

# isha news



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

issue 11 winter 2014

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



**Save the Planet**  
If you would like to receive this newsletter by email, please email [haveyoursay@isha.co.uk](mailto:haveyoursay@isha.co.uk) giving your name and address.

## Fancy Becoming A Home Owner?

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# LUNAR NEW YEAR CELEBRATION 2015



Photos taken from Lien Viet's Lunar New Year celebration last year.

Lien Viet will be celebrating Lunar New Year 2015 – the Year of the Goat/Sheep – on Tuesday 24 February 2015. The meeting will take place at Lien Viet's offices, Vivian Comma Close meeting room, N4 2DR from 6.30pm to 8.30pm. All residents are welcome to join us and to enjoy a traditional Lion Dance, raffle and Vietnamese & Chinese food. Contact Chuong **020 7704 7347** [chuongli@isha.co.uk](mailto:chuongli@isha.co.uk) or Tai **020 7704 7354** [taih@isha.co.uk](mailto:taih@isha.co.uk) to let us know if you'll be coming along.



## NEW Lien Viet website

[https://www.isha.co.uk/lien\\_viet/vi](https://www.isha.co.uk/lien_viet/vi)

The new Lien Viet website is now on line. Click on the Lien Viet logo at <https://www.isha.co.uk/> to access the site. To access the Vietnamese version then click on the Tiếng Viet tab, above the picture. You can use the site to access all the usual housing services like repairs, rents and anti-social behaviour.

You can also use the site to find out about your Outreach and Support Team. We will keep the site updated with information on all our activities. Use the events diary to find out about our community based drop in sessions. We've also posted details and links with information about some of our partner organisations.

We hope you find the site useful. Email [haveyoursay@isha.co.uk](mailto:haveyoursay@isha.co.uk) if you have any ideas or suggestions for the site.



## STOPPING SMOKING

Our Stopping Smoking clinic has finished but if you want to stop we can still provide help. In mid-November 2 people had stopped smoking with the help of this clinic – 1 resident and one member of staff. Well done!

We're working with The Shoreditch Trust and their specialist stopping smoking service. We can put you in touch with them and provide Vietnamese language support if you don't feel confident enough using English. Contact Tai on **020 7704 7354** or at [taih@isha.co.uk](mailto:taih@isha.co.uk) for further information.

## Vietnamese Women's Group

All are welcome to join us on the second Tuesday of every month at Young Hackney for the Vietnamese Women's Group. Come along to meet other women from the local Vietnamese community to socialise with, dance and have lunch. You can also access advice and support from Vietnamese Family Intervention project and our Outreach and Support Team. Check our Events Diary at <https://www.isha.co.uk/lienvietevents> to find our dates or contact Chuong Luong on **020 7704 7347** for more information.

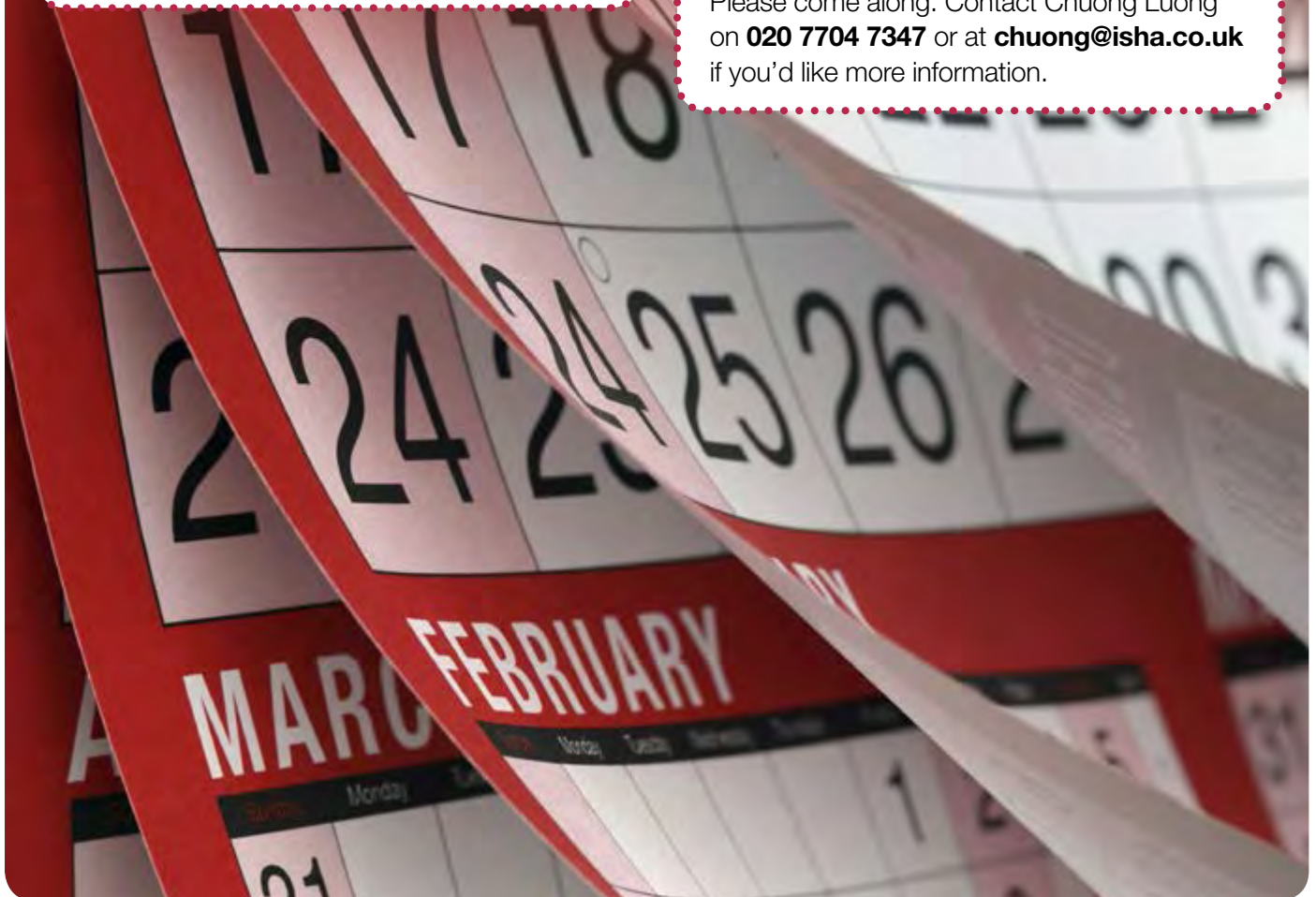
## Vietnamese Men's Group

Our Vietnamese Men's Group has been running for nearly a year now. The group meets the last Tuesday of every month at Hackney Youth Centre, 29 Forest Road, London, E8 3BY. You can see the dates and time by checking our Events Diary on the website

<https://www.isha.co.uk/lienvietevents>

This is a great opportunity to meet up and socialise with other members of the Vietnamese Community. Our Outreach and Support Team will work closely with you to help you learn new skills and build confidence using English.

Please come along. Contact Chuong Luong on **020 7704 7347** or at [chuong@isha.co.uk](mailto:chuong@isha.co.uk) if you'd like more information.



# Downsizing your home

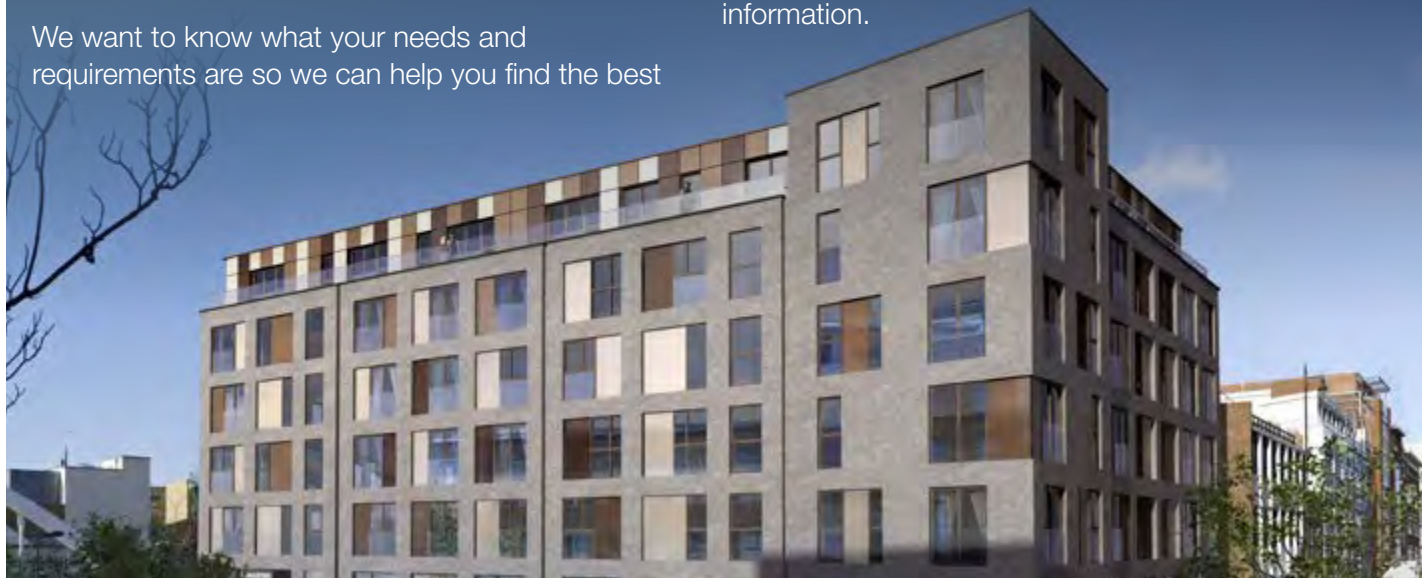
Has your home outgrown you? Too much space? Rent too high and affected by the spare room tax? Would you just like to move to a smaller property?

If the answer is yes, we'd love to talk to you. Come and meet us over tea and biscuits on Thursday 12 February 2015 between 4pm and 8pm at the Vivian Comma meeting room. It's just behind our office at Blackstock Road on Vivian Comma Close.

We want to know what your needs and requirements are so we can help you find the best

home swap. You can find out what your options are and what incentives we offer to under-occupiers. As well as incentives offered by us you might be eligible for incentives offered by the local authority where you live.

Contact Merleen on 020 7704 7348 or at [merleena@isha.co.uk](mailto:merleena@isha.co.uk) to let us know if you can come along or if you want further advice and information.



## How our first mutual exchange event went

A big thanks to everyone who joined us in September 2014 for our first mutual exchange open day.

50 residents visited us to talk about all aspects of moving home by home swap. Those who attended were able to search for swaps with other ISHA and Lien Viet residents registered with homeswapper. Staff helped to provide advice about how to get the best from homeswapper.

10 residents were helped to register on the homeswapper website. The next event will be held in Spring 2015. If you want any help with homeswapper in the meantime, please get in touch with Merleen, our Allocations Officer on **020 7704 7348** or email [merleena@isha.co.uk](mailto:merleena@isha.co.uk)

## New Kitchens at Spring Villa

We are fitting in new kitchens at Spring Villa as part of a wider programme of works at all our older person's Supported Living Schemes. This work will continue into next year and also includes redecoration of communal spaces.



One of our residents at Spring Villa pleased with her new kitchen

### 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.

## FANCY BECOMING A HOME OWNER?

Shared ownership could be your answer.

Shared ownership offers people who cannot afford to purchase a property on the open market an affordable means of becoming home owners. Shared ownership can be a stepping stone on the road to owning your own property in London with prices so high.

Shared ownership is available to a wide variety of people, with the primary focus on first time buyers and people who do not own another home somewhere else.

At ISHA we prioritise applicants using our shared ownership allocations policy. You can find this on our website [www.isha.co.uk](http://www.isha.co.uk) under publications/ISHA policies. The policy prioritises applicants based on their current circumstances, with local authority and housing association tenants receiving the highest priority.

At one of our most recent shared ownership developments, Canal Walk Apartments, we received



in excess of 800 applications for the 31 properties we had available. Of the 31 properties, six of the properties were allocated to local authority and housing association tenants. This not only shows the huge demand for shared ownership properties but also displays the advantages of being an ISHA tenant when applying for our shared ownership properties.

If you would be interested in purchasing a shared ownership property or would like further information on how shared ownership works then please contact our sales team on **020 7704 7388** or alternatively you can email [sales@isha.co.uk](mailto:sales@isha.co.uk)

## How to avoid loan sharks

At Islington & Shoreditch we have teamed up with Smarterbuys to help you buy the things you need for your home, at more affordable prices.

Whether you need a new washing machine, bed or television, Smarterbuys can offer you all those essential items at hugely discounted prices.

There is a range of ways to pay too, even if you don't have a bank account. You can pay with a debit card or simply print off a voucher and pay with cash at a Post Office or PayPoint.

Or, if you don't have the money right now, you can use the search facility to find your local Credit Union or Community Development Finance Institution (CDFI). They might be able to lend you the money, and will offer much more affordable finance than your local high street payment store or doorstep lender.

If you would like to visit the Smarterbuys site and don't have internet access at home, you can

access it in our office at 102 Blackstock Road, or you can contact the Service Delivery Team on 020 7704 7300 and ask us about the places within our community where you can get internet access free of charge (such as your local library).

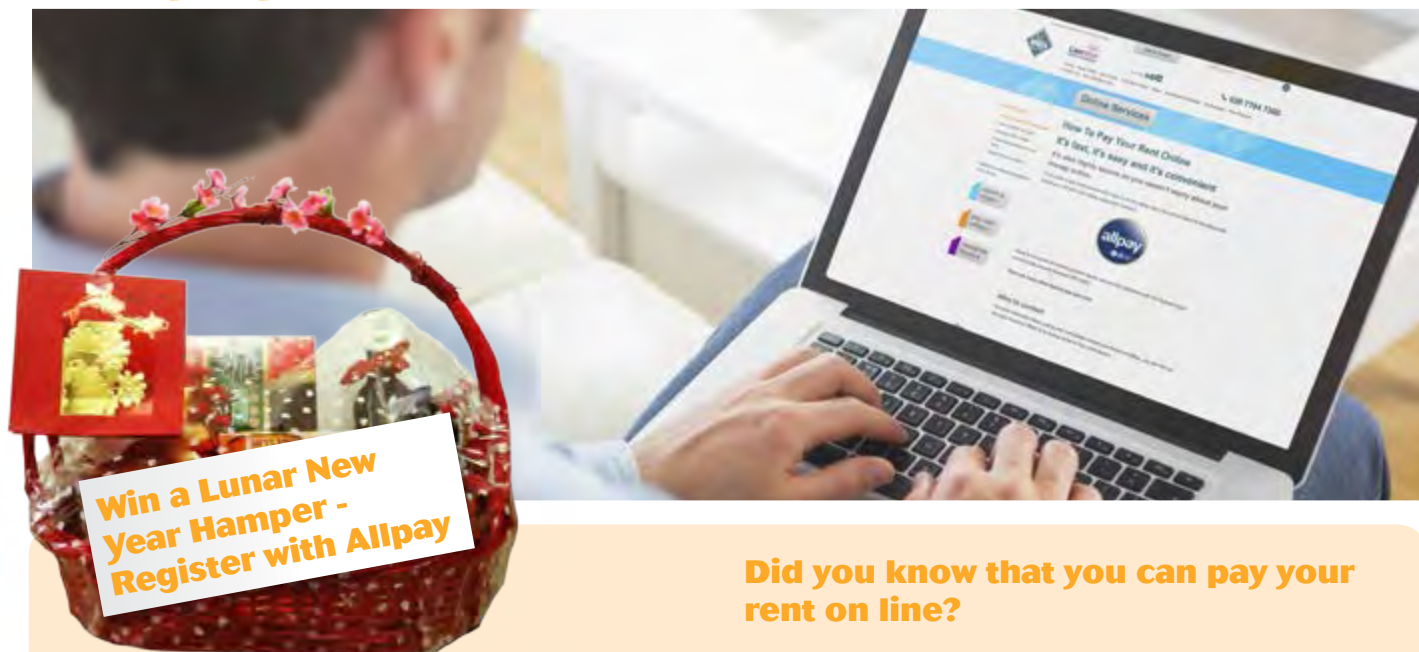
The site was set up by a housing procurement club which ISHA belong to and uses to get better deals on products we need to purchase. This has been set up to provide similar discounts to our residents as well.

To access the great deals and sign up for free alerts visit [www.smarterbuys.org.uk](http://www.smarterbuys.org.uk) or follow at @smarterbuys or [www.facebook.com/smarterbuys](http://www.facebook.com/smarterbuys)

We cannot guarantee that Smarterbuys products are the cheapest. Remember you should always do your own research to compare with other outlets.



# Pay your rent in advance



## Rents are due every Monday in advance.

From the 1 December 2014 we will be contacting all residents who are not paying in advance and asking them to bring their account up to date to one week in advance.

If this affects the way you currently make your payments, then contact your Revenue Officer who can help you to make a payment plan.

## Did you know that you can pay your rent on line?

Our provider Allpay is a secure way of paying your rent. You will need to register first with Allpay using your rent card. [https://www.isha.co.uk/online\\_services/pay\\_rent\\_online](https://www.isha.co.uk/online_services/pay_rent_online)

- It's quick
- It's easy
- It's convenient

Register by 31 January 2015 to make your online payments with Allpay and you will be entered into a prize draw to win a Lunar New Year Hamper.

## Adults who live with you may affect your Housing Benefit entitlement.

**If you are claiming Housing Benefit and have another adult(s) other than a partner living with you then your full rent will not be covered by Housing Benefit, unless they are in full time education.**

### Who is a non-dependant?

A non-dependant is someone, other than your partner, aged 18 or over who lives with you. For example, Laura lives with her mother and has just turned 18. She is not in full time education and is not working. A deduction of at least £14.15 will automatically be applied to the Housing Benefit entitlement every week

### How much will be deducted if the non-dependant is working?

This depends on the type and amount of income of the non-dependant people living with you. Please see the tables on the following page.

**IS** – Income Support

**JSA** – Job Seekers Allowance

**ESA** – Employment Support Allowance

The lowest deductions are made for people working less than 16 hours per week or receiving state benefits.

## What are the Levels of Deduction?

If the non-dependant is:	From April 2014 £
25+ on IS/JSA ESA	14.15
Under 25 in receipt ESA	14.15
In receipt of JSA or ESA any age	14.15
If non-dependant works less than 16hrs/week or is on maternity, paternity, adoption or sick leave	14.15
If non-dependant works 16+ hours/week and has a gross income of:	
• under £128	14.15
• £128.00 - £187.99	32.45
• £188.00 - £244.99	44.55
• £245.00 - £325.99	72.95
• £326.00 - £405.99	83.05
• £406 or more per week	91.15
Any other non-dependant not in work	14.15

Larger deductions are made for people working 16 hours or more per week depending on the person's total income. For example, Peter is 25 years old and still lives with his parents. He has an income of £250.00 per week. He will have to pay his parents £72.95 per week towards the rent. If he doesn't, the tenants, in this case Peter's parents will have to pay this amount.

### What if my non-dependant makes no contribution to the household?

The rent payments are your responsibility as a tenant. You should make sure your non-dependant pays the deduction that has been made. You should therefore discuss this with the non-dependant.

### What if my non-dependant moves out?

Your Housing Benefit will continue to be deducted until you have provided a forwarding address to Housing Benefit for your non-dependent. Remember, when your non-dependant moves out, if you then have a spare bedroom, your Housing Benefit entitlement will be deducted by at least 14%.

### What if my non-dependant will not tell me about their earnings and incomes?

Housing Benefit will require proof of a non-dependant's income before they can make a correct assessment of the deduction. Otherwise, they may apply the highest rate of deduction which is £91.15 per week.

## What happens if I cannot pay the rent?

If you do not meet the rent due then we will have no alternative but to take action for non-payment. It is in your interest to speak to your Revenue Officer who can give you advice.

### If you have any queries about paying rent and housing benefit

#### For ISHA residents

- Hackney or Camden contact **Les Hoyte** on **020 7704 7346**
- Islington contact **Catia Viola** on **020 7704 7335**
- Waltham Forest contact **Ola Ogunlana** on **020 7704 7350**

#### For Lien Viet residents

- Hackney contact **Les Hoyte** on **020 7704 7346**
- Haringey contact **Catia Viola** on **020 7704 7335**
- Islington and Tower Hamlets contact **Ola Ogunlana** on **020 7704 7350**

## Office Closure At Christmas

Please note that the office will be closed from 5pm on 24 December 2014 and will re-open at 9 am on Friday 2 January 2015.



## Introducing The Gas Team



ISHA maintains all individual and communal gas fired heating and hot water systems for Lien Viet and ISHA residents. Shared Owners and Leaseholders have a responsibility to maintain their own individual systems, unless there is a specific agreement in place with us.

### What we do?

- The Gas Team carry out the yearly landlords gas safety inspections to all qualifying properties.
- If your boiler fails between 30 October - 1 May we will come to repair it within 1 working day.
- If your boiler fails between 2 May - 29 October we will repair it within 5 working days.
- If we cannot fix the boiler on the first visit we will provide electric heating and pay for the additional electricity costs during the period.
- The Gas Team also replace boilers, radiators and all other heating system related components.
- The Gas Team can also carry out gas safety checks and repairs for Shared Owners on request and at favourable rates. Please contact us if you are interested.

### Who are we?

The Gas Team comprises of three Gas Engineers George, Gabriel and Lee, a Gas Team Administrator Chauntae and the Gas Team Manager John.

The Gas Team works a rota system giving maximum accessibility to our service for residents busy during office hours.

We also work outside office hours providing cover in the evenings until 19:00 and Saturday cover between 09:00 and 16:00. This is in addition to our 2 hour timeslots 09:00 to 11:00, 11:00 to 13:00, 14:00 to 16:00 and 16:00 to 18:00. If the Gas Team miss your appointment slot we will send £12 to you compensation for inconvenience caused.

For reporting a repair to the Gas Team in the first instance, please call 020 7704 7300 within office hours. Out of hours this number will automatically transfer to Chigwell Construction who are our emergency service provider.

For Gas Safety check booking, please call Chauntae directly on 02077 047 394. If you require evening or weekend appointments, please book early to avoid disappointment.

**If you have an emergency with your boiler over Christmas, please ring 020 7704 7300. Chigwell Construction will answer your call and an Engineer from the Gas Team will be on call.**



## And the winners are...

Firstly, a big thank you to all residents who completed the recent Housing Satisfaction Survey. We had a fantastic response and are waiting to find out the results from the independent company who conducted the survey on our behalf. We will be informing you of the results shortly.

And secondly congratulations to Dean of Local Area 1 and Sandra of Local Area 3 who are the prize draw winners, winning high street vouchers worth £500 and £250 respectively.



## The Forum Moving Forward

The Residents' Forum held its Film and Forum at the Hackney Picturehouse on Saturday 4 October. The meeting was about what the Forum should do in the future.

The Residents' Forum is open to all ISHA and Lien Viet residents to be able to work with ISHA and Lien Viet to make sure you get the best services. We have worked in different ways, including:

- residents providing suggestions and ideas
- residents reviewing policies
- telling ISHA what is and what isn't working
- setting up scrutiny and procurement groups for new contracts (repairs and cleaning and grounds maintenance)

Generally, the Forum will use a range of different ways to shape and improve the services that we provide to you.

It was interesting hearing from our guest speaker about how

residents get involved in South Oxfordshire Housing Association. Richard Mandunya told us he was impressed by the number of people who had come to the meeting, and also the age range. His experience was that the most involved were all over 65 years old.

Louise Thompson of the Tenant Participation Advisory Service gave us examples of other ways Housing Associations involve residents:

- Yarlington use Facebook
- Derwent Living have an online community space including an app
- Chevin Housing Group have over 100 'armchair' residents who participate in discussions without needing to attend a meeting via freepost, email or over the phone
- Liverpool Housing Trust and Golden Gates Housing Trust have tenant champions

The options for the future are open for discussion, and could use some

of the things listed above. The Forum structure could be:

- the current model where it is open to everyone
- an elected representative approach where the elected residents represent the voices of other residents in their area
- a mixture of the two

### **What do you think? How do you want the Forum to work for you?**

The next event will be taking place on Saturday 17 January at 2-4pm at Room 408, Waltham Forest College, 707 Forest Road, E17 4JB. Why not come along and tell us how you want the Forum to work for you.

If you want to contribute and don't want to attend a meeting, give your views, suggestions and comments to Tullia Morris, Resident Service Improvement Manager

**020 7704 7349 | 07930 202 317**  
**tulliam@isha.co.uk**



## New addition to ISHA

Boyo Baiyewu has recently joined ISHA as the Service Charge Co-ordinator. Boyo is highly experienced in the management of service charges and will be using his expertise to ensure that your service charge accounts are accurate and easy to understand. Over the next 3 months Boyo will be attending your local area meetings to discuss any issues that you have with your service charges. You can also contact him on **0207 704 7390** if you have any urgent queries.

### you said...

*One of the blocks on your estate didn't feel safe*

*Now that you have recycling bins there are too many general waste bins*

*You felt offended by the magazine cover of the last newsletter*

*The out of hours message was too long and you didn't realise there was an option to transfer for emergency repairs*

### ...we did

*We have put CCTV on the block (Islington)*

*We asked Hackney Council to remove three general waste bins*

*We changed the cover on our website edition of the newsletter*

*We have changed the message*

## Warm Home Discount Scheme

This is a government run scheme which gives a discount of £140 for eligible people's electricity bill. You could qualify if:

- You get your electricity from a participating energy supplier
- Your name or your partner's name appears on your electricity bill
- You were getting Guarantee Credit element of Pension Credit (even if you get Saving Credit as well)

You must call before 30 January 2015 to get the discount on 0800 917 1003.

Participating Suppliers are **Atlantic, British Gas, Co-operative Energy, Ebico, EDF Energy, E.ON, Equigas, Equipower, First Utility, Manweb, M & S Energy, npower, Sainsbury's Energy, Scottish Gas, Scottish Hydro, Scottish Power, Southern Electric, SSE, Swalec** and **Utility Warehouse**.



#### 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.

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

## AREA 1

**Resident Services Manager:**  
**Tracy Keverne**

### Good news

1) A new gate has been installed to the underground car park at Belvedere Court. Entry to the car park was previously via a shutter type curtain but unfortunately there were problems with the shutter becoming stuck and not operating. We have now installed a gate system which is more robust and has improved access and security to the car park.

2) Residents at Southgate Road are pleased with the new commercial unit that has opened on the ground floor of the block. Residents are happy with the standard of the refurbishment and the community focus.

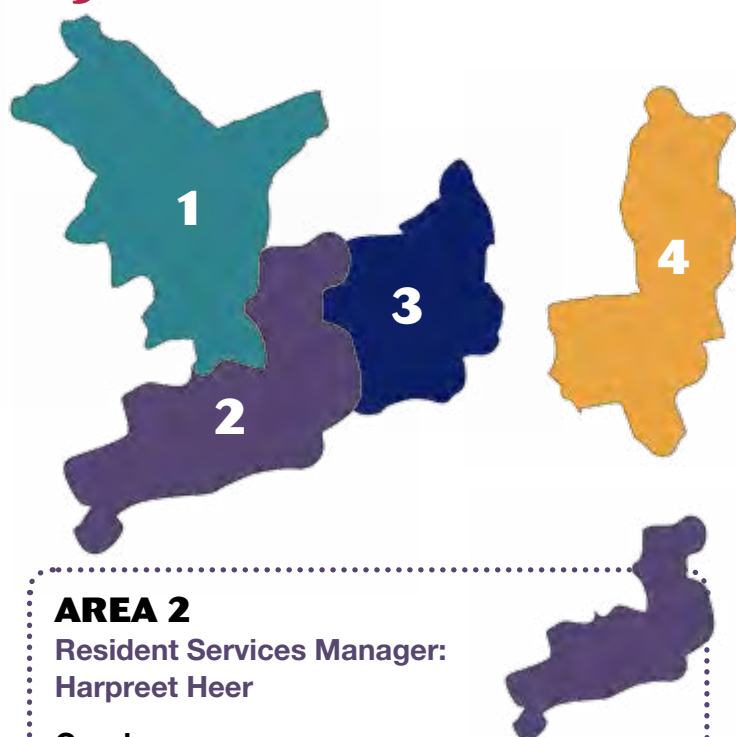
3) Tracy was very happy recently to visit a resident who has just been transferred to a property in Area 1. The resident has experienced homelessness in the past and for a number of years was housed in an ISHA block reserved for ex homeless people. The resident has now been transferred out of that block and into general needs housing. The resident is extremely pleased with the space and quality of the new home.

### General

1) The next Area 1 Resident Meeting will take place in March 2015. ISHA will notify you of the date, time and venue nearer to the time of the meeting. Residents who attend the meeting will have an opportunity to win a Marks & Spencer voucher.

Tracy Keverne is your Resident Services Manager for Area 1. Please contact Tracy on 020 7704 7392 or email [tracyk@isha.co.uk](mailto:tracyk@isha.co.uk) if you have any queries regarding your tenancy or your estate.

Gary Johnson is your Estate Officer for Area 1. Gary is responsible for the weekly monitoring of the cleaning and grounds maintenance service carried out by our cleaning and grounds maintenance contractors. Other tasks carried out by Gary include rotating the refuse bins, checking communal lighting and adjusting timers as and when necessary, replacing bulbs, ensuring notice boards on estates are updated weekly and regularly.



## AREA 2

**Resident Services Manager:**  
**Harpreet Heer**

### Good news

1) At the last Area 2 meeting held on 16 September 2014, residents discussed improvements on their estate. A Bid for Better application has been agreed for Shakespeare House to erect a roof covering over the bin store.

2) The cleaning feedback surveys for the last few months have indicated a higher satisfaction with the cleaning & grounds maintenance. If you have any concerns with the cleaning or grounds maintenance please contact Harpreet or David.

3) Joint working with a Local Authority Fraud Team over a 12 month period has enabled ISHA to obtain the necessary evidence to take action against a resident for subletting their property. We are currently taking legal action against the resident. If you are aware of anybody who is not residing at their property or you believe may be subletting their property, please contact your Resident Services Manager.

The next Area 2 Resident Meeting will take place in March 2015. ISHA will notify you of the date, time and venue nearer to the time of the meeting. Residents who attend the meeting will have an opportunity to win a Marks & Spencer voucher.

Harpreet Heer is your Resident Services Manager for Area 2. Please contact Harpreet on 020 7704 7398 or email [harpreeth@isha.co.uk](mailto:harpreeth@isha.co.uk) if you have any queries regarding your tenancy or your estate.

David Herron is your Estate Officer for Area 2. David is responsible for the weekly monitoring of the cleaning and grounds maintenance service carried out by our cleaning and grounds maintenance contractors. Other tasks carried out by David include rotating the refuse bins, weekly site visits, checking communal lighting and adjusting time clocks as and when necessary, replacing bulbs and ensuring notice boards on estates are updated weekly and regularly.

### AREA 3

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



#### Good news

1) Residents of Vivian Comma Close asked ISHA to consider allowing them to use ISHA's staff bays as Visitor's bays after ISHA office hours and at weekends because residents said there are not enough visitors' bays and their visitors find it difficult to park at Vivian Comma Close when they visit.

ISHA considered the suggestion and agreed to implement this proposal on a three month trial period. The trial started on Monday 1 September 2014 and ended on Monday 1 December 2014. If it is agreed that the trial period was successful, we will formally agree to this proposal. If successful, visitors will be allowed to use any of ISHA's staff bays that are free between the hours of 7.00pm and 7.00am Mondays to Fridays and between the hours of 7.00am on Saturday to 7.00am Mondays.

A visitor's permit must be displayed at all times within.

2) CCTV cameras have been installed at St Mary's House, St Mary's Path Estate following consultation with residents. The purpose of the cameras is to improve security and deter anti-social behaviour on the estate.

A big thank you to all those who participated in the consultation.

3) Isha will be renewing the communal flooring at Block 5 - 28 Canonbury Court in December 2014.

The external timber fences have also been weather proofed and treated to ensure they last longer and are less prone to rot and infestation.

4) Letterboxes at Block 31 - 36 Porter Square and 79 Lofting Road have been removed from the front of these properties due to wear and tear. New letterboxes have been fitted and new keys have been issued to residents.

#### General

The next Area 3 Resident Meeting will take place in February 2015. ISHA will notify you of the date, time and venue nearer to the time of the meeting. Residents who attend the meeting will have an opportunity to win a Marks & Spencer voucher.

Teslim Fagbayi is your Resident Services Manager for Area 3. Please contact Teslim Fagbayi on 020 7704 7341 or email [teslimf@isha.co.uk](mailto:teslimf@isha.co.uk) if you have any queries regarding your tenancy or your estate.

Daniel Amoo is your Estate Officer for Area 3. Daniel is responsible for the weekly monitoring of the cleaning and grounds maintenance service carried out by our cleaning and grounds maintenance contractors. Other tasks carried out by Daniel include rotating the refuse bins, checking communal lightings, adjusting time clocks as and when necessary, replacing bulbs and ensuring notice boards on estates are updated weekly and regularly.

### AREA 4

**Resident Services Manager:**  
**Dexter Edward**



#### 1) Good news stories

Many congratulations to one of our residents in Waltham Forest who has secured employment in the brand new 9 Screen Empire Cinema on Hoe Street. The Empire Cinema is part of ISHA's new joint development with London Borough of Waltham Forest. This new development, known as The Scene, includes a number of commercial units as well as residential accommodation. We wish our resident all the best in their new job.

Following requests by many residents we re-located the post boxes inside the block in Forest Road. New post boxes have been issued and all residents have a set of keys for their new letter boxes.

Following a successful Bid for Better application, the residents of West Central Apartments now have a Parcel Pod. This means all parcels can now be left securely in the Parcel Pod, instead of being left on top of the letter boxes, unattended. All residents have access to this pod and can retrieve their parcels any time they wish.

### General

1) The next Area 4 Resident Meeting will take place in March 2015. ISHA will notify you of the date, time and venue nearer to the time of the meeting. Residents who attend the meeting will have an opportunity to win a Marks & Spencer voucher.

Dexter Edward is your Resident Services Manager for Area 4. Please ring me on 020 7704 7353 or email [dextere@isha.co.uk](mailto:dextere@isha.co.uk) if you have any queries regarding your tenancy or your estate.

Laurence Ahmed is your Estate Officer. Laurence is responsible for the weekly monitoring of the cleaning and grounds maintenance service carried out by our cleaning and grounds maintenance contractors. Other tasks carried out by Laurence include rotating the refuse bins, checking communal lighting, adjusting time clocks as and when necessary, replacing bulbs and ensuring notice boards on estates are updated weekly and regularly.



**We are very sorry if you were unable to get through to us during November when our phones were out of order. BT fixed the problem so we hope it won't reoccur.**

## AREA 5 LIEN VIET

Resident Services

Manager: Harpreet Heer



**Lien Viet**  
HOUSING ASSOCIATION

### Good news

1) The residents at Eleanor Close had raised concerns regarding the ongoing issue of overflowing household waste bins and recycling. Joint working between Haringey Council & David the Estate Officer has improved the situation. As always, if you have any concerns with the cleaning or grounds maintenance please contact Harpreet or David.

2) Summerhill Road – the intercoms at Summerhill Road have been upgraded.

### General

1) The next Area 5 Resident Meeting will take place in January 2015. ISHA will notify you of the date, time and venue nearer to the time of the meeting. Residents who attend the meeting will have an opportunity to win a Marks & Spencer voucher.

Harpreet Heer is your Resident Services Manager for Area 5. Please contact Harpreet on 020 7704 7398 or email [harpreeth@isha.co.uk](mailto:harpreeth@isha.co.uk) if you have any queries regarding your tenancy or your estate.

David Herron is your Estate Officer for Area 5. David is responsible for the weekly monitoring of the cleaning and grounds maintenance service carried out by our cleaning and grounds maintenance contractors. Other tasks carried out by David include rotating the refuse bins, weekly site visits, checking communal lighting, adjusting time clocks as and when necessary, replacing bulbs and ensuring notice boards on estates are updated weekly and regularly.

# Our performance in Quarter 2 July to Sept 2014

## At a glance key



Above  
target






Just below  
target







Below  
target

## 1. Responses to your complaints, letters and phone calls

Measure	Result	Target (2014/15)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
Replying to <b>complaints</b> within the target time of 10 days	 <b>88%</b>	100%	N/A	<b>Below target</b> This poor performance was partly due to staff changeover. Our new administrator has improved the system and we are also putting in place a better induction for staff. We expect to make the target in the future.
Replying to <b>letters</b> within the target time of 10 days	 <b>33%</b>	100%	N/A	<b>Below target</b> This is very poor performance. ISHA's Housing Committee reviewed this in November 14, and were assured that the system for chasing letters has been improved.
Average time taken to answer the <b>Phone</b>	 <b>8.78 seconds</b>	6 seconds	N/A	<b>Below target</b> Our performance in this area when it was measured as 15 seconds was always above target. We changed the measure in April 2014 to 6 seconds, and will review whether this is too 'stretching' by the end of December 2014. The measure we want to achieve is one that tells us we are answering the phone promptly and most importantly you are getting the service you want.



## 2. Repairs

Measure	Result	Target (2014/15)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
The average number of <b>days to carry out repairs</b>	 <b>15</b>	12	N/A	<b>Below target</b> Chigwell experienced some staffing difficulties at the start of quarter 2 which had a huge knock-on effect to how quickly some jobs could be completed. The number of staff in the affected areas has now been increased.
The number of <b>gas safety checks</b> that are out of date	 <b>7</b>	0	<b>Lower Group</b>	<b>Below Target</b> We have increased our legal processes to make sure we can get access for the annual safety checks.
<b>Repair appointments</b> made & kept	 <b>89%</b>	90%	N/A	<b>Just below target</b>
Residents' <b>satisfaction with repairs</b>	 <b>86%</b>	95%	<b>Above average group</b>	<b>Just below target</b> Satisfaction with your repair went down over this period because of the failure to complete jobs on time.




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 (2014/15)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
How <b>quickly</b> we relet your home	 <b>30 days</b>	<b>24 days</b>	<b>Bottom group</b>	<b>Below Target</b> We want our vacant properties to be re-let as soon as possible. The reason for the delay is a combination of how much repair work needs to be done and getting people nominated to live in the home. We are genuinely working to improve our systems to meet the target.
How many <b>general needs homes</b> we relet	 <b>14</b>	<b>No target set</b>	<b>N/A</b>	<b>For information only</b>

### 4. Rent collected & arrears

Measure	Result	Target (2014/15)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
The level of <b>arrears</b>	 <b>5.1%</b>	<b>5.5%</b>	<b>Below average group = 12/13</b>	<b>Above target</b>
How much <b>rent</b> did we collect?	 <b>97.56%</b>	<b>98.34%</b>	<b>Above Average Group</b>	<b>Just below target</b>
How many <b>evictions for rent arrears</b> were there?	 <b>1</b>	<b>No target set</b>	<b>N/A</b>	<b>For information only</b>

### 5. Resident involvement

Measure	Result	Target (2014/15)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
How many residents have been involved this quarter	 <b>202</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 2014 was <b>295</b> residents.  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 2014 is <b>9</b> changes to our services made as a result of resident involvement.
Changes to ISHA's services as a result of resident involvement	 <b>0</b>	<b>No target set</b>	<b>N/A</b>	

\*These comparisons are based on our performance in April 2012 to March 2013. This is the latest date for which information is available.

If you would like an article in this newsletter translated or in a different format contact us or tick the box then fill in your details and return it with the article.

Nëse doni të përkthyer ndonjë artikull të kësaj fletushke, n'a kontaktoni ose shënoni (✓) në kuti, pastaj plotësoni detajet tuaja dhe n'a dërgoni formën së bashku me artikullin. <input type="checkbox"/> Albanian	إذا كنت ترغب في الحصول على مقال في هذه الرسالة الإخبارية مترجماً، اتصل بنا أو قم بالتأشير على الصندوق ثم املأ بياناتك وأعدّها مع المقال. <input type="checkbox"/> Arabic
যদি আপনি এই নিউজলেটারের কোন একটি আর্টিক্যাল অনুবাদ আকারে পেতে চান, তাহলে আমাদের সাথে যোগাযোগ করুন বা বাবু চিক দিন তারপর আপনার বিস্তারিত পূরণ করুন এক আর্টিক্যালসহ তা ফেরত দিন। <input type="checkbox"/> Bengali	Si vous souhaitez obtenir la traduction d'un article de cette lettre d'information, veuillez nous contacter ; alternativement, cochez la case, indiquez vos coordonnées et retournez-les avec l'article. <input type="checkbox"/> French
જો તમને આ સમાચાર પત્રકમાં આપેલ કોઈ લેખનું આપાંતર જોઈતું હોય, તો અમારી સંપર્ક કરો અથવા ખાનામાં ટિક કરો અને તે પછી તમારી વિગતો ભરીને તે લેખ સાથે પાછી મોકલી આપો. <input type="checkbox"/> Gujarati	इस सूचना का कोई लेख यदि आपको अनुवाद कराना हो तो कृपया हमसे संपर्क करें, या खाने में टिक लगा कर अपनी संपर्क सूचना लिखें और यह पृथी उस लेख के साथ वापिस हमें भेजें। <input type="checkbox"/> Hindi
Jeśli chciałby Państwo otrzymać tłumaczenie artykułu w niniejszym biuletynie na inny język, proszę się z nami skontaktować lub zaznaczyć właściwe okienko a następnie wpisać swoje dane i zwrócić formularz wraz z artykułem. <input type="checkbox"/> Polish	Hadii aad jeceshay qoraalka warqada akhbaarta in lagu turjumo, nala soo xaniir ama dhag sii sanduuqa yar markaa ka dib ku soo qor magacaagga iyo cinwaankaagga ee la' soo celi Qoraalka. <input type="checkbox"/> Somali
Si desea la traducción de algún artículo de este boletín, contáctenos o marque la casilla y luego incluya sus datos y remita la información con el artículo. <input type="checkbox"/> Spanish	Bu haber bultenindeki bir yazının tercüme edilmesini isterseniz, bizimle irtibat kurun ya da kutuyu işaretleyerek, bilgilerinizi yazın ve yazıyla beraber geri gönderin. <input type="checkbox"/> Turkish
Nếu bạn muốn bài nào được dịch ra trong tờ báo này, thì hãy liên lạc với chúng tôi hoặc đánh dấu vào ô này, rồi điền chi tiết của bạn và gửi trả lại cùng với bài báo đó. <input type="checkbox"/> Vietnamese	اس خبرنامے کا کوئی مضمون اگر آپ کو ترجمہ کرانا ہوتو براہ مہربانی ہم سے رابطہ کریں یا خانے میں ٹک لگا کر رابطہ کی معلومات پھرین اوریہ پرچی اس مضمون کے ساتھ ہمیں بھیجیں۔ <input type="checkbox"/> Urdu

Your Name:

Your Address:

ISHA, 102 Blackstock Road, London, N4 2DR

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



## Contact our team...

Resident Services Team  
for all general enquiries and repairs

020 7704 7300

[isha@isha.co.uk](mailto:isha@isha.co.uk)

# EMERGENCY OUT OF HOURS NUMBERS

LIFT BREAKDOWN

0800 652 0692

EMERGENCY REPAIRS

020 7704 7300

GAS LEAKS

0800 111 999

ANTI SOCIAL BEHAVIOUR

0800 075 6699

You can also report a repair, pay your rent or contact us through the website [www.isha.co.uk](http://www.isha.co.uk)

## ...OTHER USEFUL NUMBERS

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

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

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

If you live in Islington contact Catia Viola on 020 7704 7335

24 Hours Parking enforcement number 01992 764 520

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

Call Les, Catia or Ola to 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)