

# isha news

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

issue 07 winter 2013

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



## Introducing the Outreach team

### inside this issue



2

Introducing  
new Chair



4

Residents' Forum



8

Credit Union Loans



11

Introducing the Outreach Team

# Message from Stephen Stringer, ISHA Chair



I was delighted to become Chair of ISHA Group at the end of September 2013. I have been a Board member since September 2012.

I feel privileged to take over the Chair with ISHA, Lien Viet and the

North River Alliance in such a good position. But there are challenges ahead. Over the next year the Board will be working with you the residents, key stakeholders, staff and other interested parties to help ISHA Group and the North River Alliance to continue to improve and deliver more homes. Already the residents and staff have told us they want the Board of ISHA to make sure that we keep the core mission of being a Housing Association that stands out from the crowd with its customer service. We need to continue to offer good value for money to all our residents, maintain our community focus while acting commercially and increasing efficiency.

It would be good to know how best we can work even more effectively in the future. I am very interested to hear your views and aspirations over the period to 2020 and please feel free to give me your ideas by contacting me on 2020vision@isha.co.uk

My background is in the housing and urban regeneration sectors, both developing strategy as well as delivering major programme and projects, especially in the Thames Gateway and East London.

I have also worked extensively with the Housing Association sector and I look forward to bringing my experience to assist ISHA and the North River Alliance to continue to make a difference to people in London. At the time of joining the Board in 2012 I was responsible at DCLG for the "Extending the Rented Sector programme", including establishing the billion pound Build to Rent fund, the Housing Debt Guarantee schemes and setting up the Private Rented Task Force. Prior to this, I headed the Department's Olympics and East London Legacy organisation.

There are 10 ISHA Board members as follows:

**Chair - Stephen Stringer**

**Vice Chair - Ruth Gee**

**Chair of Finance and Resources Sub-Committee - Pamela Bachu**

**Chair of Housing Services Sub-Committee - Roz Spencer**

**Chair of Development Sub-Committee - John Jeremy**

**Chair of Governance - Andrew Wade**

**Chair of Lien Viet - T. Keung Wong**

**Board Members - John Ball, Julian Elve, Jennie Rooney**



## CHRISTMAS OFFICE CLOSURE

Please note that the office will be CLOSED from 5pm on 24 December 2013 until 1 January 2014 inclusive, re-opening at 9am on 2 January 2014.

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

# Moving Home

We operate a Moving Home scheme for all tenants who wish to move from their existing home. However, because of the small number of properties available, you could wait a long time before we can make an offer to you. To increase your chances of getting a move you should join your local authority waiting list and sign up to Homeswapper.

## Local Authority

By joining the local authority list you can access all the homes available within your borough. Many of our new homes and a large number of our existing homes are given back to the local authority for allocation through their waiting lists.

### ISLINGTON

Housing Options,  
Northway House,  
257 Upper Street,  
London N1 1RU

**Email:**

Transfer.Team@islington.gov.uk

**Telephone:** 020 7527 4140

### HACKNEY

Housing Options and Advice,  
Hackney Service Centre,  
1 Hillman Street,  
London E8 1DY

**Email:**

housingadvice@hackney.gov.uk

**Telephone:** 020 8356 2929

### WALTHAM FOREST

Cedar Wood House,  
2d Fulbourne Road,  
Walthamstow,  
London E17 4GG

**Website:**

www.walthamforest.gov.uk

**Telephone:** 020 8496 3000

### CAMDEN

Contact Camden Reception,  
Town Hall Extension,  
Argyle Street,  
London WC1H 8NJ

**Website:** www.camden.gov.uk  
and follow link to housing.

**Telephone:** 020 7974 4444

### HARINGEY

Haringey Council, Civic Centre,  
High Road,  
Wood Green,  
London N22 8LE

**Website:** www.haringey.gov.uk  
- the housing registration form  
must be completed on line.

**Telephone:** 020 8489 0000

### TOWER HAMLETS

Find your nearest One Stop  
Shop via the website below  
or by telephoning the Lettings  
Team.

**Website:**

www.towerhamlets.gov.uk

**Telephone:**

Lettings Team 020 7364 0250

## Exchange

Homeswapper allows you to find a swap partner with another ISHA tenant or a tenant of another housing association or local authority anywhere in the country. Sign up by logging on to their website at **www.homeswapper.co.uk** This service is free for all our tenants. Some tenants have found swap partners who are people they know or by advertising in local shops and newspapers. If you find a partner, contact us and we'll advise you how to take the exchange forward. There are certain rules that apply to mutual exchanges and we will discuss these with you if you apply.

## Financial Assistance

Financial assistance of up to £2,500 is available to all residents who obtain a move. We will also provide advice and assistance with your move.

## Service Standards

- ◆ If you request a transfer or a mutual exchange form we will post it or email it to you within 2 working days.
- ◆ We will assess fully completed transfer forms and write to you within 4 weeks. If you apply on medical grounds the wait may be longer as we may have to write to your doctor.
- ◆ We will complete all mutual exchanges within 42 days of receiving completed application forms.

To find out more telephone **020 7704 7300** or email **merleena@isha.co.uk**

# Residents' Forum

Since you last read ISHA News the Residents' Forum has met twice, on 28 September and 14 November 2013.

**Here's a brief outline of what was discussed:**

## Residents' Forum Terms of Reference

These are the rules by which the Forum runs. One of the main revisions made to this was to include Lien Viet residents within the Residents' Forum.

## Car Parking

A presentation was given about how car parking worked within ISHA. A resident raised the fact that when contractors attend street properties residents are being asked to provide parking permits which costs the resident money. We are looking into how we can ensure residents are not left out of pocket if a contractor visits.

## Complaints

The Forum reviewed the complaints guide issued to staff and were satisfied with it.

## Bid for Better

The Forum meeting decided which schemes should receive grants. The schemes had applied for money to be used for communal purposes. The Forum approved all bids, which were from The Bakery, Holland & Thurstan Dwellings, Saigon Court and 5-11 Wenlock Street.

The monies received will be put to various uses such as new gardening equipment and plants and a shed for outdoor toys, prams and bikes.

If you have an idea of how to make your communal area brighter, nicer, tidier, more appealing to residents or just different why not contact your Resident Services Manager who will be able to steer you through the process.

## Service Charge

The Forum satisfactorily reviewed the service charge definitions that are provided to residents.

## Sub-Letting

A presentation was given and a discussion took place. The Forum also agreed the wording of a letter that will be sent to residents who report cases of sub-letting. There are more details about sub-letting on pages 5 and 17.

## Local Key Performance Indicators

ISHA has been reviewing the Local Key Performance Indicators. These provide performance information by Local Areas. Currently the measures are for Cleaning and Grounds Maintenance, Illegal Dumping, Lift Breakdowns, Anti-Social Behaviour and Communal Repairs.

The Forum felt that the way the information was presented was confusing. The information will be presented in a similar style as the traffic light performance information that you can find on page 18. This new format will be discussed at the next Forum meeting on Saturday 18 January 2014. The venue will be advised at a later date.

- ◆ Major Topics for 2014 Residents' Forum meetings
- ◆ Future of Social Housing
- ◆ Energy Efficiency
- ◆ Where will ISHA be in 5 years' time?
- ◆ Communications

## Future Forum dates

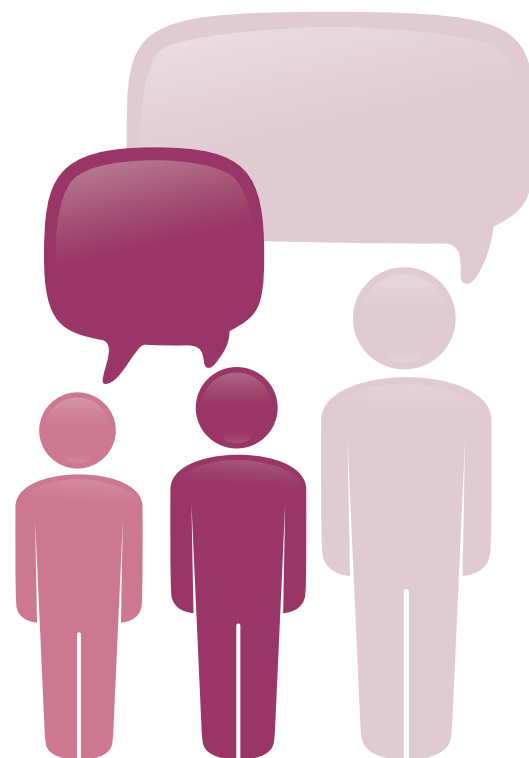
**Saturday 18 January, 2-4pm, venue to be confirmed**

**Thursday 3 April, 6-8pm, ISHA**

**Thursday 3 July, 6-8pm, ISHA**

**Saturday 4 October, 2-4pm, venue to be confirmed**

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



### 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](mailto:haveyoursay@isha.co.uk) confirming your name and address and future newsletters and annual reports will then be sent to you at your email address.

## Tenancy Fraud – it’s now a Crime!

The Prevention of Social Housing Fraud Act came into force earlier this year and it is now a crime to illegally sub-let your property. If you do sub-let illegally, you can be fined and sent to prison and have to pay back the money you have pocketed illegally – that’s on top of the fine. So the message is clear, do not sub-let your property illegally.



As an ISHA resident you can take in a lodger to help pay your rent, especially if you have a spare bedroom. You can also have someone look after your home for up to a year if you are travelling or working abroad.

But in all cases, you need to let us know first.

Any other kind of letting or sub-letting, especially if you live in another property and rent out your ISHA Home, or if you live in an ISHA home and have another property, is illegal. For full details of what is legal and what is illegal sub-letting, see the article Has Your Home Outgrown You on page 17.

## Money Saving Tips

Some of you have told us about ways that you can save money. In the current economic climate, we think that it is a good idea to share these tips with all our residents.



If you have any money saving tips that you wish to pass on please contact Lorraine Jones, Revenue Manager, on **020 7704 7381** or email [lorrainej@isha.co.uk](mailto:lorrainej@isha.co.uk) We will publish the best tips in our next newsletter.

### To get you started here are a few tips which you may find useful:

- ◆ Local markets are good for shopping. You can purchase fruit and vegetables for less in cost than shopping at the supermarket.
- ◆ Share the cost of bulk staple items such as potatoes and onions with friends and neighbours. You can save £’s when buying a sack of potatoes compared to buying small individual packs.
- ◆ Social networking sites are great for selling clothes in your area.
- ◆ We have produced two handy leaflets ‘Energy Saving-No Cost Tips’ and ‘Running-Cost of Appliances’. If you have not had a copy please contact our Service Delivery Officers on **020 7704 7300** who will send you a copy.



## Car Parking on ISHA’s Estates

**At the last meeting of the Car Parking Working Group (CPWG) in September, it was decided that the group should provide an opportunity for all ISHA residents to tell us about the car parking service provided by our contractors Car Parking Partnership (CPP).**

CPP patrol every ISHA estate (where there is parking provided) every day, quite often at night time and following the recent change in the law last year, will issue parking fines to anyone found breaking the parking rules. These rules are clearly displayed on all the estates where there is parking. CPP cannot tow or clamp anymore and to do so would be against the law.

The next meeting of the Car Parking Working Group will be at ISHA’s office in Blackstock Road on Tuesday 18 March 2014 at 6pm, but if you have any issues with car parking on your estate in the meantime you can always call David Ryan on 020 7704 7396 or email him at [davidr@isha.co.uk](mailto:davidr@isha.co.uk)

# ISHA Residents Take Part in Open House Weekend

ISHA residents living in Pasquier and Higham Hill Road in Waltham Forest recently took part in the Open House weekend. Open House is a project set up by Open City where private homes and public buildings of architectural interest are open for people to visit.

This year ISHA's recent scheme at Higham Hill Road and Pasquier Road was selected as part of this prestigious event.

Members of ISHA staff and the scheme's designers (PRP architects) were on hand to explain the design principles behind the development and a number of residents invited those attending to visit their homes.

The event was a big success and approximately 30 people visited the scheme. Our thanks to all those who took part.



## you said...

*You wanted to be able to tell us how well or badly we had done with your communal decorations*

*After a major incident, such as a fire, you may need additional support*

*You couldn't hear the fire sounders in a block in Islington*

*When a surveyor visits you, you don't know what is going to happen next*

## ...we did

We have introduced post-cyclical decorations surveys (the decorations that are carried out to your communal area every 7 years)

Where a major incident has occurred residents now have access to a counselling service

Additional fire sounders were installed on each floor of the block

We now send a letter to you following every inspection so you know exactly what is going to happen and by when

# A helping hand

**We've all noticed that the weather seems to be getting much colder during the winter months. It's more likely to snow in London and we're having to work harder to keep ourselves warm and well. There are those of us who may be vulnerable and need a little extra help during the winter months. It could be a simple knock at the door to see if they're OK, assistance with some basic shopping, especially if it snows or the pavements are icy, or just the offer of a hot cup of tea.**



We at ISHA will do all that we can to assist residents but if you know that you have a neighbour who may be vulnerable at this time of year please look out for them and give a helping hand if possible. If you are worried about a neighbour you can call ISHA to let us know what your concerns are. **Alternatively you can also contact:**

**Age UK** – telephone advice every day of the year 8am to 7pm – **0800 169 6565**

**Shine (Seasonal Health Interventions)** – a local authority/ NHS partnership scheme offering a wide range of help e.g. with energy costs, keeping warm, fire safety, benefits and debt, medical needs and falls prevention, befriending etc.

They accept self-referrals from any vulnerable resident, but especially target those over 75 or people with severe health issues such as respiratory or cardiovascular problems, severe mental health needs, auto-immune diseases or low-income families with children under 5.

They can be contacted on:  
**0800 953 1221** or  
**020 7527 2121** (Islington) or  
**0800 281 768** (Hackney)

## SERVICE CHARGES

You may remember we put changes in place following the Service Charge Review in September 2012. **The improvements that have been made are:**

✓ **Getting residents involved in the decision making when ISHA is going to spend a large amount of money on a service.**

We consult with you over major changes in service provision such as cleaning and gardening, change of contractors and procurement of new services.

✓ **Stop carrying out lots of minor repairs when one larger repair would solve the problem.**

Where we have not carried out the correct repair within good time we will not charge residents

for repeated repairs that do not solve the real problem. We review service charge spends monthly to identify any repetitive repairs.

✓ **Give residents the chance to be involved in the setting of the service charges each year.**

Residents are welcome to have a look at the estimate for 2014/15's charges in January 2014. If you would like to see these estimates in January 2014 then contact **0207 704 7390** or **haveyoursay@isha.co.uk**

## Did you know that Credit Unions are a great source for loans and savings?

**More and more people are turning to Credit Unions to help clear high cost debts. Credit Unions offer 'Instant Saver Loans' & 'Flexi Loans' at low interest rates and anyone can apply for a loan at any time.**

If your friends or family are paying too much for their overdrafts, store cards or credit cards, tell them to contact the Credit Union and compare the cost of taking out a loan.

They can be contacted at [www.credit-union.coop](http://www.credit-union.coop) or on **020 7561 1786**.

**ISHA will pay the joining fee of £5.00 for any of their residents that join the Credit Union.**

For more information and advice please telephone Lorraine Jones, Revenue Manager, on **020 7704 7381** or email [lorrainej@isha.co.uk](mailto:lorrainej@isha.co.uk)

Other benefits of using the Credit Union: great deals on electrical appliances.

When purchasing Electrical Appliances, buying from shops and catalogues can be expensive. As a member of the Credit Union you can save money on purchasing electrical items. The Co-operative are so confident about their pricing they will even price match in the unlikely event you find the item cheaper. Contact their sales team on **0845 250 4311** for more information or log on to [www.cooplectricalshop.co.uk/?source=islicu](http://www.cooplectricalshop.co.uk/?source=islicu)



## Do you need help to manage your money and maximise your income?

If so, Hackney Money Smart Project may give you the help that you need. Hackney Money Smart Project is a project that is being run by Hackney Citizens Advice Bureau, aimed primarily at those living and working in Hackney, and is funded by the Big Lottery Fund.

The aim of the project is to improve financial confidence and awareness. They provide training

covering: budgeting, saving, debts and affordable credit.

**Spend Smart** – Who to pay first

**Wallet Smart** – How to manage your money for a month

**Loan Smart** – Credit options, cost of loans

**Save Smart** – Money saving ideas, credit unions

**Scam Smart** – Avoiding scams and fraud

If you think that this project may be of help to you please contact [www.hmsreferrals@eastendcab.org.uk](http://www.hmsreferrals@eastendcab.org.uk) or **020 8585 6354** or Hackney Citizens Advice Bureau, 300 Mare Street, London E8 1HE

## Welfare Benefit Reforms

Since 1 April 2013 a total of 96 ISHA residents have been affected by the bedroom tax and have seen their benefit reduced by 14% for one spare room and up to 25% for two or more spare rooms. In most of these cases this is largely due to

families where children have grown up and moved out.

The government has set aside money called Discretionary Housing Payments to assist families for a short term period whilst you take action to improve your

circumstances. With any benefit you must meet the criteria to access the funds. For further details on accessing this fund, please contact your Revenue Officer (telephone number on the back page) who can provide you with details.

## Paying your rent

All rent payments are due weekly in advance. ISHA does not offer rent free weeks.

If you are being paid early for the holidays then we would suggest that you make your rental payments to us early.



# LIEN VIET NEWS



## Your Outreach and Support Team

Support is available to all residents of Lien Viet Housing Association. Your Outreach and Support Officers can speak English and Vietnamese and can access support in other languages. The Officers are available to provide focused help and support to you on a one to one basis. They can provide help to set up, manage and maintain your tenancy. The kind of support that the team might provide includes:

- Getting gas, electricity, water and other utility connections set up.
- Claiming relevant benefits, maximising income and managing finances.
- Seeking local services including medical, schools and transport.
- Enhancing employability, seeking education, training and job opportunities.
- Accessing local community and cultural groups and services.
- Accessing statutory services and other floating support and services.
- Working with your Resident Services Manager and the revenue team to help you resolve any housing issues when you can't speak English.

The Outreach and Support Officers work in different areas.

Area where you live	Your Outreach & Support Officer	Telephone number	Email address
Hackney	Chuong Luong	020 7704 7347	Chuongl@isha.co.uk
Haringey, Islington, Tower Hamlets	Tai Huynh	020 7704 7354	Taih@isha.co.uk

You can contact your Outreach and Support Officer directly. You may be referred to an Outreach and Support Officer because your Resident Services Manager or another member of staff thinks you might need some help. An Outreach and Support Officer will arrange to meet you to carry out an assessment so they can find out what kind of help they can provide. It may be an issue that the Outreach and Support Officer can help you resolve there and then. Otherwise they will meet with you to make a support plan and work with you over a period of time.

We will do our best to support everyone but there may be times where you might have to wait for support services. Where there are cases which require urgent assistance we will prioritise these appropriately. This could include cases of domestic violence or where someone is threatened with eviction.



### Lien Viet Residents' Group

Thank you to all those residents who responded to our consultation on setting up a regular Lien Viet Residents' Group. We received 27 responses from residents and we'll be writing to you all again to arrange a first meeting on **27 February 2014** at ISHA's office. Look out for invites. We hope to hold these meetings on a monthly basis and there will be an opportunity to socialise with other residents of Lien Viet Housing Association and to discuss housing related matters.

### New Year Celebration

Residents should LOOK OUT for invites to Lien Viet's New Year Celebration which will take place on **11 February 2014**.

### Housing advice drop-in sessions

Every month your Outreach and Support Officers arrange a number of housing and benefits advice drop-in sessions at various venues around the community. These are open to non-Lien Viet residents. The dates and venue details are published monthly on the Lien Viet website [www.isha.co.uk/lien\\_viet](http://www.isha.co.uk/lien_viet)

# Complaints Helper Launch

The Residents' Forum was concerned that some residents were not taking the opportunity to complain to ISHA when they had a problem or concern. To assist residents in making a complaint the Residents' Forum has set up the Complaints Helper scheme.

The scheme is run by residents. It has the backing of ISHA, however if you choose to use the scheme ISHA will not know.

The Complaints Helper is available to:

- Listen, understand and empathise
- Provide neutral support – they are not a representative of ISHA
- Enable you to make a complaint, but not make the complaint on your behalf

The Complaints Helper is not available to:

- Take on the complaint for you
- Tell you what to do
- Act as a friend or problem-solver
- Give advice on ISHA's policies

The Complaints Helper will:

- Listen to you
- Support you during the session(s)
- Be there to assist you, not to solve the problem
- Explain how to make a complaint
- Be realistic and set realistic expectations of where they can support you
- Meet you in a public place
- Spend up to an hour with you at the session
- Pass any notes made during the meeting to you, in order to assist you in making the complaint
- Keep the details of your complaint confidential
- Only pass information about what you have said to a relevant third party if you have disclosed that someone may be in danger.



The scheme officially launches on **Monday 6 January**. If you need to contact a Complaints Helper please call **07752 025 272** or **ComplaintsHelper@isha.co.uk**

*(the email will be sent directly to the Co-ordinator of the Complaints Helper scheme who is a resident. ISHA will not know that you are trying to access the scheme).*

## ISHA Research Project Aims to Help You Save Money

Does understanding how we perform relative to others help us change our behaviours? This is the topic of a major research study being undertaken by ISHA and 13 other Housing Associations throughout the United Kingdom. Around 40 ISHA residents agreed to take part in the research project and are working with Sustainable Homes on this project.

The National Energy Study is investigating energy use in homes and how much more energy can be saved when residents are better informed about their energy use. The study will monitor energy use and help residents save energy in over 500 homes nationally from October 2013 until March 2014. The outcomes will help the sector cut energy use and fuel bills.



Gregory Barker, Minister of State for Climate Change commented, "How people use energy in the home has a significant impact on their energy use. Research is needed in this area, particularly with the context of rising energy bills. I am delighted to

see Sustainable Homes focusing on helping people to save energy in their homes with the National Energy Study. I look forward to the results of this research."

The research and analysis is being undertaken by Sustainable Homes and is supported by ROCKWOOL.

### 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](mailto:haveyoursay@isha.co.uk) confirming your name and address and future newsletters and annual reports will then be sent to you at your email address.

# ISHA and LV Outreach and Support Service

Our Outreach and Support Team has started working with residents.

## Who is this support for?

Support is available to all residents who may for some reason require additional support to manage their home and tenancy and access wider services such as money

advice, employment training or health services. Your Outreach and Support Officers can speak English and Vietnamese and can access support in other languages.



## What is Outreach and Support?

It is focused help and support to you on a one to one basis. It can provide help to set up, manage and maintain your tenancy. The kind of support that the team might provide includes:

- ◆ Getting gas, electricity, water and other utility connections set up
- ◆ Claiming relevant benefits, maximising income and managing finances

- ◆ Seeking local services including medical, schools and transport
- ◆ Enhancing employability, seeking education, training and job opportunities
- ◆ Accessing local community and cultural groups and services
- ◆ Accessing statutory services and other floating support and services

- ◆ Working with your Resident Services Manager and the revenue team to help you resolve any housing issues when you can't speak English.

The Outreach and Support Officers work in different areas.

Area where you live	Your Outreach & Support Officer	Telephone number	Email address
ISHA residents	Alasdair Paterson	<b>020 7704 7357</b>	<b>alasdairp@isha.co.uk</b>
Hackney	Chuong Luong	<b>020 7704 7347</b>	<b>Chuongl@isha.co.uk</b>
Haringey, Islington, Tower Hamlets	Tai Huynh	<b>020 7704 7354</b>	<b>Taih@isha.co.uk</b>

## How is support provided?

You can contact your Outreach and Support Officer directly. You may be referred to an Outreach and Support Officer because your Resident Services Manager or another member of staff thinks you might need some help. An Outreach and Support Officer will arrange to meet you to carry out an assessment

so they can find out what kind of help they can provide. It may be an issue that the Outreach and Support Officer can help you resolve there and then. Otherwise they will meet with you to make a support plan and work with you over a period of time.

## Can we support everyone?

We will do our best to support everyone but there may be times where you might have to wait for support services. Where there are cases which require urgent assistance we will prioritise these appropriately. This could include cases of domestic violence or where someone is threatened with eviction.

# What's happening... in your area?

## AREA 1

**Resident Services Manager: Tracy Keverne**

**Contact Tracy on 020 7704 7392 or [tracyk@isha.co.uk](mailto:tracyk@isha.co.uk)** with any queries or concerns about your tenancy or your estate.

### St Mary's Path - CCTV

CCTV has been installed in the courtyard of Salisbury House/Victor Cazalet House to improve security. We are consulting with residents on installing CCTV for both Robinson Court and St Mary's House.

### Bulk rubbish

Please contact **Islington Council on 020 7527 2000** for collection of large items of rubbish for free. You can use this service up to three times per year. Please do not leave large items outside the bin stores or elsewhere near your home. It looks unsightly and we charge residents that we identify doing this.

### Estate inspections

The next quarterly estate inspections will take place in December 2013. Please check estate notice boards for dates and times. All residents are welcome to join Tracy on the inspection and give feedback on the cleaning and grounds maintenance service.

### Area meeting

The area meeting was held on 3 October 2013. We asked residents what areas of the service they would like performance reports on at a local level. Those present were most interested in illegal dumping, communal repairs, anti-social behaviour and parking. We are reviewing how we report on local performance and residents' views will be taken into account.

## AREA 2

**Resident Services Manager: Teslim Fagbayi**

### Cleaning and Grounds Maintenance

Thank you very much to all those residents who completed the Cleaning and Grounds Maintenance Surveys. Based on the returns received in quarter two, 69% residents said that they were satisfied with the standard of cleaning and grounds maintenance. We will continue to work with our cleaning contractors to address any issues raised from your feedback and improve service provision. Please continue to complete the Cleaning and Grounds Maintenance Surveys each month. If you haven't received your survey form and would like to have one please do not hesitate to contact your Resident Services Manager; **Teslim Fagbayi on 020 7704 7341 or by email [teslimf@isha.co.uk](mailto:teslimf@isha.co.uk)**

ISHA is in the process of re-tendering its cleaning and grounds maintenance contract in Area 2. A residents' consultation was carried out in October 2013 as part of this process. Thank you very much to those residents who returned their consultation forms to us. The next stage of this process is to form a selection panel made up of residents who will assist us in selecting a company of their choice. Can I please request those residents who have yet to complete the consultation form to do so at their earliest convenience.

### Local Area 2 Residents Meeting

The Local Area 2 Residents' Meeting was held in September 2013. The purpose of the meeting is to give residents the opportunity to discuss common issues that affect them and how those issues can be resolved. The meeting also helps ISHA and residents to make suggestions and decisions that would be beneficial to all residents. At the September meeting, residents were asked to tell us which area of the service that we currently provide to them they would like

to receive reports on, how this service should be reported to them and the frequency. Those present said they would like ISHA to feedback on complaints, repairs to tenants' properties, illegal dumping, energy saving, lift breakdowns and anti-social behaviour. They also said they prefer the "traffic light" method of reporting as we currently do in the ISHA's quarterly Newsletter. Residents said they would like ISHA to report back to them every six months.

The next Area 2 meeting will be in February 2014, and you will be notified in writing nearer the time.

#### **Bid for Better**

Residents at Holland & Thurstan Dwellings have applied for a grant through ISHA's Bid for Better to carry out improvements to the roof garden at Thurstan Dwellings. The Bid for Better is a grant given to residents to fund work to communal areas or buy equipment for use of all residents, and the total cost of the grant must not exceed £1,500. A resident can bid on behalf of other residents in their block/estate.

#### **Anti-Social Behaviour Satisfaction Form**

Following the closure of each anti-social behaviour case, ISHA sends out a satisfaction survey to the complainant to obtain their views on the whole process, from the beginning to the end of the case. We would appreciate it if you could complete and return this form to us as it will enable us to ascertain if we are delivering a quality service.

#### **Communal Areas**

Please do not use the communal areas to store personal items or unwanted goods. If you need to dispose of any bulk items, please ensure you contact **Islington Council on 020 7527 2000** to arrange collection. For those who live in the London Borough of Camden, please contact **Camden Council on 020 7974 4444**.

### **AREA 3**

**Resident Services Manager: Tracy Keverne**

**Contact Tracy on 020 7704 7392 or [tracyk@isha.co.uk](mailto:tracyk@isha.co.uk)** with any queries or concerns about your tenancy or your estate.

#### **Estate inspections**

The next quarterly estate inspections will take place in December 2013. Please check estate notice boards for dates and times. All residents are welcome to join Tracy on the inspection and give feedback on the cleaning and grounds maintenance service.

#### **CCTV - Stables Lodge**

We are consulting with residents on installing CCTV at Stables Lodge to improve security.

#### **Bulk rubbish**

Please contact **Hackney Council on 020 8356 6688** for collection of large items of rubbish for free. You can use this service up to four times per year. Please do not leave large items outside the bin stores or elsewhere near your home. It looks unsightly and we charge residents that we identify doing this.

#### **Area meeting**

The area meeting was held on 10 October 2013. We asked residents what areas of the service they would like performance reports on at a local level. Those present were most interested in illegal dumping, cleaning and grounds maintenance, complaints and energy saving. We are reviewing how we report on local performance and residents' views will be taken into account.



## AREA 4

**Resident Services Managers: Teslim Fagbayi and Dexter Edward**

### Cleaning and Grounds Maintenance

Thank you very much to all those residents who completed the Cleaning and Grounds Maintenance Surveys. Based on the returns received in quarter two, 67% of residents said that they were satisfied with the standard of cleaning and grounds maintenance. Please continue to complete the Cleaning and Grounds Maintenance Surveys each month. If you haven't received your survey form and would like to have one please do not hesitate to contact your Resident Services Managers; **Teslim Fagbayi on 020 7704 7341, by email [teslimf@isha.co.uk](mailto:teslimf@isha.co.uk), or Dexter Edward on 020 7704 7353, email [dextere@isha.co.uk](mailto:dextere@isha.co.uk)**

ISHA is in the process of re-tendering its cleaning and grounds maintenance contract in Area 4. A residents' consultation was carried out in October 2013 as part of this process. Thank you very much to those residents who returned their consultation forms to us. The next stage of this process is to form a selection panel made up of residents who will assist us in selecting a company of their choice.

### Local Area 4 Residents' Meeting

The Local Area 4 Residents' Meeting was held in September 2013. The purpose of the meeting is to give residents the opportunity to discuss common issues that affect them and how those issues can be resolved. The meeting also helps ISHA and residents to make suggestions and decisions that would be beneficial to all residents. The next Area 4 meeting will be in February 2014, and all residents will be notified in writing nearer the time.

### Bid for Better

Residents at Southgate Road have applied for a grant through ISHA's Bid for Better to carry out improvements to fill the pop-up-allotment in the courtyard.

The residents at 5 – 7 and 9 – 11 Wenlock Street have also put in a Bid for Better application. The residents plan to use the grant to carry out further garden improvements at Wenlock Street. This would also include a photo competition for the children. The photo of the winner of this competition will be put on each floor of the building. As you are aware, Bid for Better is a grant given to residents to fund work to communal areas or buy equipment for use of all residents, and the total cost of the grant must not exceed £1,500. A resident can bid on behalf of other residents in their block/estate.

### Anti-Social Behaviour Satisfaction Form

Following the closure of each anti-social behaviour case, ISHA sends out a satisfaction form to the complainant to obtain their views on the whole process, from the beginning to the end of the case. We would appreciate it if you could complete and return this form to us as it will enable us to ascertain if we are delivering a quality service.

### Communal Areas

We would like to remind you to continue to contact **Hackney Council on 020 8356 6688** whenever you wish to dispose of any bulk items.



#### 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](mailto:haveyoursay@isha.co.uk) confirming your name and address and future newsletters and annual reports will then be sent to you at your email address.

## AREA 5

**Resident Services Manager: Dexter Edward**

### Cleaning and Grounds Maintenance

Thank you very much to all those residents who completed the Cleaning and Grounds Maintenance Surveys. Based on the returns received in quarter two, 100% of residents said that they were satisfied with the standard of cleaning and grounds maintenance. Please continue to complete the Cleaning and Grounds Maintenance Surveys each month. If you haven't received your survey form and would like to have one please do not hesitate to contact your Resident Services Manager; **Dexter Edward on 020 7704 7353** or by email **dextere@isha.co.uk**

As you are aware, ISHA is in the process of re-tendering its cleaning and grounds maintenance contract in Area 5. Thank you very much to those residents who returned their consultation forms to us. The next stage of this process is to form a selection panel made up of residents who will assist us in selecting a company of their choice. Can I please request those residents who have yet to complete the Consultation form to do so at their earliest convenience.

### Area 5 Residents' Meeting

We recently had a local area meeting for Area 5. The attendance to the meeting was very low. We would like to encourage more residents to attend these meetings where we discuss issues which are common to most residents. By sharing ideas and suggestions we can make decisions which are beneficial to all residents. The next Area 5 meeting will be in February 2014. You will receive your personal invitation nearer the time of the meeting.

### Meet Your Neighbour event

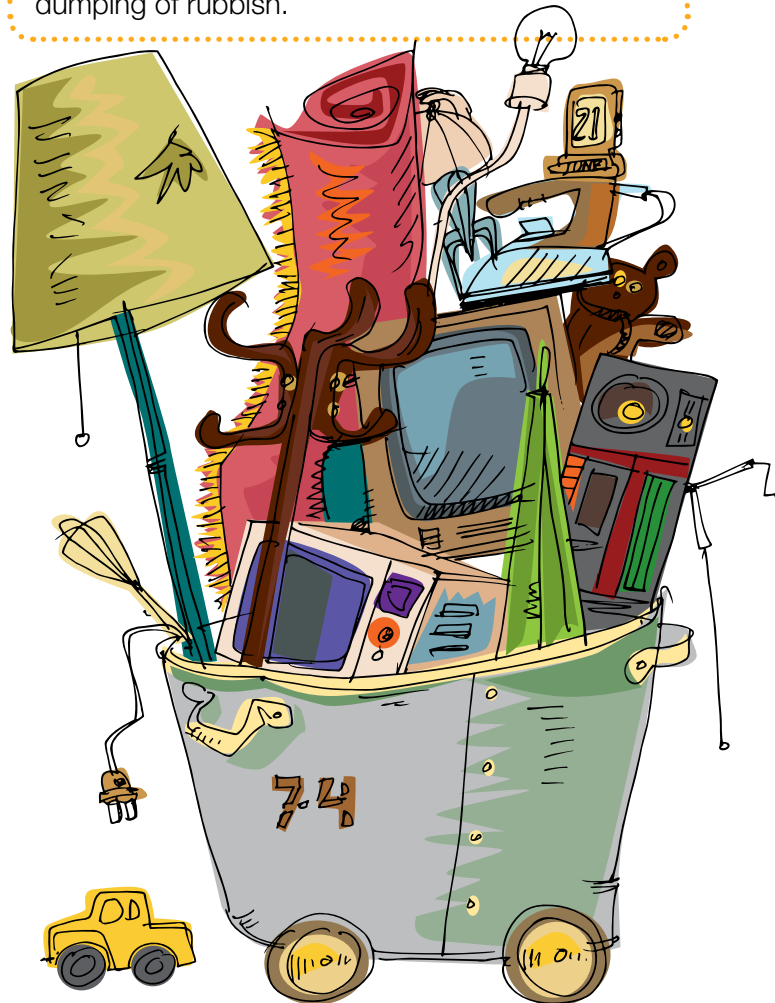
ISHA will be organising a "Meet your Neighbour" event for all the residents who moved into the new development known as West Central Apartments. We would like to encourage all residents of West Central Apartments to attend this event as you will get the opportunity to meet your new neighbours. More details regarding the venue, the date and time will follow.

### Anti-social behaviour cases

Following the closure of each anti-social behaviour case, ISHA sends out a satisfaction survey to the complainant to obtain their views on the whole process, from the beginning to the end of the case. We would appreciate it if you could complete and return this form to us as it will enable us to ascertain whether we are delivering a quality service.

### Bulk refuse

We continue to get incidents of bulk refuse being dumped in the bin chamber. 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. Please contact **Waltham Forest Council on 020 8496 3000** to arrange collection of large items of rubbish. ISHA is working closely with the refuse team in Waltham Forest Council to tackle illegal dumping of rubbish.



## AREA 6

**Lien Viet Residents, Resident Services Manager: Harpreet Heer**

### Cleaning Standards

In the previous newsletter we informed residents that we were reviewing the cleaning contractors, due to the standard of cleaning not being carried out to an acceptable level. In September 2013 we changed the cleaning contractors and can confirm that resident satisfaction has increased from 40% to 80% as a result of this change.

To enable us to continually improve the service we provide, we would encourage residents to attend the estate inspections. Details of the estate inspections are displayed on your noticeboard. Alternatively contact Harpreet Heer, Residents Services Manager on **0207 704 7398** for further details.

### Going on Holiday

If you are planning on going on holiday and are going to be away from your home longer than 2 weeks please let us know. If somebody is taking care of your property in your absence, please provide their contact details.

### Residents' Association

We would like to set up a Residents' Association for Lien Viet Residents. If you are interested in joining a Residents' Association please contact Harpreet Heer, Resident Services Manager on **0207 704 7398**.



### Tackling Tenancy Fraud

We have a zero tolerance policy on tenancy fraud. If you are not occupying your property as your main principal home or are subletting your property you could be prosecuted under the Prevention of Social Housing Fraud Act 2013. If you suspect that your neighbour is not living at their property or has sublet the property, please contact Harpreet Heer, Resident Services Manager in the strictest confidence.





# Has Your Home Outgrown You?

- Is your current home **bigger** than you need?
- Have your **family** grown up and moved out?
- Is it **costing** you too much money to run your home?
- Is your home **too big** for you to maintain?
- Is your **garden** unmanageable?
- Are you affected by the **bedroom tax**?
- Ever thought about taking in a **lodger**?

If the answer to any of these questions is 'yes' then you should contact us about moving to a smaller more suitable property.

## Financial Assistance

- We will give you up to £2,500 to help with the cost of moving home. This can cover everything from removals, disconnection and connection of ovens, floor coverings and telephone lines.
- You could save money on gas, electricity, water and council tax.

This also applies if you swap with another ISHA or Lien Viet resident through mutual exchange, providing the family have a household need for your sized accommodation.

## Downsizing Priority

If you apply to move to a smaller home both ISHA and the local authority will give your application priority and you should receive an offer of alternative accommodation sooner than if you were applying for general transfer. Your local authority may also offer you a cash incentive.

To find out more **telephone 020 7704 7300 or email merleena@isha.co.uk**

## Taking in a Lodger

Did you know that if your home is bigger than you need and you have a spare room or two, you could take in a lodger to live with you?

This is called lawful subletting and is both legal and part of your tenancy agreement with ISHA. You must **FIRST** write to or e-mail your Resident Services Manager to ask for permission to take in a lodger. You must tell us their name, age, gender, which bedroom they will live in, what access they have to other facilities and the "rent" they will pay.



If we receive this information we will usually give you permission to take in the lodger unless we have good reason not to. Good reasons for not allowing a lodger include overcrowding or if we plan to carry out some works to your property for example. You can even take in a lodger if you are in arrears with your rent payment to us.

You need to advise the Department of Work and Pensions (DWP) and your local authority as this might affect your benefit entitlement. The first £20 of your Lodger's rent will not currently affect your benefits. You can also charge up to £80 a week for any room(s) without having to pay any income tax.

If you have to pay the Under Occupation Penalty (Bedroom Tax) and you want to stay in your home, taking in a lodger may help. If you have a lodger or two and all your bedrooms are taken up, you will no longer have to pay the penalty/tax and you may be better off financially as well.

It's always best to check with us first and speak to your Revenue Officer or Resident Services Manager.

## Unlawfully Letting Your Home

Please remember that it is always unlawful to let out the whole of your home to another person or family by passing on the keys. This is called tenancy fraud and is now illegal as well as a breach of your tenancy condition. If you let out your property, not only can we repossess your home, but you may be guilty of a criminal offence and, if convicted, have a criminal record.

# Our performance in Quarter 2 July to Sept 2013

## At a glance key



Above target






Just below target







Below target

## 1. Responses to your complaints, letters and 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	 84.85%	100%	N/A	<b>Below target</b> We are currently reviewing the complaints process to ensure we are meeting the needs of our residents.
Replying to <b>letters</b> within the target time of 10 days	 91.3%	100%	N/A	<b>Below target</b> New monitoring systems will be introduced to enable us to effectively manage the correspondence we receive.
Answering the <b>phone</b> within 15 seconds	 84.94%	95%	N/A	<b>Below target</b> There has been an overall drop in performance for customer communication. Communication is a key area of our service delivery and the performance will be reviewed on a weekly basis.



## 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>	 11 Days	14	N/A	<b>Above target</b>
The number of <b>gas safety checks</b> that are out of date	 0	0	<b>Top group</b>	<b>On target</b>
<b>Repair appointments</b> made & kept	 90%	90%	N/A	<b>On target</b>
Residents' <b>satisfaction</b> with <b>repairs</b>	 93%	95%	<b>Above average group</b>	<b>Just below target</b>




### 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](mailto:haveyoursay@isha.co.uk) confirming your name and address and future newsletters and annual reports will then be sent to you at your email address.

### 3. Letting of empty properties

Measure	Result	Target (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>23 days</b>	<b>24 days</b>	<b>Bottom group</b>	<b>Above target</b>
How many <b>general needs homes</b> we relet	 <b>12</b>	<b>No target set</b>	<b>N/A</b>	<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?
The level of <b>arrears</b>	 <b>6.28%</b>	<b>5.5%</b>	<b>Below average group</b>	<b>Below target</b> We have had a number of claims where benefits have been suspended for various reasons. We are working with our local authorities to address this.
How much <b>rent</b> we collected	 <b>97.32%</b>	<b>98.34%</b>	<b>Bottom group</b>	<b>Just below target</b>
How many <b>evictions for rent arrears</b>	 <b>1</b>	<b>No target set</b>	<b>N/A</b>	<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>201</b>	<b>No target set</b>	<b>N/A</b>	We are measuring how many residents have been involved. The total number involved this year – up to the end of September 2013 was <b>240</b> residents.
Changes to ISHA's services as a result of resident involvement	 <b>6</b>	<b>No target set</b>	<b>N/A</b>	Also being measured is the number of services changed, implemented or withdrawn as a result of your involvement. So, the total number this year – up to the end of September 2013 is <b>6</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.

**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 এবং 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 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.</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 ہو تو براہ مہربانی ہم سے رابطہ کریں یا خانے میں ٹک لگا کر رابطے کی معلومات پھریں اور یہ 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)**

# 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 Bola Odebunmi 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, Bola or Ola on the above telephone numbers

Call Les, Bola 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)