can fill in a survey anytime you want to give feedback by completing the form on line **[www.isha.co.uk/your\\_home/cleaningsurvey](http://www.isha.co.uk/your_home/cleaningsurvey), or phone ISHA on 020 7704 7300 and ask for a form to be sent to you.**

continued on next page

## AREA 4 continued

- Please contact Hackney Council on 020 8356 6688 if you wish to dispose of any large items of rubbish. Residents can have up to five items of bulky waste collected four times per year by appointment. This includes the collection of 'white goods' items, such as a refrigerator. Any time ISHA clear bulk items, the cost is charged back to residents in form of service charge.

- **The next Area 4 Residents' Meeting will take place during July/August 2013, date to be announced on your notice boards and we will send you a leaflet advising you of the date as well. It will be held at Queensbridge Road Sports and Community Centre, 30 Holly Street London E8 3XW. Time is 12.00pm – 2.00pm. We look forward to seeing you at the meeting.**

## AREA 5

### Resident Services Manager Dexter Edward

- We are very pleased to inform all the residents of Area 5 that the overall satisfaction for Cleaning and Grounds maintenance for December 2012 was 100%. We would like to thank all the residents who returned their survey forms to us. Please complete the survey forms sent to you and return them to us. We will reply to you if you raise anything you are not happy about, and your feedback is really useful in driving up the contractor's performance. You can fill in a survey anytime you want to give feedback by completing the form on line [www.isha.co.uk/your\\_home/cleaningsurvey](http://www.isha.co.uk/your_home/cleaningsurvey), or phone ISHA on **020 7704 7300** and ask for a form to be sent to you.
- Please contact Waltham Forest Council on 020 8496 3000 to arrange collection of large items of rubbish. Please do not dump bulk items in the bin chamber or outside your home, this encourages fly tipping and attracts pests such as foxes and rats. ISHA is working closely with the refuse team in Waltham Forest Council to tackle illegal dumping of rubbish. The refuse team in Waltham Forest have served legal notices on **all** residents living in two blocks, where we have identified a persistent problem with illegal dumping of rubbish. The residents of these blocks will be issued with a fine by the Local Authority.
- Many congratulations to residents of Repton House, Wilton Place, and Celebration Way for successfully setting up the Highams Village Resident Association. **If you are interested in setting up a Resident Association or placing a Bid for Better application for your block please contact Dexter Edward on 020 7704 7353 or e-mail him at [Dextere@isha.co.uk](mailto:Dextere@isha.co.uk).**

- ISHA continues to work closely with its partners in Waltham Forest and the Police to tackle fraud such as sub-letting in the borough. We recently took a tenant to Court for illegally sub-letting their property. The Court gave us a possession order and the tenant and the illegal occupant will be evicted soon. Sub-letting is illegal and ISHA will take action against anyone found to be engaged in such activity. If you suspect any one of sub-letting, please contact Dexter Edward in confidence to report a sub-let.

- **Area 5 Residents' Meeting will take place during July/August 2013. Date and venue to be announced.**



# Free Paint From April 1st 2013



Would you like to save money on painting your home this year?

**Islington & Shoreditch Housing Association** are working in partnership with the Paint Place part of **Forest Recycling Project** to offer residents up to 15 litres worth of **Re-use Paint** for **FREE\*** for 1 year from April 2013

\*See right for terms and conditions

## How do I claim my Free Re-usable Paint?

1. Visit nearest paint outlet
2. Select up to 15 litres worth of re-usable paint from our paint store. The Paint Place stock a wide variety of colours and types suitable for interior and exterior decorating
3. If more than 15 litres are required, additional paint is available at £1 per litre
4. You will need to leave your contact details when you collect your paint

## How to find your nearest outlet

**The Paint Place at 2c Bakers Avenue, Walthamstow E17 9AW**

Less than ten minutes walk from **Walthamstow Central** (Victoria Line underground and National Rail), or by bus: **20, 48, 69, 257, 357, W8, W12, W15**



# ISHA – Fair Processing Notice to Residents

We intend to participate in the National Fraud Initiative (NFI) data matching exercise carried out by the Audit Commission. Our participation in NFI will assist in the prevention and detection of fraud against ISHA and organisations within the public sector. We will participate on a voluntary basis and provide the Audit Commission and other accredited bodies with particular sets of data for matching as set out in the Audit Commission's guidance which can be found at

[www.audit-commission.gov.uk/nfi](http://www.audit-commission.gov.uk/nfi)

Data matching involves comparing computer records held by one body against other computer records held by the same or another body to see how far they match. This is usually personal information.

Computerised data matching allows fraudulent claims and payments to be identified. Where a match is found it may indicate that there is an inconsistency which requires further investigation. No assumption can be made as to whether there is fraud, error or other explanations until an investigation is carried out.

The use of data by the Audit Commission in a data matching exercise is carried out with statutory authority under its powers in Part 2A of the Audit Commission Act 1998. It does not require the consent of the individuals concerned under the Data Protection Act 1998.

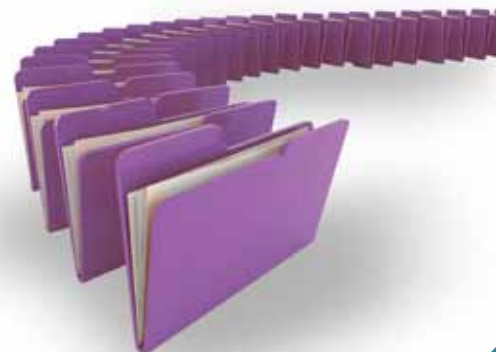
Data matching by the Audit Commission is subject to a Code of Practice. This may be found at

[www.audit-commission.gov.uk/national-fraud-initiative/code-of-data-matching-practice/](http://www.audit-commission.gov.uk/national-fraud-initiative/code-of-data-matching-practice/)

For further information on the Audit Commission's legal powers and the reasons why it matches particular information, see

[www.audit-commission.gov.uk/fairprocessing](http://www.audit-commission.gov.uk/fairprocessing)

For further information on data matching at ISHA please contact Mark Slowikowski, Head of Housing, at [marks@isha.co.uk](mailto:marks@isha.co.uk) or on 020 7704 7351.



**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.**

<p>Nëse doni të përkthyer ndonjë artikull të kësaj fletushke, n'a kontaktoni ose shënoni (✓) në kuti, pastaj plotësoni detajet tuaja dhe n'a dërgoni formën së bashku me artikullin.</p> <p><input type="checkbox"/> Albanian</p>	<p>إذا كنت ترغب في الحصول على مقال في هذه الرسالة الإخبارية مترجماً، اتصل بنا أو قم بالتأشير على الصندوق ثم املاً بياناتك وأعدّها مع المقال.</p> <p><input type="checkbox"/> Arabic</p>
<p>যদি আপনি এই নিউজলেটারের কোন একটি আর্টিক্যাল অনুবাদ আকারে পেতে চান, তাহলে আমাদের সাথে যোগাযোগ করুন বা বক্সে টিক দিন তারপর আপনার বিস্তারিত পূরণ করুন এক আর্টিক্যালসহ তা ফেরত দিন।</p> <p><input type="checkbox"/> Bengali</p>	<p>Si vous souhaitez obtenir la traduction d'un article de cette lettre d'information, veuillez nous contacter ; alternativement, cochez la case, indiquez vos coordonnées et retournez-les avec l'article.</p> <p><input type="checkbox"/> French</p>
<p>જો તમને આ સમાચાર પત્રકમાં આપેલ કોઈ લેખનું અનુવાદ જોઈતું હોય, તો અમારો સંપર્ક કરો અથવા ખાનામાં ટિક કરો અને તે પછી તમારી વિગતો ભરીને તે લેખ સાથે પાછી મોકલી આપો.</p> <p><input type="checkbox"/> Gujarati</p>	<p>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।</p> <p><input type="checkbox"/> Hindi</p>
<p>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.</p> <p><input type="checkbox"/> Polish</p>	<p>Hadii aad jeceshay qoraalka warqada akhbaarta in lagu turjumo, nala soo xariir ama dhag sii sanduuqa yar markaa ka dib ku soo qor magacaagga iyo cinwaankaagga ee la' soo celi Qoraalka.</p> <p><input type="checkbox"/> Somali</p>
<p>Si desea la traducción de algún artículo de este boletín, contáctenos o marque la casilla y luego incluya sus datos y remita la información con el artículo.</p> <p><input type="checkbox"/> Spanish</p>	<p>Bu haber bültenindeki bir yazının tercüme edilmesini isterseniz, bizimle irtibat kurun ya da kutuyu işaretleyerek, bilgilerinizi yazın ve yazıyla beraber geri gönderin.</p> <p><input type="checkbox"/> Turkish</p>
<p>Nếu bạn muốn bài nào được dịch ra trong tờ báo này, thì hãy liên lạc với chúng tôi hoặc đánh dấu vào ô này, rồi điền chi tiết của bạn và gửi trả lại cùng với bài báo đó.</p> <p><input type="checkbox"/> Vietnamese</p>	<p>اس خبرنامے کا کوئی مضمون اگر آپ کو ترجمہ کرانا ہوتو پرانے مہرپانی ہم سے رابطہ کریں یا خانے میں ٹک لگا کر رابطے کی معلومات پھرین اوریہ پرچی اس مضمون کے ساتھ ہمیں بھیجیں۔</p> <p><input type="checkbox"/> Urdu</p>

Your Name: \_\_\_\_\_

Your Address: \_\_\_\_\_

ISHA, 102 Blackstock Road, London, N4 2DR  
Tel: 020 7704 7300 Email: [isha@isha.co.uk](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)

**Your Resident Services Manager**

Dexter Edward 020 7704 7353 [dextere@isha.co.uk](mailto:dextere@isha.co.uk)

Teslim Fagbayi 020 7704 7341 [teslimf@isha.co.uk](mailto:teslimf@isha.co.uk)

Geoff Henson 020 7704 7392 [geoffh@isha.co.uk](mailto:geoffh@isha.co.uk)

**Your Allocations & Supported Housing Manager**

Chantall Hamilton-Sinclair 020 7704 7336 [chantalls@isha.co.uk](mailto:chantalls@isha.co.uk)

**Your Resident Service Improvement Manager**

Tullia Morris 020 7704 7349 [tulliam@isha.co.uk](mailto:tulliam@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

To pay your rent or for enquiries about your rent account:

If you live in Hackney or Camden contact Les Hoyte on 020 7704 7346

If you live in Waltham Forest contact Ola Ogunlana on 020 7704 7350

If you live in Islington contact Prince Guduza on 020 7704 7335

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

Call Les, Prince or Ola to book an appointment with Capitalise for **free money advice**

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