

isha news

ISHINGTON & SHOREDITCH
HOUSING ASSOCIATION
isha

Lien Viet
HOUSING ASSOCIATION

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

issue 08 spring 2014

www.isha.co.uk

HAPPY NEW LUNAR YEAR

inside this
issue



5

Ways
of Saving
Money



6

Residents' Forum



9

Changes to RSM Patches



12

Your Rent Increase



HAPPY NEW LUNAR YEAR

This year's Lunar New Year Event welcoming the year of the horse was held at the office at Blackstock Road on 11 February. Nearly 40 Lien Viet residents attended the evening along with staff and a number of board members enjoying food, traditional Lion Dance, Lucky Money and a raffle. A big thank you to all who attended and to volunteers who kindly helped clear up after!

Lien Viet Residents' Group

Following our consultation last year we held the first Lien Viet Residents' Group meeting on Thursday 27 February at Blackstock Road. 13 residents attended the first meeting. The group was set up in response to a number of residents who

said that following the closure of Morning Lane they would like the opportunity to meet up on a regular basis. All Lien Viet residents are welcome to attend and we will be meeting on a monthly basis. We will use the meetings for a mixture of activities. Look out for fliers

through your door advertising the next meeting and look for details on the website. Contact Tai Huynh Duc, Outreach and Support Officer at Tai@isha.co.uk or on 020 7704 7354 for more information.

New Lien Viet Website

The Lien Viet website is being renewed at the moment. Please visit www.isha.co.uk/lien_viet over the coming months as we update this. Here you will be able to access your landlord services such as paying your rent, reporting a repair and reporting anti-social behaviour by linking through to ISHA's website. On Lien Viet's website you'll be able to find out about Outreach and Support and other community activities and services.

ISHA and Lien Viet Housing Advice drop in sessions

Our Vietnamese speaking Outreach and Support Officers are holding housing advice sessions for all ISHA and Lien Viet residents and the wider community.

Friday 4 April, 2 May & 6 June 2014 10am - 12pm	Vietnamese Family Welfare & Support in Deptford & Lewisham	Waldron Health Centre Amersham Vale New Cross SE14 6LD
Wednesday 9 April, 7 May & 11 June 2014 11am - 1pm	Community Centre for Refugees from Vietnam Laos Cambodia (VLC Centre)	151 Whiston Road Haggerston E2 8BN
Monday 14 April, 12 May & 16 June 2014 11am - 1pm	Community of Refugees from Vietnam East London (CRVEL)	St Nicholas' Church Aberfeldy Street E14 0NU
Tuesday 22 April, 20 May & 24 June 2014 11am - 12pm	An Viet Foundation (AVF)	12-14 Englefield Road N1 4LS

This service includes advice on:

- ◆ Housing and Welfare Reform
- ◆ Housing Benefit queries
- ◆ Repairs
- ◆ Moving home and choice based lettings
- ◆ Anti-social behaviour
- ◆ Domestic violence

In addition, remember all residents can get housing advice by contacting the office, 020 7704 7300, and arranging to meet with their Resident Services Manager.



Energy Performance Certificate (EPC) Explained

What is an Energy Performance Certificate?

Energy Efficiency Rating		Current	Potential
Very energy efficient - lower running costs			
(92-100) A			
(81-91) B			
(69-80) C			80
(55-68) D		60	
(39-54) E			
(21-38) F			
(1-20) G			
Not energy efficient - higher running costs			
England, Scotland & Wales			
EU Directive 2002/91/EC			

Environmental Impact (CO ₂) Rating		Current	Potential
Very environmentally friendly - lower CO ₂ emissions			
(92-100) A			
(81-91) B			
(69-80) C			80
(55-68) D		58	
(39-54) E			
(21-38) F			
(1-20) G			
Not environmentally friendly - higher CO ₂ emissions			
England, Scotland & Wales			
EU Directive 2002/91/EC			



The Energy Performance Certificate (EPC) gives you information on measures that can improve energy efficiency in your home. An EPC provides two key pieces of information.

- ◆ The energy efficiency of a property, for example, the running costs of your home, on a scale from A – G (The most efficient being A, and G the least efficient)
- ◆ The environmental impact of a property.

It also provides recommendations that we can use to improve the energy efficiency in your home. The benefit, is that this can mean lower energy bills for you, due to lower energy usage which also lowers carbon emissions.

When is an EPC required?

- ◆ An EPC is required when you sell or let a property and is valid for ten years.
- ◆ All Landlords must provide an EPC to tenants, each time the property is let.

Why is an EPC important?

Parts of the EPC are recommendations which list the potential rating that your home would achieve, if the changes were made. This information can be used to:

- ◆ Cut fuel bills.
- ◆ Improve energy performance in your home.
- ◆ Help cut carbon emissions.

When will I get the EPC for my home?

At the moment we give you an EPC when you move into your home or when you ask for an energy survey on your home. If you want an energy survey on your home contact Service Delivery Team, 020 7704 7300.

Our objective in our Asset Management Strategy Plan 2010/15 is to maintain and improve the energy efficiency of all our existing stock from our current baseline D to a C rating. The next Resident's Forum, to be held on 3 April 2014 will be discussing energy efficiency in older properties.

For further information about the recommended measures on your EPC and other simple actions you can take to save money on energy performance in your home, you can visit www.direct.gov.uk/savingenergy.

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 confirming your name and address and future newsletters and annual reports will then be sent to you at your email address.

Reducing Water Bills

Even though it was the wettest February since records began we still have to be conscious about saving water. For many residents this isn't just about being kind to the environment, it has a massive effect on their pockets because of water meters. If you live in a property that has a water meter you will know that wasting water really isn't an option as you'll be the one who is charged for it.







Even if you don't have a water meter don't think that you're safe as the chances are, in a few years' time, you will have a water meter.

Thames Water has some great ideas to help save water but also some very clever freebies, you can find their web page at:

www.waterwisely-savewatersavemoney.co.uk/ where they are offering free products such as attachments for your shower, your taps, your garden hose, things to use in your toilet cistern and water saving advice leaflets. Alternatively you can call Thames Water on 0845 371 0727.

It really can be worth your while trying to save water, look at the chart below to see the average amounts of water that could be saved:



People In Household	Typical Water Usage Each Year (m3)	Efficient Water Usage Each Year (m3)
	58	31
	108	85
	142	112
	167	134
	199	161
	234	192

Feedback from January Residents' Forum

The meeting was held in Walthamstow, it was a cold miserable day and we didn't expect many people to show up. Actually we were wrong. There was a good turn-out, not only regular members but a few new faces also came along too. The new Chair of ISHA came along to see what the Residents' Forum is all about and just how effective it is.

The Forum took up some of the improvement themes expressed by residents at the Forum's Annual General Meeting held in August 2013. To move this forward the January meeting agreed on descriptions of what improvements would look like. For instance if there was a repair that couldn't be done straight away then a resident should be updated on a weekly basis.

Priority areas for improvement of AGM attendees



There were various suggestions given (which can be viewed on ISHA's Residents' Forum area of the website). These suggestions were presented to ISHA's Board who will use your feedback to influence the development of the 2015 -2020 priorities for the strategic plan. If you want to receive the full resident document or would like to add to this discussion, please email 2020vision@isha.co.uk

The next Residents' Forum meeting will be held at 6pm to 8pm Thursday 3 April 2014 at the office, 102 Blackstock Road, N4 2DR. All ISHA and Lien Viet residents are welcome.

Future Dates:

- ◆ Friday 20 June 2014, Bid for Better deadline
- ◆ Thursday 3 July 2014, 6 – 8pm Forum meeting at ISHA
- ◆ Friday 19 September 2014, Bid for Better deadline
- ◆ Saturday 4 October 2014, 2 – 4pm Forum meeting, venue to be confirmed
- ◆ Friday 12 December 2014, Bid for Better deadline





Become a Committee Member of ISHA or Lien Viet

If you are interested in becoming a member of an ISHA Committee or Lien Viet Housing Association's Board, please contact claret@isha.co.uk or phone **020 7704 7300**.

Volunteers wanted for the North River Alliance Residents Panel

At the moment, if you make a formal complaint about ISHA or Lien Viet, your complaint is reviewed through a three stage process. The last stage (Stage 3) is a panel comprising of Board members. Once all stages have been exhausted, if you are not happy with the response to your complaint you can take your matter to the Housing Ombudsman. There is a delay in the Housing Ombudsman reviewing your complaint of eight weeks, unless it has been reviewed by a Residents Panel or it is referred by an MP or local councillor.

We would like to establish a residents panel, who will review any complaint that a resident would like referred to the Ombudsman. The panel will look at the complaint and seek to identify other recommendations for the housing association to resolve the complaint.

We are recruiting resident panel members from a number of housing associations, so that you will never be asked to listen to a complaint about your neighbour.

The panel will also receive information about the kind of complaints that have come up in

each organisation, and play an important role in checking that lessons are being learnt from the complaints received.

Is it for me?

- ◆ Do you want to become part of a panel of other residents who would work as a team to resolve complaints?
- ◆ Are you someone that gets on well with others and is committed to getting things done?
- ◆ Do you want the opportunity to improve your knowledge and develop your life and work

skills? We will offer full training to support you in this role.

- ◆ Are you looking to gain valuable 'work experience'?
- ◆ Do you want a chance to make a real difference to a Housing Association's services and improve things for you and those in your area?

What do I do if I'm interested?

If you are interested contact Leila Hallows, Communications Coordinator who will be happy to answer any questions you have by phone on 020 7704 7363, or by email leilah@isha.co.uk.

YOU SAID WE DID

<p>Change the format of how the results of the Local Key Performance Indicators are reported to the traffic light system so it is easier to understand</p> <p>We have changed your local performance report, which is on the website 'in your area' and also displayed on your notice board.</p>	<p>A block asked for the communal lights to be changed to be operated by sensor</p> <p>This change was made in January 2014.</p>	<p>Provide an out of hours hazardous waste cleaning service</p> <p>Details of this service are explained on page 11.</p>	<p>Explain what the EPC means in the next newsletter</p> <p>Explaining the Energy Performance Certificate article can be found on page 4.</p>
--	--	--	---

Peace of Mind - At Only 83p Per Week!

How much would you be willing to pay for peace of mind? 83p a week doesn't sound that much really, but that's the starting weekly cost of our Resident Contents Insurance scheme. For 83p per week can get £6,000 worth of contents cover. Please remember that insuring the contents of your home against damage from fire, flood and other risks is **YOUR RESPONSIBILITY**. Even if a pipe bursts in your flat, ISHA as your landlord is not always responsible for any damage caused to your belongings. Such things can happen, and ISHA will not automatically pay for any damage caused.

All residents, whether you rent your home or are a shared owner, are responsible for your own belongings in your home, including your flooring. So, it is really important that you arrange home insurance in case your belongings get damaged or need replacing. ISHA has insurance to cover your building, but in the event that your belongings are damaged or need replacing, you will need to re-claim these costs from your own insurance.

ISHA has recognised some of the problems that residents face in obtaining 'Household Contents Insurance' and has therefore arranged a contents insurance scheme geared towards your needs and underwritten by Royal & Sun Alliance Insurance plc.

The insurance is available to all residents subject to them being accepted onto the scheme

The insurance policy includes some of the following benefits:

- ◆ No excess payable on any claim
- ◆ No need for a bank account
- ◆ New for old cover (except clothing & household linen)
- ◆ Cover for accidental damage to televisions, hi-fi systems etc. if you take out the Simple+Cover
- ◆ Cover for theft or attempted theft

PLEASE MAKE SURE THAT YOU CARRY OUT YOUR OWN COMPARISON FIGURES. THIS SCHEME IS NOT PROVIDED BY ISHA BUT IT HAS BEEN ARRANGED AND DESIGNED SPECIFICALLY FOR HOUSING ASSOCIATION RESIDENTS.

For further information please pick up an application form from ISHA or you can download one from our website at www.isha.co.uk. Alternatively you can e-mail a request to us or write to us at:

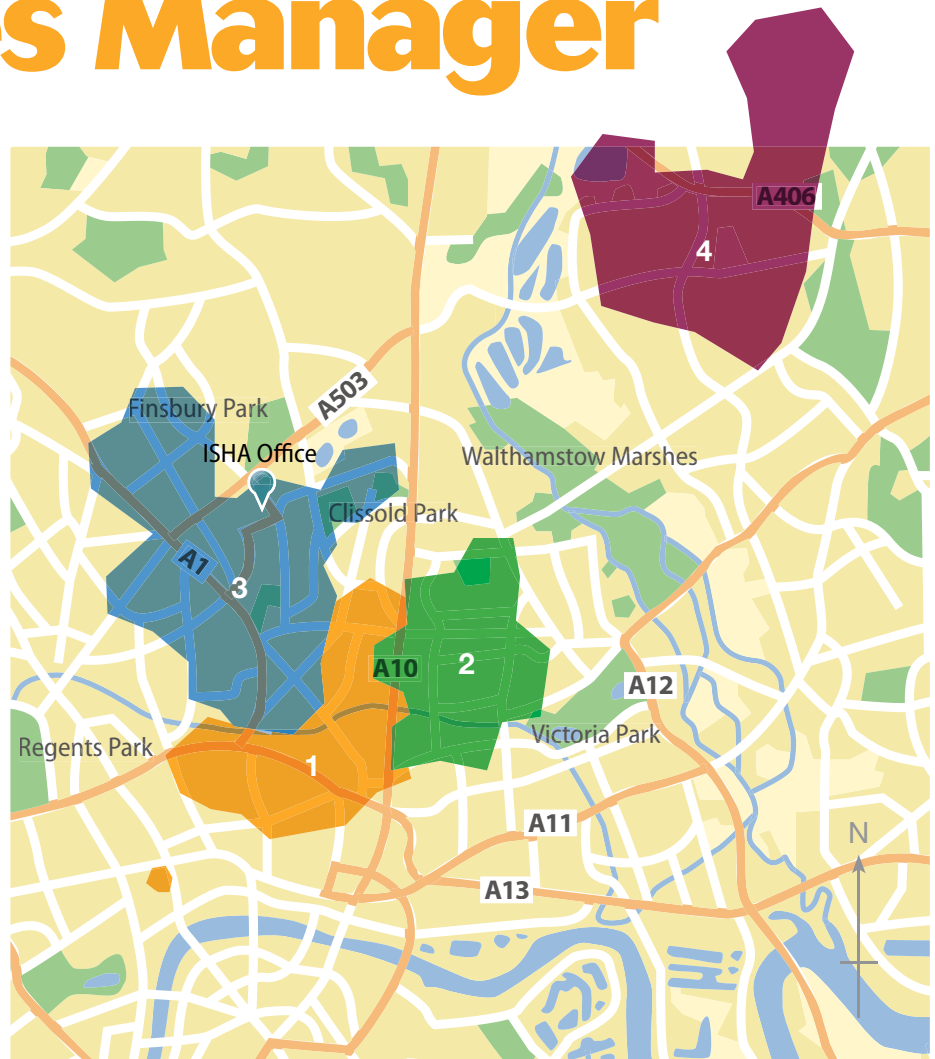
Residents Contents Insurance, Islington and Shoreditch HA Ltd, 102 Blackstock Road, London N4 2DR

Introducing Your Resident Services Manager

By now all residents will have received a letter advising you who are your new Resident Services Manager and Estate Officer and your new Local Area.

The Resident Services Managers' (RSM) patches have been re-organised from April 2014, to take account of the increasing number of properties we manage. We are also making sure that we take account of our planned growth as we continue to successfully develop new homes in all our areas.

The table below sets out the new areas managed by each RSM.



Local Area	RSM	Local Authority
1	Tracy Keverne	West Hackney and Camden
2	Harpreet Heer	East Hackney
3	Teslim Fagbayi	Islington
4	Dexter Edward	Waltham Forest
5	Harpreet Heer	Lien Viet (not shown on map)

Estate Officer patches have also changed and now match with the RSM for your estate or home as follows:

RSM	EO
Tracy Keverne	Gary Johnson
Harpreet Heer	David Herron
Teslim Fagbayi	Daniel Amoo
Dexter Edward	Laurence Ahmed

For further details about these changes and how they affect you please contact your Resident Services Manager.

Noise – it's Making My Life a Nightmare!

We are more than just a landlord carrying out repairs and chasing people for rent arrears. We are here to help any resident who is suffering because of the negative or abusive actions of others. Whether it's your family, your neighbours or just people hanging around – anyone who is making your life a misery in or around your home – all you have to do is contact us.

One of the most common complaints we receive is about noise nuisance caused by your neighbours. These types of complaints range from loud music, TVs and children running across floors. Quite often these are difficult problems to resolve because one person's lifestyle is another person's nightmare.

To help resolve noise complaints we often recommend you and

your neighbour get together with an independent mediator to talk through your problems. This is a free service and ISHA is happy to arrange this for you.

Another way of helping you resolve noise problems is by installing sensitive and accurate noise monitoring equipment to record the noise being made. However, before we can do this **we want to give you all notice that we**

may install noise monitoring in residents flats to monitor the noise levels in neighbours' homes and that we may use this as evidence in any proceedings for noise nuisance.

If you are affected by noise problems, please contact your Resident Services Manager to see how we can help you through mediation, installing noise monitoring equipment or in any other way.



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 confirming your name and address and future newsletters and annual reports will then be sent to you at your email address.

Cleaning up After Hours



We have strengthened our ability to respond to cleaning up hazardous waste outside office hours.

All you have to do is contact our usual out of hours emergency operator Chigwell on 020 77047300 and they will deal with your request.

You may be asked questions about the nature of the waste as the out of hours service will only respond to incidents that are a health risk.

Please note that this does not cover any other cleaning, such as rubbish, dirt etc., which will be cleaned up as part of your regular cleaning service.

Help – we need your support to make our repairs appointment system better

When you book a repair ISHA will agree an appointment time with you to carry out the work. The current appointment system gives you a choice of 4 different appointment slots

- 8.00am – 10.00am
- 10.00am – 12.00pm
- 2.00pm – 4.00pm
- 4.00pm – 6.00pm

This means the contractors will come to your home within a specified time of the day, and that time will have been agreed with you when the appointment was set. It is really important that you let us know if you can't keep the appointment.

We know we have to do better.
ISHA contractors and surveyors

have missed or been late for 51 pre-agreed appointments since April 2013.

We also need your help. Since April 2013 residents have missed 228 appointments which were pre-arranged with the contractor.

Missed appointments costs ISHA both in money and problems rescheduling the work for the contractors.

Please make sure you keep your appointment.



Please contact us on 020 704 7300 if you need to change the time or day of your appointment.

Your Rent Increase 2014 -2015

By now all ISHA residents who have an **assured tenancy** will have received details of their new rent which applies from Monday 7 April 2014. Generally the rents have been increased this year by 3.7% in line with both inflation and the Government's rent formula. This "formula" is aimed at equalising rents across both Housing Association's and Local Authorities operating in the same areas. The Government has previously set the formula – of

inflation + half a per cent – and this will continue until 2015. Some Lien Viet notices are sent out later, with your rent increase happening in May, but you will all have received your notices by Easter.

There are also a number of changes being introduced to the Housing Benefit system and to other benefits as well. Some of these changes, like the introduction of Universal Credit will be in force shortly – but others, like the increase in non-dependant

deductions, are coming into force from this April.

By now, those residents who are affected by the benefit changes should have received details of the change to their entitlement and how much you have to pay from your Local Authority Housing Benefit department. In most cases you are likely to have to pay more rent because the amount of Housing Benefit you receive may have gone down.

We are very aware that some residents may find it very difficult to cope with all these changes. So once again we would like to remind you that help is always at hand from the three dedicated Revenue staff ISHA has to help you on all rent related matters: If you live in:

- ◆ Hackney or Camden contact **Les Hoyte** on..... **020 7704 7346**
- ◆ Islington and Tower Hamlets contact **Bola Odeunmi** on..... **020 7704 7335**
- ◆ Waltham Forest and Haringey contact **Ola Ogunlana** on..... **020 7704 7350**



Pay your rent in advance

It is a condition of tenancy that your rent due is paid weekly in advance. Should you wish to pay the rent due monthly then we would ask that this is also paid in advance. Your Revenue Officer can advise you how much you should be paying to make sure that your payments are correct and are made in advance. If you are not able to bring your rent payments weekly in advance then you should contact your Revenue Officer to agree a small amount each week or month which will eventually bring your payments into advance.

If you do not have a repayment arrangement in place then the Revenue Officers will pursue you for arrears due until your rent is paid in line with the terms of your tenancy agreement.

Sharing Information to Help Beat Crime

Last year we told you about our work to beat tenancy fraud with the National Fraud Initiative (NFI) data matching exercise carried out by the Audit Commission. As a result, the number of properties repossessed after we found tenancy fraud being committed has increased from an average of only 1 or 2 properties every year to 7 so far this year.

Not only do we share data with national bodies such as the Audit Commission, we also work very closely with the police and our Local Authority partners to tackle Anti-Social Behaviour (ASB). In particular, we have signed Data Sharing Protocols with our partners to help us exchange information for dealing with crimes such as drug dealing and handling stolen goods. We also exchange data with the police and Local Authorities to deal with ASB and gang related issues.

If you would like more information on the Information Sharing Protocols we have in place please contact your Resident Services Manager.

MOVING HOME FAIR

Is your home too large for you now the kids have grown up and left home?

Or maybe your family has expanded and you're all squeezed into a home that's too small?

Would you like to swap your home?

More and more residents are using Mutual Exchange as a way to move to a more suitable home to suit their needs.

With long transfer waiting lists and the introduction of the Bedroom Tax affecting many households, home swapping could prove to be a quicker way to solve your overcrowding and under-occupation woes.

ISHA and Lien Viet Housing Association will be holding a Moving Home Fair this Summer. If you are currently on our transfer waiting list or registered with HomeSwapper, you'll be invited to come along to our

event. If you were thinking of moving please contact merleena@ish.co.uk or phone 020 77047300.

You can meet with potential swappers, exchange details with one another, bring along photos of your property and get some housing options advice from our allocations team.

An invitation will be coming through your door in the next few weeks...

Our performance in Quarter 3 Oct to Dec 2013

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	 98.30%	100%	N/A	Just below target
Replying to letters within the target time of 10 days	 94.11%	100%	N/A	Below target New monitoring measures have been put in place to make sure responses are timely, and this is an improvement from last Quarter (91% in September 2013)
Answering the phone within 15 seconds	 93.56%	95%	N/A	Just below target




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	 11 Days	14	N/A	Above target
The number of gas safety checks that are out of date	 26	0	Lower group	Below target This means at the end of December 2013 there were 26 homes we had not been able to get access to, to carry out our gas checks. We check your gas supply and appliances are safe every year. It is important for your safety that this is done. This is why you will receive letters and phone calls when you have missed your first appointment.
Repair appointments made & kept	 92%	90%	N/A	On target
Residents' satisfaction with repairs	 84%	95%	Above average group	Below target The major area of dissatisfaction expressed by residents was where the repair was complex and could not be completed on the same day. We are Reviewing how we make sure that know when a repair will take more than one day, and how we keep you updated on progress.



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	 33 days	24 days	Bottom group	Below target Works to get properties ready to re-let have taken longer than we would normally expect, and we have also experienced a higher number of refusals after viewing.
How many general needs homes we relet	 8	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?
What is the Level of Arrears?	 5.56%	5.5%	Below Average Group = 12/13	Just below target
How much rent did we collect?	 99.17%	98.34%	Above Average Group	Above target
How Many Evictions for Rent Arrears were there?	 0	No target set	N/A	For information only There has been 1 eviction for rent arrears this year.

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	 124	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 December 2013 was 302 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 December 2013 is 10 changes to our services made as a result of resident involvement.
Changes to ISHA's services as a result of resident involvement	 4	No target set	N/A	

*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.

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



Contact our team...

Resident Services Team
for all general enquiries and repairs

020 7704 7300

isha@isha.co.uk

EMERGENCY OUT OF HOURS NUMBERS

LIFT BREAKDOWN

0800 652 0692

EMERGENCY REPAIRS

020 7704 7300

GAS LEAKS

0800 111 999

ANTI SOCIAL BEHAVIOUR

0800 075 6699

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

...OTHER USEFUL NUMBERS

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 or Haringey contact Ola Ogunlana on 030 7704 7350

If you live in Islington or Tower Hamlets 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