

isha news



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

issue 10 autumn 2014

www.isha.co.uk

Enter our prize draw by filling out your STAR survey.
1st prize - £500 high street vouchers of your choice.
2nd prize - £250 high street vouchers of your choice.

Meeting the lions, tigers and bears.

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COOK & EAT course



In our last newsletter we reported on a cooking project we had done with hostel residents. It was really good and residents learnt a lot about cooking various healthy dishes from different countries while gaining confidence speaking English.

We want to make this course available to all our Vietnamese and SE Asian residents. It is a great opportunity to practice English outside the classroom. It can also be a way in to gaining catering qualifications.

If you are interested please contact Chuong on **020 7704 7347** or at **chuong@isha.co.uk**

Helping Vietnamese Residents in Hackney work in the Catering Industry



We are working with 'Ways Into Work' in Hackney to identify any potential candidates for catering industry posts.

We are looking for residents who have some English skills and some catering experience or qualifications.

If this is you, contact Chuong on **020 7704 7347** or at **chuong@isha.co.uk** for further details.

We also want to organise training courses for Vietnamese residents who would like to work in the catering industry. If there is enough interest we will organise this. The training will focus on helping you gain qualifications in catering and improve your English. Please contact us to register your interest or to find out more about the courses.

DO YOU WANT TO STOP SMOKING?

As we all know smoking can damage your health causing lots of diseases and illnesses and eventually death. 20 cigarettes a day costs you £198 a month, £2,405 a year and £24,054 over ten years. We know that there is higher rate of smoking than the average in the Vietnamese community.

We also know that it can be easier to stop smoking with the support of a group. In partnership with Shoreditch Trust, we would like to set up a stop smoking clinic and pop-in service for Lien Viet residents and members of the community. So if you are serious about giving up smoking, contact us.

You can do it. We can help.

Any resident or community member who wishes to discuss this please contact Tai on

020 7704 7354 or email taih@isha.co.uk



LIEN VIET RESIDENTS GROUP

So far 6 meetings have taken place and more new residents have joined the group. So come along on the last Wednesday of the month, to Vivian Comma Close at our office at 102 Blackstock Road. The meetings are from 6:30pm to 7.30pm and provide the opportunity to meet other Lien Viet residents, share your experiences and concerns about the services we provide and to plan and discuss future activities. You can also raise any issues with your Outreach and Support Officer. Thanks to all the residents and guest speakers who despite bad weather and busy schedules have attended meetings.

DAY TRIP TO MARGATE

The day trip to Margate on 27 July went very well and a great day out was had by all who attended. The weather on the day was excellent – sunny and not very windy – a bit better than last year when we got caught in the rain!



Fire Safety Advice for ISHA Residents

Protecting you and your household

The easiest way to protect your home and family from fire is with a working smoke alarm. A smoke alarm can provide an early warning of a fire and allow you to make your escape – but only if it is working. You are more than twice as likely to die in a fire if you do not have a working smoke alarm.

- If you do not have a smoke alarm in your home, please contact your Resident Services Manager to arrange for us to fit one.
- Test your smoke alarm regularly.
- Never disconnect or take the batteries out of your smoke alarm.

You can prevent fire from happening by taking a few simple steps

- Don't leave cooking unattended, and avoid leaving children in the kitchen alone with cooking on the hob.
- Be especially vigilant when cooking with oil. Don't overfill chip pans and never throw water on a chip pan fire.
- Make sure cigarettes are put out properly, use a proper ashtray and don't smoke in bed.
- Don't overload electrical sockets.
- Turn off appliances when not in use. Don't even leave them on standby.
- Keep matches and lighters out of reach and sight of children.
- Make sure candles are secured in a proper holder and away from materials that may catch fire – like curtains. Children shouldn't be left alone with lit candles.
- Close doors at night, especially the doors to the lounge and kitchen to prevent fire spreading.
- Know what to do now. Be prepared and don't wait until a fire happens.

For Residents Living in Blocks of Flats

Please see your “**Fire Action Notice**” on your noticeboard on what to do if a fire breaks out in your block.

If you have any concerns contact your Resident Services Manager.



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In that case please register with ISHA by sending an email to haveyoursay@isha.co.uk confirming your name and address and future newsletters and annual reports will then be sent to you at your email address.



Two thirds of people with dementia are women



One in three people over 65 will develop dementia



Most of you reading this article will have been touched by dementia. A family member, neighbour or someone you know may have been diagnosed with dementia. As we are all living longer dementia is a condition which will affect more of us and our families.

Dementia is most common in older people, although younger (under 65) people can also develop it. 1 in 1400 people between 40 and 65 years old have dementia and this increases to 1 in 6 in those over 80. 1 in 3 people develop dementia before they die. Two thirds of all people with dementia live in the community.

People experience dementia in their own way and different types of dementia affect people differently. Some of the symptoms which are commonly experienced are;

- **Memory Loss:** problems recalling things which have happened recently or repeating themselves with the same question.
- **Difficulty thinking things through and planning:** problem concentrating, following series of steps, grasping new ideas or solving problems. Struggling with familiar tasks.

- **Problems in communication:** difficulty finding the right word or struggling to following a conversation.

- **Losing track of time:** losing track of time, date or season. Not know where they are even if they know the place well.

- **Sight and visual difficulties:** difficulty judging distances (stairs). Misinterpreting patterns or reflections in mirrors.

- **Mood changes and difficulty controlling emotions:** becoming unusually sad, frightened, angry or upset. Losing interest in things and becoming withdrawn and lacking in confidence.

Changes in the way in which Dementia is treated have meant that it is really important for people to get an early diagnosis from a GP. It may be that they are not suffering from dementia but have another illness which

causes dementia like symptoms. These can usually be treated with courses of medicines. Early diagnosis also allows the person with dementia to be helped with medication which can combat some of the effects.

If you are concerned about yourself, family member or neighbour, you can contact Trevor Pearson (020 7354 5451) or Alasdair Paterson (020 7704 7357). They will help you get specialist information and support.

You can also contact these organisations directly for help and advice.

Alzheimers
(www.alzheimers.org.uk)
tel: 0300 222 1122

Dementia UK
(www.dementia.org.uk)
tel: 020 7697 4160

Meeting the lions, tigers and bears

The Residents' Forum holds an Annual General Meeting every year. This year the Forum was keen to ensure it also heard from younger voices of ISHA and Lien Viet residents so it chose to take residents to London Zoo after the meeting.

Ruth Davison, Director of Policy and External Affairs, National Housing Federation was the external speaker, and talked about the Future of Social Housing. Ruth gave us advance notice of the Homes for Britain rally that will be taking place on Tuesday 17 March 2015. The rally, along with the Homes for Britain campaign, will be calling for politicians to put the chronic shortage of housing at the top of their political agenda. One of our residents asked about how children can be involved in the rally, and Ruth is taking back our suggestion to see how this can be built into the day. We will keep you updated about the campaign, and also how we can all get involved. We will keep you posted on the campaign on our website.

After the meeting, all boarded their coaches and had fun at the zoo.



Your Residents' Forum

Michael Wardle stood down as Residents' Forum Chair and Stafford Cohen-Powell stood down as Vice-Chair. Both Michael and Stafford have put a tremendous effort into building the Residents' Forum over the past few years and felt it was now time for someone else to take the reins.

The next Residents' Forum is on Saturday 4 October 2014, 2-4pm at Hackney Picture House, 270 Mare Street, E8 1HE.

All ISHA and Lien Viet residents are invited. There will be a crèche, which you will need to book your children into in advance. Refreshments will be available.

For further information or to book contact Tullia Morris, Resident Service Improvement Manager on **020 7704 7349, 07930 202 317** or at **tulliam@isha.co.uk**

At the Residents' Forum meeting



you said...

Our post boxes are outside the property and we want them inside the property

We would prefer the residents' meeting for our block to be held at our block

It's not clear what we should do if a fire occurs in our block

You are rebuilding one of the blocks in the area so could you also re-design our shared outdoor area too?

Where management of communal areas is not carried out by ISHA, detailed arrangements and service level agreements should be agreed prior to handover

...we did

We relocated the post boxes inside the property

We held the residents' meeting in the play area of the block

We have provided fire safety advice on page 4

We landscaped the external communal gardens

We have put this in place



Resident STAR Survey

How satisfied are you?

A big thank you to all our residents who spent time completing the previous customer satisfaction survey. We made significant changes in a number of areas including:

- acting on your feedback
- improving communication
- your repairs appointments

Resident's views are really important as they have a vital role in shaping the services we provide.

We would like to continue to improve our services, but we can only do this with your help.

ISHA and Lien Viet have asked Acuity, an independent market research company, to carry out a customer survey - known as STAR - on our behalf.

Acuity will be sending out a questionnaire to all residents asking questions about the services you receive from ISHA, from repairs to anti-social behaviour.

To say thanks, residents who complete and return their questionnaire will be entered into a prize draw with a chance to win £500 worth of high street vouchers, and you can choose which shop.

Be sure to complete and return the survey if it lands on your doorstep this month!

To find out more, visit our website or call the **Service Delivery Team** on **020 7704 7300**.

All returned surveys will be entered into a prize draw.



We carry out this survey every three years, and your feedback is important to how we prioritise our improvements over the next period. The key messages for improvement from the last survey were:

Taking residents views into account.

Satisfaction that we take your views into account went down in the last survey. We have increased the ways in which you can give us feedback, and we have also increased the ways we tell you what we have done as a result of your feedback. This includes:

- When we change a service because of your feedback, we report this in the “You said, We did” section in every newsletter (see page 7).
- When you tell us what you are not happy about through any feedback form (repairs, ASB, cleaning and grounds maintenance), we will contact you directly.

Communication

This has been a key improvement area for us, and a priority with the Residents’ Forum. We have been regularly reviewing where residents feel this has improved, and where more work is required. We expect to continue to look to change how we communicate with you, as your needs change. It is really important for us to know what works as well as what does not. As part of the communication strategy we refreshed our website in January this year. We have also responded to residents who want to be contacted by email rather than by letter.

Appointments for repairs

We have improved our appointment systems and monitor the performance of all contractors on a monthly basis as to whether they attended your appointment on time. This remains a priority for us because we know how important it is to you.

External Decoration Programme

This year we intend to perform cyclical maintenance on a total of 233 ISHA properties and 22 Lien Viet properties. We carry out cyclical work every 7 years on our homes.

The works commenced on 12 August 2014. We aim to complete the project by 28 October 2014 but the end date often varies depending on the level of unforeseen repairs discovered on site. We like to complete this work in the summer before winter sets in.

We will be spending over £400,000 on our ISHA homes and over £40,000 on Lien Viet homes. We will write to you 2 months in advance so that you have time to express any concerns regarding this work.

Cyclical maintenance is any external repair or decoration

required to that home. For example, any surface on the exterior of our homes and has been previously painted will be stripped down, prepared and re-painted.

Any additional repairs that are necessary will also be carried out whilst the contractor is on site. These include repairs to:

- Windows
- External doors
- Roofs and guttering

Should any major works be identified during this process we will tie them in with the cyclical

programme. Any work that takes place is given a final inspection and authorised by the ISHA contracts manager before the contractor leaves site. When the work is finished we contact you and ask you to complete a satisfaction form. This enables us to measure the contractors performance.

If you would like to find out when the property or the block you live in is due for external decorations, please contact the Surveying team on 020 7704 7300.

Exciting news for residents looking for work!



ISHA has teamed-up with Peabody to give our residents access to employment advice and support through their learning centres. This includes: free one-to-one advice and group workshops; help searching for jobs; help writing CVs, covering letters and job applications; interview preparation and access to job opportunities.

There are a number of other organisations we can refer you to as well, depending on where you live and your individual needs.

If you are aged 16+ and would like some help finding work please contact Alasdair Paterson, Outreach and Support Officer by email alasdairp@isha.co.uk or phone 020 7704 7357

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INTRODUCING THE SERVICE DELIVERY TEAM

The Service Delivery team is the hub of communication for ISHA and the first point of contact for our residents.



What We Do?

We deliver a high quality customer focused frontline service to all our internal and external customers which meets ISHA customer service standards and service level agreements.

We champion, respond to and resolve within specified timescales in accordance with the Association's service standards, a wide range of queries by telephone, letter, email and face to face in our office.

We operate and administer on a day-to-day basis the 'repairs help-desk' by responding to calls from internal and external customers, ensuring that all orders are raised and completed.

Who are we?

There are 5 Service Delivery Officers, managed by the Service Delivery Manager, Pauline Graham. There are two full time and three part time Service Delivery Officers. The full time officers are Chauntae Bernard and Arlette Mulonso, and the part time officers are Mumena Khatun, Lucy Mead and Krystal Carrington (temp). Between us, we cover the offices' opening hours between 9am – 5pm.

Arlette was asked what she liked about working at ISHA and said "I joined ISHA recently and love working in the Service Delivery Team where I learn something new every day. Since I joined I have improved my qualifications and have graduated with a Housing degree."

What's happening... In Your Area

AREA 1

Resident Services Manager: Tracy Keverne

Area 1 covers properties in Hackney to the west of Kingsland Road, together with some properties in Islington and Camden.

Tracy Keverne is your Resident Services Manager for Area 1. Contact Tracy on **020 7704 7392** or **tracyk@isha.co.uk** with any queries or concerns about your tenancy or your estate.

Gary Johnson is your Estate Officer for Area 1. Gary visits all estates at least once a week to monitor the cleaning and grounds maintenance service, check communal lighting and order any communal repairs.

Tracy and Gary carry out regular estate inspections and you are very welcome to join us on these. Please see estate notice boards for dates.

Area 1 meeting

Tracy and Gary will be holding the Area 1 meeting on Wednesday 10 September from 6.00pm at St John of Hoxton Church. We will send you an invitation soon with full details. Please come along to have your say on how ISHA manages your estate.

Bulk rubbish

Please contact your Council to arrange collection of large items of rubbish for free. If you live in Hackney, contact the Council on **020 8356 6688**. If you live in Islington, contact the Council on **020 7527 2000**.

AREA 2

Resident Services Manager: Harpreet Heer

We are currently consulting with residents on the following estates.

At Shoreditch Court we are consulting with residents on CCTV to reduce the amount of Bulk Rubbish being dumped and improve security within the block.

At Sojourner Truth Close we are consulting residents for rising bollards to restrict unauthorised entry to the Close.

We will soon be consulting with residents at Upcott House and Lyme Grove House regarding the installation of CCTV.

If you would like to discuss possible improvements to your block/estate please contact Harpreet on **020 7704 7398**.

Area 2 meeting

Harpreet and David will be holding the Area 2 meeting on Wednesday 17 September from 6.00pm at Queensbridge Sports and Community Centre.

We will send you an invitation soon with full details. Please come along to have your say on how ISHA manages your estate.

Good news

Mrs Lesniak and her family moved into Shakespeare House in April 2014. She stated it was a dream that came true for her and her family. Mrs Lesniak and her family are very happy with their new home.



If you have a good news story and live in Area 2 that you would like to share in the next newsletter please contact **harpreeth@isha.co.uk** or **020 7704 7398**.

AREA 3

Resident Services Manager: Teslim Fagbayi

Residents of St Mary's House, St Mary's Path Estate said they would like ISHA to install CCTV cameras to enhance security and reduce anti-social behaviour on the estate. We are currently consulting with residents on this proposal.

Residents of Vivian Comma Close said they want ISHA to improve the design of the bin chamber and prevent non-residents from using the bin chamber for illegal activities and causing anti-social behaviour. We are consulting with residents to install a fob access system for the bin chamber.

External Decoration

External Decorations will be carried out to Canonbury Court, Drayton Park Mews, Spring Villa and Highbury Quadrant during this financial year. This means all previously painted surfaces in the external part of these buildings will be repainted. Work is expected to commence in the month of August and residents should have received notification letters from ISHA and our contractor for this work.

Other Area 3 updates were

Letterboxes were removed from the front of Newhall Court because residents' letters were going missing. New letterboxes have been fitted in the internal ground floor area and new keys have been issued to all residents.

The next Area 3 Residents' Meeting will take place on 23 September 2014 at 6.00pm. We will send you an invitation and agenda nearer to the time of the meeting.

Residents of Canonbury Court were recently consulted about the installation of CCTV cameras. The majority of residents who responded were not in favour of the proposal so we will not be going ahead with this work.

AREA 4

Resident Services Manager: Dexter Edward

Residents of Forest Road said they wanted their post boxes to be re-located inside their blocks. We completed this job in mid-July, 2014. Feedback from residents has been very positive.

Residents of Forest Road said they are not happy with the way the bin chamber is ventilated; we are looking at improving the ventilation by re-designing the bin chamber doors.

Residents of Forest Road said they wanted their Residents' Meeting to be held in their play area. This meeting was held on 31 July, 14. In total 14 residents attended and the feedback was very positive. One resident said; "we should have these meetings regularly". So we will be setting up more meetings very shortly.

Residents of Heathcroft Gardens said they wanted a bay to park their motorcycles. ISHA is considering their request by trying to locate a suitable bay for them to park their motorcycles. We also looked into whether a play area could be provided, but this is not possible.

Other works completed in the last 3 months

CCTV has been installed and is now operating at Repton House.

Next Area 4 Residents' Meeting is to be held on Thursday 25 September. Please look out for the invitations nearer the time. These will include details regarding the venue and the agenda.

AREA 5 LIEN VIET

Resident Services Manager: Harpreet Heer

We will shortly be consulting with residents at Eleanor Close and Gower's Walk for the installation of CCTV.

Following feedback at the Area Meeting in July, we will be installing individual letterboxes for the residents at Ainsworth Road.

The next Lien Viet meeting will be held on 8 October 2014 at 6pm at our offices 102 Blackstock Road, N4 2DR.

If you have a good news story for the next newsletter or any improvements you would like to discuss for your estate, please contact Harpreet on **020 7704 7398** or email harpreeth@isha.co.uk.

Our performance in Quarter 1 April to June 2014

At a glance key



Above target




Just below target







Below target

1. Responses to your complaints, letters and phone calls

Measure	Result	Target (2013/14)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
Replying to complaints within the target time of 10 days	 92.68%	100%	N/A	Below target 7 complaint responses were sent late in quarter 1. New procedures were put in place and the performance has now improved.
Replying to letters within the target time of 10 days	 100%	100%	N/A	On target
Average time taken to answer the Phone	 8.88 seconds	6 seconds	N/A	Below target We have brought in new telephone KPI's and will be piloting these over the next three months. We will carry out an analysis of the calls and report the results to the housing sub-committee in November. We will then going forward, implement the action plan.



2. Repairs

Measure	Result	Target (2013/14)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
The average number of days to carry out repairs	 10.2	14	N/A	Above target
The number of gas safety checks that are out of date	 0	0	Lower Group	On target
Repair appointments made & kept	 88%	90%	N/A	Just below target
Residents' satisfaction with repairs	 90%	95%	Above average group	Just below target




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3. Letting of empty properties

Measure	Result	Target (2013/14)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
How quickly we relet your home	 20 days	24 days	Bottom group	Above target
How many general needs homes we relet	 16	No target set	N/A	For information only

4. Rent collected & arrears

Measure	Result	Target (2013/14)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
The level of arrears	 5.27%	5.5%	Below average group = 12/13	Above target
How much rent did we collect?	 97.55%	98.34%	Above Average Group	Just below target
How many evictions for rent arrears were there?	 1	No target set	N/A	For information only

5. Resident involvement

Measure	Result	Target 2013/14	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	 134	No target set	N/A	We are measuring how many residents have been involved. The total number involved this year – up to the end of June 2014 was 134 residents.
Changes to ISHA's services as a result of resident involvement	 9	No target set	N/A	Also being measured is the number of services changed, implemented or withdrawn as a result of your involvement. So, the total number this year – up to the end of June 2014 is 9 changes to our services made as a result of resident involvement.

*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.

EMERGENCY OUT OF HOURS NUMBERS

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 املاً 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 বাক্সে টিক দিন তারপর আপনার বিস্তারিত পূরণ করুন এক আর্টিক্যালসহ তা ফেরত দিন। <input type="checkbox"/> Bengali	Si vous souhaitez obtenir la traduction d'un article de cette lettre d'information, veuillez nous contacter ; alternativement, cochez la case, indiquez vos coordonnées et retournez-les avec l'article. <input type="checkbox"/> French
જો તમને આ સમાચાર પત્રકમાં આપેલ કોઈ લેખનું આપાંતર જોઈતું હોય, તો અમારો સંપર્ક કરો અથવા ખાનામાં ટિક કરો અને તે પછી તમારી વિગતો ભરીને તે લેખ સાથે પાછી મોકલી આપો. <input type="checkbox"/> Gujarati	इस सूचना का कोई लेख यदि आपको अनुवाद कराना हो तो कृपया हमसे संपर्क करें, या खाने में टिक लगा कर अपनी संपर्क सूचना लिखें और यह परची उस लेख के साथ वापिस हमें भेजें। <input type="checkbox"/> Hindi
Jeśli chciałby Państwo otrzymać tłumaczenie artykułu w niniejszym biuletynie na inny język, proszę się z nami skontaktować lub zaznaczyć właściwe okienko a następnie wpisać swoje dane i zwrócić formularz wraz z artykułem. <input type="checkbox"/> Polish	Hadii aad jeceshay qoraalka warqada akhbaarta in lagu turjumo, nala soo xaniir ama dhag sii sanduuqa yar markaa ka dib ku soo qor magacaagga iyo cinwaankaagga ee la' soo celi Qoraalka. <input type="checkbox"/> Somali
Si desea la traducción de algún artículo de este boletín, contáctenos o marque la casilla y luego incluya sus datos y remita la información con el artículo. <input type="checkbox"/> Spanish	Bu haber 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 ہو تو براہ مہربانی ہم سے رابطہ کریں یا خانے میں ٹک لگا کر رابطے کی معلومات پھرین اوریہ پرچی اس مضمون کے ساتھ ہمیں بھیجیں۔ <input type="checkbox"/> Urdu

LIFT BREAKDOWN

0800 652 0692

EMERGENCY REPAIRS

020 7704 7300

GAS LEAKS

0800 111 999

ANTI SOCIAL BEHAVIOUR

0800 075 6699

You can also report a repair, pay your rent or contact us through the website www.isha.co.uk

...OTHER USEFUL NUMBERS

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

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

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

24 Hours Parking enforcement number 01992 764 520

If you live in Islington contact Catia Viola 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, 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

Your Name:

Your Address:

ISHA, 102 Blackstock Road, London, N4 2DR

Tel: 020 7704 7300 Email: isha@isha.co.uk



Contact our team...

Resident Services Team
for all general enquiries and repairs

020 7704 7300

isha@isha.co.uk