

ishahome

Your ISHA Resident Magazine



**New homes
in thriving
communities**

Competition
**Win a gift
voucher**



Working together

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Planning for the future

Revealing our strategy for the next four years



Resident Voice
How you shape our future

Safety first
How we can work together



www.isha.co.uk
0300 131 7300



Welcome

In the previous edition of this magazine, I was just ten weeks into my role as CEO of ISHA. Since then, I've continued to get out and about as much as possible, meeting with residents, local councillors, officers and some of our contractors to listen and gather information about how ISHA works and what our residents want us to deliver.

It has been really helpful to understand how you think we are doing and where we need to improve. A lot of what you and my colleagues have told me has gone into our new Corporate Strategy for 2026-30. This sets out our service and improvement commitments to you for the next four years.

We've distilled the commitments down to two key areas of focus: People and Place, which means knowing our residents better, improving our services, looking after your homes, and working with you to do so. I firmly believe that resident involvement at every level will improve how we deliver our services.

I'm also really excited about the new Resident Involvement Strategy we are co-developing with residents. Sophie, our resident involvement lead, has been running workshops and focus groups over the past few months, and working to understand how you'd like to be consulted and involved. The more we can translate your feedback and ideas into action, the more we will be able to achieve together.

You can read more about the new Corporate Strategy and how we're developing our Resident Involvement Strategy in the magazine. If you'd like to get involved with some of our initiatives or resident activities, please contact Sophie for more information.

Pippa Fleetwood-Read
Chief Executive



News

Changes to our team

We've made some important changes to our team, so we can focus on improving our services for you in the areas that matter most. As part of this change, we've given some staff new responsibilities, as well as creating new roles.



Thea McNaught-Reynolds – Formerly Director of Culture, Communications and Involvement is now Director of People and Performance. This change reflects an increase in focus on how we deliver services, and complements our ongoing work in resident involvement, complaints, and communications.



Daniel Sheridan – Formerly Head of Building Safety is now Assistant Director of Building Safety and Compliance. This change strengthens our focus on keeping your homes safe and supports our new Corporate Strategy.

A permanent Director of Housing and Neighbourhoods has been recruited to replace Jo Ellis who has been fulfilling the role in the interim. This is a key area for the organisation, and we look forward to introducing them to you soon.

We've a new data protection complaints procedure

You can find the new procedure on the data protection complaints page in the support hub section of our website.

If you have concerns about how we've handled your personal information, email dataprotection@isha.co.uk or call 03000 131 7300.

Strengthening our Board

We're now interviewing, with the help of residents, for three new board members as existing members reach the end of their terms.

We're also looking for residents who are passionate about making sure we continue to deliver high quality, resident-focused services to become Associate Board members. This is an exciting training opportunity to get involved in our governance at the highest level and help improve the way we do things.

We'll be sharing details on how to apply on our website, so keep an eye out for updates.



Garden to grow community



Residents of our independent living scheme, Spring Villa, Highbury, recently told us although they regularly say hello in passing, they don't often stop to chat.

What was needed they said, was some improvements to the communal garden where they can do this.

We're now working with EcoActive, a local environmental charity, to run social gardening sessions this summer.

These activities will give residents a chance to connect over a cup of tea, care for the communal garden, and make the most of the peaceful decking area and outdoor seating.

Spring Villa is home to 15 older residents who live independently in their own flats, with the reassurance of an emergency pull cord system should they ever need urgent help.

Looking on the sunny side!



Ayten recently moved into her new shared-ownership home in Sunnyside Road with her two children.

Making home ownership possible

“Shared ownership made it possible for me to buy a home in an area where buying outright would otherwise have been out of reach for me. I had been renting in the Highgate and Crouch End area for almost 20 years, and this scheme finally allowed me to take a step onto the property ladder without having to leave the community I’m deeply connected to.

“New-build homes around here are very rare, and there is limited urban development in the area, so I had been searching for a long time for the right home in the right location. I felt very fortunate to come across Sunnyside apartments through ISHA, which felt like a perfect fit, both in terms of location and the quality of the development. I found the buying process very comfortable and well-supported.

“The guidance throughout made it feel manageable and much less stressful than I had expected, especially as a first step into home ownership.

A sense of community

“One of the things I love most is that I’ve been able to stay in the same area – just one street up from where I used to rent. This sense of continuity has made everyday life much easier, as I’m still close to familiar places. I can still stroll around Crouch End Broadway, pick up a pastry from Dunn’s Bakery, check the time on the clock tower, or take a walk through the leafy ghost station. It’s a lively and friendly place that attracts creatives, intellectuals, and families alike. Despite being in London, it has a genuine village feel, and the strong sense of community here is something I value greatly.”

“It’s a place with real personality, and I feel very lucky to be able to continue living here.”

Building new homes in our heartlands

We are welcoming residents like Ayten to 44 new affordable homes at Sunnyside Road in Islington and Barrett’s Grove in Hackney.

The developments are the result of years of planning, collaboration, and a commitment to building quality, affordable homes in the heart of our communities. Which is something we look forward to doing more of as we work to deliver our new strategy. (You can read more about this on page 6).

Both developments provide affordable housing, along with excellent local transport links, nearby schools, and shops, so that residents can put down roots and thrive in their communities.

Sunnyside Road Islington

Located within walking distance of the vibrant Crouch End area, Sunnyside Road residents live in a well-connected community. Despite moving in only recently, neighbours have already set up a WhatsApp group to share updates, one resident told us that “everyone is really friendly, and there is a mutual respect for everyone”.

This development includes the following 1, 2 and 3 bedroom homes:



These spacious homes offer secure housing for families, helping people to stay close to work, schools, and the communities they’ve built.

Despite the obvious need, building new affordable homes in the capital can be very challenging. Planning complexities and new building regulations meant that this development took six years and £6.5m of grant funding from Hackney Council and the Greater London Authority to make possible.

While these challenges are by no means unique to this development, we are committed to building new homes in our communities and this will be a key area of focus for us in the next few years.

This project took three years to complete and was supported by more than £2m of grant funding from the Greater London Authority.

Residents benefit from easy access to local shops, tube and overground stations, as well as being in the catchment area of the highly regarded Coleridge Primary School – making it a great location for families.

Barrett’s Grove Hackney

Located in the heart of Dalston, between Shoreditch and Stoke Newington, Barrett’s Grove provides much-needed family-sized homes in London.

This development includes the following 1, 2 and 3 bedroom homes:





Tomorrow starts today

Every few years we develop a new Corporate Strategy, which sets out our priorities and our commitment to you, our residents. With our new Chair and CEO recently joining ISHA, we have taken the opportunity to look hard at what we've been doing, where the gaps are and think about what we should focus on next. The result is our new Corporate Strategy, which includes a refined purpose and mission and new values, co-developed with colleagues, that set the tone for how we will work with each other and what you can expect from us.

We conducted a resident survey, asking you what matters most about your home and community. We also reviewed the data and feedback we have from complaints, surveys, and community events to gather themes and begin building the strategy.

You told us that you want to feel heard and that we need to improve our main services to you. We should be more responsive to your needs, and that a safe and affordable home is still your priority.

Purpose

To provide quality, safe and affordable homes across north and east London.

Mission

To provide high quality homes and services and contribute to thriving communities.

Values

 PROFESSIONAL	 MOTIVATED TO DELIVER	 PEOPLE FOCUSED	 COMPASSIONATE
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Themes

RESIDENTS	COLLEAGUES	HOMES	COMMUNITIES
PEOPLE		PLACE	
FIRM FOUNDATIONS			

What you told us

From this, we developed the key outcomes we will deliver over the next four years, which fall under two main themes:

People

- > **Residents** – the services and support you want from us.
- > **Colleagues** – the support colleagues need to deliver everything well.

Place

- > **Homes** – maintaining your homes and building new ones.
- > **Communities** – investing in the communities where you live.

Underpinning these two themes are our **Firm Foundations** – the essentials to ensure we can keep delivering homes and services. These include managing our budgets, meeting regulatory requirements and investing in systems.

Here are some of the top priorities for the first year:

People

- > Work with you to develop a new Resident Involvement Strategy.
- > Create a Service Improvement Team to review repairs and service charges.
- > Keep hosting regular resident engagement events.
- > Continue the development of the Associate Board member programme for resident participation on the ISHA Board.

Place

- > Our plans involve reviewing repairs contracts, developing a plan for how we manage our most important assets – our buildings – phasing planned works, and ways to build at least 25 new homes each year. We'll also be working to improve anti-social behaviour management and create a strategy for how we play our part to help our communities thrive.

There's more

You can read the full strategy and how we plan to deliver it on our website. We hope you can see how your input and feedback has influenced it.

The co-creation of the new Resident Involvement Strategy is already well underway. Everything we've committed to in the Corporate Strategy will be better with resident involvement, so we have set out our commitment to this in the new strategy. We're excited about the difference it will make. You can read more about the development of the Resident Involvement Strategy on page 12.



News

How we've been working together

Over the last six months we've been working closely with you to make sure your voices and feedback help to shape and improve the way we do things.

One of the ways we have been doing this is by visiting you in your community during our Neighbourhood Nights. This spring we spent three evenings in Islington, Hackney, and Waltham Forest meeting you face-to-face, to hear what matters most to you and help solve any issues you've been having.

Another important piece of work we've been doing together to bring about meaningful change is co-producing our Resident Involvement Strategy. We've been developing this in partnership through a series of focused workshops, as well as getting your opinion on what matters most to you. Seventy of you shared your thoughts via an online survey and we spoke directly with 120 of you on the phone.

You've also been helping us with our new Corporate Strategy, so



we can make sure everything we do has been shaped by your voice and needs.

The Involvement Team visited three different communal garden projects to speak with 12 green-thumbed residents about their ideas to spruce up their green space. We're currently working with residents to provide funding and arrange workshops with an environmental education charity to support their plans.

Recruitment

You've also been busy supporting us with the recruitment of three roles by sitting on recruitment panels and scoring applicants. One of the roles you helped us recruit for was our new Director of Housing and Neighbourhoods. Your involvement in senior leadership recruitment makes sure your voice influences decision-making and shapes how ISHA is led.

You can contact our Resident Involvement Team by emailing involvement@isha.co.uk we'd love to hear from you.

Translation service to support you

We want to make it as easy as possible for you to understand important information about your home.

That's why we offer a translation service to anyone who needs it, to help make sure you're fully informed, and so you don't have to rely on friends or family to translate for you.

We can support you with the following interpretation and translation options: telephone, video, face-to-face, and BSL.

If you need this service, let us know so we can make a record of your preferences for the future.

If you need a BSL interpreter, please let us know as soon as possible as they are in high demand, so we might need notice to arrange one.

Have you visited our website recently?

If you have, we hope you've noticed some changes as part of our ongoing commitment to improve our website, made with you in mind.

The language translation module now features the flags for each available language and we have added three more: Somali, Romanian and Urdu. This is available across every page of the site.

On our policies page you can now choose to open and read a policy, or download it.

These improvements are the results of a workshop with residents who shared their honest feedback on how we could do things better.

We're still working on some other suggestions with the developer.

Why not check back on the website often and see how it's improving?

Our thanks to the seven residents who gave their time. If you would like to volunteer for similar workshops or feedback sessions you can email involvement@isha.co.uk.

If you have ideas and suggestions for the website, please email us at news@isha.co.uk.



Could a home swap be the right move for you?



Our housing needs can change over time. Maybe your family has grown, and you need an extra bedroom, or perhaps you'd like a smaller home that's easier to manage. If your current home no longer fits your needs, a home swap could be the answer.

What is a home swap?

A home swap, or mutual exchange, is when one or more social housing tenants exchange homes. Allowing you to move to a home that better fits your needs, without giving up the security of your social housing tenancy.

There are two main ways you can look for a home swap:

HomeSwapper

HomeSwapper is a nationwide online service to help social housing tenants find potential swaps securely.

By creating an online profile with photos of your home, you can begin searching for properties that meet your criteria. You can message other users to arrange viewings, and hopefully a swap. This is the quickest way to find a new home and as an ISHA resident you get a free account – so you can get set up and start searching right away.



ISHA mutual exchange list

We keep a list of ISHA residents who are looking to move home, so we can identify and manage swaps between our residents. We recommend being on this list, in addition to using HomeSwapper, so that we can help you to find a suitable swap

If you'd like to be added to the list, please email lettings@isha.co.uk.

Top tips for using HomeSwapper

- > Upload clear, recent photos of your home when it's looking its best.
- > Include relevant details about your home such as number of bedrooms and bathrooms, as well as if you have parking or a garden.
- > Avoid setting your location preference too broad or too narrow. A wide search can be overwhelming, while a very specific one will limit your options.
- > Check your profile regularly and respond to messages within a few days, or your account will be frozen.
- > Keep your contact details private, unless you're arranging a viewing.
- > Focus on your biggest priorities, such as an extra bedroom, and be open to compromise.

Looking to downsize?

We can help

Do you have a spare bedroom you don't use? By downsizing you could be eligible for a financial incentive, as well as helping other families find a new home.

You could be eligible for:

£750 for the first bedroom you give up plus £500 for each additional bedroom.

Up to £1,200 towards moving costs, and we'll also cover any reasonable costs for the reconnection or disconnection of appliances.

All packing and moving costs if you're over 65 or have a long-term disability.

Downsizing can also lower your bills

Moving to a smaller home can help to reduce your outgoings, meaning more money in your pocket.

If you move to a lower-cost Council Tax band by downsizing, you could save over £200 a year.

Smaller homes use less energy to heat and run. Moving from a three-bed to a two-bed property could save you on average £20-40 a month.

Avoid or reduce bedroom tax payments by giving up empty bedrooms.

News

Regulator of Social Housing Inspection

In April we were visited by the Regulator of Social Housing (RSH) so they could assess how well we are complying with regulatory standards. The inspection was part of a routine visit, carried out every four years for landlords with more than 1,000 homes.

What does the RSH do?

The RSH is a government body that sets national standards to make sure that social landlords provide safe, good quality homes, and reliable services for their residents.

Why is this important?

The inspection was a welcome opportunity for us to showcase what we do and how we make decisions to the regulator. It gives us the chance to take on board advice and guidance so that we can continue to learn and improve our services for you.

It was also an opportunity for some of our residents to speak directly to the regulator about how we work together with you. This will influence our final grading and ensure that your voice is heard and shapes any changes that come out of the inspection.

What was looked at?

As part of the inspection the regulator asked to see written evidence that shows how we are meeting standards, observe a Board meeting, and meet with our Board members and Leadership team. They also spoke with some of our involved residents and sat in on the Resident Scrutiny Panel, to hear directly about resident experiences and satisfaction with our services.

What's the outcome?

The RSH grades landlords based on how well they are meeting standards and can take action to make landlords put things right if they're not.

We'll receive our grade at the end of June. When we do, we'll share it with you on our website.

Key amnesty

Tenancy fraud is a serious offence and if found guilty you could be facing a fine of up to £50,000 and two years in prison.

To make sure our homes are available to the people who need them most, we're running a key amnesty in partnership with Waltham Forest Council until 17 July for people living in one of our properties in any borough.

During this time, you can return property to us, with no further action taken, by dropping the keys to our office at 102 Blackstock Road, in an envelope with the property address.

Find out more by visiting our website.

Spotlight on Merriam Close

By Jay, resident and Resident Scrutiny Panel member

"I've lived at Merriam Close for around three years now, and one of the things I appreciate most is the sense of community we have here. We're a small block, but that's exactly what makes it feel so safe and welcoming. People know each other, look out for one another, and genuinely care about where we live."



"Over the past year, I've seen first hand how much of a difference it makes when residents speak up and work together with ISHA staff."

Being listened to

"There were a few challenges many of us were experiencing: problems with bins, vandalism, building access, and general concerns around security. I raised these with our Neighbourhood Officers, Magda and Tim, who arranged a video call so we could talk things through properly."

"They really took the time to understand what living here is like from our perspective. It wasn't a one-off chat – it was ongoing communication through block visits, phone calls, and follow up emails."

Real improvements

"Because residents shared what was happening, and ISHA staff took the time to listen, several changes have made everyday life at Merriam Close noticeably better:

- > New security fobs to make the block safer.
- > CCTV installation to help deter anti-social behaviour.
- > More responsive communication between residents and ISHA.
- > Cleaner communal areas thanks to clearer reporting and follow-up.

Why getting involved matters

"I've been part of the Resident Scrutiny Panel for about a year and a half, and I've seen how important resident involvement is – not just at Merriam Close but across ISHA. We know our buildings better than anyone. We see what works and what doesn't. When we share that, things can change."

"If you're thinking about getting more involved or simply want to share what would make your estate better, I can honestly say: it's worth it. You will be listened to."

Community spirit

"One of the things that makes Merriam Close special is the camaraderie. To help keep communication flowing, residents set up a WhatsApp group where we can share updates quickly – whether it's about issues that need reporting or simply good news from around the block."

Living here, I've learned how powerful it is when people come together. The estate feels more positive now, not just because of the physical improvements but because residents feel heard."



Your estate needs your voice

If you've got ideas or concerns about where you live, the Resident Involvement Team is there to help you speak up and be part of shaping improvements. Contact them by email involvement@isha.co.uk, or phone 0300 131 7300.



Have you read your ISHAHome magazine? Then you'll find it easy to enter our competition and you could win one of three £25 shopping gift vouchers. The answers to the questions can all be found in the articles in this edition.

1. How much money could you receive by downsizing to a home two bedrooms smaller than where you live now?
2. Which job did residents help us to recruit for earlier this year?
3. What are the names of our two new developments?
4. How many key priorities do we have for resident involvement?
5. What does rPEEP stand for?

Email your entries to news@isha.co.uk, or post your answers to Communications, 102 Blackstock Road, London N4 2DR by 31 July 2026. Don't forget to include your name, address and telephone number. If you are under 18, please give your age and be sure that a parent or guardian has said you can enter.

The winners will be the first three all correct answers selected at random after the competition closes. Winners will be announced on our website.

Shaping the future together

We're co-creating a new four-year Resident Involvement Strategy with you. This strategy will set out how you can get involved, how your feedback influences decisions, and how ISHA keeps you informed. Most importantly, it's about making involvement meaningful, accessible, and built around real resident experiences.

Residents shaping the strategy

Since November, residents have been:

- > Completing our resident priorities survey (online, by phone, and via the newsletter).
- > Joining co-creation workshops held both online and in person.
- > Taking part in one-to-one conversations.
- > Attending local pop-up sessions to review draft ideas.
- > Getting involved through targeted estate visits.

You've been open about what works, and what needs to improve. Clear themes came through around: repairs and maintenance, communication, feeling heard, and seeing action from feedback.

Five foundations Building blocks for resident involvement

Everything you've said has shaped five key priorities:

Making resident voice count
making sure feedback leads to real change.

Everyone connected
keeping residents informed and building community.

Visible and approachable
making it easier to connect with ISHA.

Flexible ways to get involved
offering options that work for everyone.

Trust, respect and pride
supporting stronger, more positive neighbourhoods.

We're now bringing the new Resident Involvement Strategy to life!

Don't worry if you missed the chance to have your say in its development – the strategy is not going to sit on a shelf gathering dust – you can play a real part in making it work. Please give your ideas on putting it into action and be part of this.

Once published later in the summer, you'll be able to find it on our website. You can also contact us using the details below to request a hard copy. Email us at involvement@isha.co.uk or call 07811 093720 to share your feedback or invite us to your block or estate.

Reaching more residents

We know how important it is that every resident has the chance to help shape how we do things. By listening to your experiences, we can make sure that our services reflect the diverse needs of our communities.

That's why we've been out and about visiting residents at two of our supported living schemes, Mildmay Avenue and Spring Villa, to hear your views first-hand.

These sessions were a great opportunity to connect, listen, and learn from you to build more inclusive services. Thank you to everyone who took part.

Resident voice in action Jolene

Jolene is a passionate, community-minded resident who has been living in one of our supported housing schemes since 2011. Recently, she's been working with our Resident Involvement Team, helping to shape our new Resident Involvement Strategy by attending workshops and sharing her experience.

Jolene has a learning disability and has been speaking up for herself and others, to help us better understand how we can make our communications more accessible. She has highlighted how we can let residents know information more clearly, simply, and with better empathy in ways we may not have identified without her insight.

Easy Read

She's especially passionate about Easy Read, a format that makes it easier for people with learning disabilities to understand. This is something we'll be exploring with residents like Jolene, as she knows first-hand how important it is that all residents understand information about their home. As Jolene puts it, "I like helping other people. When they're happy, I'm happy".

Jolene's also shared some great ideas about how we can improve the way we work, encouraging our staff to "take extra care and understanding of residents with disabilities, so that nobody gets stressed". As we begin to deliver our new corporate and resident involvement strategies, we think Jolene has captured our focus perfectly, it's all about making meaningful changes built around you.

Overall, Jolene enjoys where she lives and says that she has "great neighbours who are supportive". She's also been getting involved in a community gardening project that we are helping to fund, to improve some of the green space around her home and give her and other residents a place to unwind and get stuck in with some gardening.

Jolene's story is one of many that have helped to shape our work and our Resident Involvement Strategy. If there's something you think we could be doing better to support you, or that you think we need to do more of, please let us know by emailing involvement@isha.co.uk.



Let's be clear

What do buggies, scooters, and chairs have in common?

They are just some of the items commonly left blocking fire exits across our blocks.

These everyday items can stop someone escaping a fire or other emergency evacuation and can even fuel a fire.

We are responsible for the safety measures to the fabric of your building, but those are undone by those who think: **'It's just a...'**

You can support your own and your neighbours' safety in your homes by keeping communal areas and exits clear.

Residents who regularly ignore the regulations requiring clear communal areas are in breach of their tenancy agreement and risk enforcement action.

A word about fire doors

All our homes are fitted with fire doors.

These are specially designed doors that slow the spread of fire and smoke and protect escape routes, giving people more time in an emergency, especially those who may face extra difficulty evacuating.

You'll find them in corridors, stairwells and lobbies, on cupboards and service rooms, and the front door to your flat, if it opens onto a shared area.

But remember, fire doors only work if they close fully, are not damaged, and are never wedged open.



Last summer we sent every household a set of helpful fire safety and advice leaflets to refer to. We hope you have taken the time to read them and regularly refresh your memory of the information and advice they contain. They can also be found on our website by searching for leaflets and guidance

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

What can I do?

- > Don't change or damage your flat entrance door.
- > Report broken closers, missing seals, or damage promptly.
- > Keep corridors clear so doors can close properly.

To make sure they're in good condition, we inspect communal fire doors every three months, and flat entrance doors at least once a year. Repairs are logged and followed up so fire doors stay fit for purpose. This is a legal requirement, so please ensure that you comply with our requests to make our checks. We will write to you beforehand.



What are rPEEPs?

A new law came into force in April to better support residents who may find it difficult to evacuate without help (for example due to a mobility issue, sensory impairment, or a cognitive condition).

This requires residents in certain circumstance to have an 'rPEEP' (Residential Personal Emergency Evacuation Plan).

What does this mean for me?

These regulations apply if you are in a building:

18 metres or 7 storeys plus, OR

Over 11 metres where a strategy is in place to evacuate when an alarm sounds.

We must offer you the chance to tell us you may have difficulty evacuating and carry out a Person-Centred Fire Risk Assessment (PCFRA) (if you agree). This will look at your individual circumstances and the building's layout, to understand what support or adjustments could help. We must then agree on reasonable and proportionate measures to reduce risk and support your safety.

Statement

We are also required to provide a written statement about what to do in a fire – sometimes described as 'an emergency evacuation statement'. If you consent we will share key information with the London Fire & Rescue Service so firefighters can better support you in an incident.

Need an rPeep?
Then please contact
BuildingSafety@isha.co.uk

Neighbourhood Knocks this summer

Over the summer we'll be knocking on some of your doors to hear from you. We want to know how you feel about the condition of your home, how well it's maintained, and if there's anything we can improve.

Our friendly team will be on hand to make sure your contact details are up to date and make a note of any outstanding repairs to your home, so we can get it sorted for you.

We'll write to you directly to let you know if we're visiting your estate, and if we miss you on the day we'll give you a phone call, to make sure your voice is still heard.

If you want to tell us how we're doing before then, please email involvement@isha.co.uk



“
Thank you for coming to meet us, I have had issues, but I'm really glad that ISHA cares and makes the time to come and visit”

“
The neighbourhood knocks were great... it was easy to chat to staff at my door, I really appreciated that”


Sign up for our monthly newsletter
Stay up to date with the latest news, events, and ways to get involved by signing up for our monthly residents' email newsletter. Visit: www.isha.co.uk/newsletter-sign-up.html

Our offices will be closed for Bank Holiday Monday 31 August so our staff can enjoy time with their loved ones. Our out of hours service will be in operation.

Contact us

Our main number is **0300 131 7300**

This is also the number to call for emergencies out of hours (after 5pm and before 9am)

For gas leaks call the national Emergency Gas Leaks number: **0800 111 999**

If you have a power cut please call UK Power Networks on **0800 31 63105**

For Thames Water call **0800 316 9800**

Here are the best ways to contact our teams directly

Building & communal area enquiries:

Neighbourhoods@isha.co.uk

Building Safety Team: BuildingSafety@isha.co.uk

Complaints: Complaints@isha.co.uk

Damp & Mould: RepairsandMaintenance@isha.co.uk

General housing enquiries: TenancyTeam@isha.co.uk

Rent support & enquiries: IncomeTeam@isha.co.uk

Repairs & Maintenance: RepairsAndMaintenance@isha.co.uk

Resident Involvement: Involvement@isha.co.uk

Shared owner & leaseholder enquiries:

HomeOwnership@isha.co.uk

Drop in visits

Our reception at **102 Blackstock Road, London N4 2DR** is open from **9am to 4pm** on weekdays.

We'd recommend booking an appointment in advance by phone or email to make sure the person you want to speak to is available.