

Residents' Annual Report

2024-25



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About our Residents' Annual Report

This report looks back on the services provided between April 2024 and March 2025. Each section shows how we're working together to deliver the services that matter most to you. We're committed to learning from your feedback and making real changes that reflect what you need and prefer. We believe everyone deserves a safe, high-quality, and affordable home, and we're focused on making that a reality for our residents.

A message from the Chair of the Board

In my final year as Chair of the ISHA Board, I charged the Leadership Team with delivering the improvements that you, our residents, had told us are necessary.

Together we focused on building safety, resident involvement and on delivering improved services that better meet your expectations.

You have judged us on this and on everyday matters. During the year we had to submit our first Annual Complaints Performance and Service Improvement report as part of our statutory reporting obligations to the Housing Ombudsman. We also submitted our first set of Tenant Satisfaction Measures for 2023-24 to the Housing Regulator, while collecting our second set. We performed very well on the Landlord's Management measures – which track compliance with Health and Safety requirements, but less well on the tenant perception measures, which track satisfaction with our services. We have used the results to help shape our services throughout the year, and the Board was delighted to see improvements in 9 out of the 12 perception measures in our 2024-25 figures. With particularly notable improvements in satisfaction with our overall repairs service and satisfaction that homes are well maintained. We intend to continue this trend by using this year's results to help inform further service improvements.

We also worked hard to strengthen our internal financial controls in the aftermath of the fraud against us and the subsequent Governance downgrade by the Regulator for Social Housing. I am personally very sorry that a fraud could happen on my watch. We redoubled our

efforts, strengthened controls and gained outside assurance that these improvements have been effective. Recognising our work the Regulator regraded ISHA back to G1 for the coming financial year.

It has been a privilege to be Chair at ISHA for six years, and I have personal pride in the many achievements for the community that we've served for 90 years and will continue to do so. I'm also proud that as a smaller provider of social homes, close to its community, we've overcome some of the challenges that brings.

We continue to build new homes. In 2024, the North River Alliance (NRA), a development consortium of small housing associations in London we've led on, celebrated 20 years of working together delivering quality, affordable new homes, where it is critically needed.

Last year we also vowed to get to know and listen to the 'people behind the door' and to involve our residents in as many ways as possible. This has included getting all our staff, whatever their role, out and about to meet you in Neighbourhood Knock and Neighbourhood Night events – asking about your experiences of ISHA, whether they had any concerns to raise, as well as taking the opportunity to update records.

We've included residents on our procurement panels for various services and strengthened our Resident Scrutiny Panel to delve into our services to provide robust feedback.

Working together with you in this way to improve our services is starting to deliver better experiences for everyone.

As we look forward to 2025-26, we are sorry to say goodbye to Ruth Davison, our Chief Executive for the past six years. In her time at ISHA, she has worked tirelessly to make improvements, champion building safety for residents and provide homes you would want your loved ones to live in.

The Board has appointed Pippa Fleetwood-Read as the new Chief Executive, and she joins us in October 2025. Your new Chair will be Bob Heapy. I welcome them both.



Mervyn Jones
Chair of the Board



Chief Executive's welcome

I'm pleased to be the one writing this welcome to your Residents' Annual Report.

You may be aware that Chief Executive Ruth Davison moved on in May and I've stepped up while we await the start of her replacement. Pippa Fleetwood-Read joins us in October. This has given me the opportunity to reflect on the year through a different lens than I might have done.

I must pay tribute to the hard work and determination of Ruth. She left us in a good place thanks to her view that merely 'good enough' wasn't 'good enough' for our residents. Her heart and soul wanted the best for you, and she has put us firmly on the path to improvement. Alongside this she campaigned tirelessly for equity for all social housing residents, including for funding for remediation works for our higher rise buildings. A campaign that has been won. Along with our Chair of the Board Mervyn, who she worked with for six years and who retires this coming autumn, they deserve our thanks.

Through 2024-25 we were intent on improving our services to you and with you, listening to you on how we could do that. This was what you had told us we needed to do in our first official Tenant Satisfaction Measures survey results in the previous year.

Looking through my lens I see we've taken steps to hear more of your voice through new initiatives such as our Neighbourhood Nights events and enhanced resident involvement opportunities.

As a whole organisation, we've been getting out and about, with two Neighbourhood Knocks, getting to know the person behind the door in our homes.

With my leadership colleagues we've been visiting a different ISHA estate each month, to speak with you in person and see first-hand the quality of services that you receive.

With all these initiatives you've been welcoming and we're looking forward to continuing this.



Overall, we've achieved better results in the measures the Regulator of Social Housing sets for us to meet. They are your approval ratings collected by survey. We're pleased that you've given such a verdict on us.

Our staff can only deliver good service if they have the right tools for the job.

That's why we've invested in systems to equip our teams with the tools they need to do their jobs and to improve our services. This includes a new housing and finance system and, to come, a resident portal, called My Home which will allow you to access more services online.

While your verdict on us this year in the Tenant Satisfaction Measures survey is that we are improving in almost all areas, we must do better in our complaint handling and treatment of anti-social behaviour. This feedback drives us next year.

Your homes must be safe. As I mentioned, the battle has been won with recent government decisions allowing fair and equitable routes to fund vital building safety remediation works. This will allow us to move more quickly with these necessary works to your homes.

Meanwhile we've prepared by making sure existing building safety risks are mitigated by managing them more closely, pushing on with necessary intrusive surveys ready to move to remediate, at all times keeping residents informed and updated. We are also looking to hold the original developers to account wherever possible.

The housing crisis in London, with poverty, homelessness, and a shortage of safe, quality, affordable housing continues. I am pleased, in my role as Director of Development, that we are also investing in creating new,

genuinely affordable homes to meet the housing crisis. We currently have more than 70 homes under construction in Hackney and Islington and are actively looking for new opportunities.

Jerome Geoghegan
Interim Chief Executive

“

We are investing in creating new, genuinely affordable homes to meet the housing crisis.

”



Who we are

ISHA provides and maintains quality, social and affordable homes in Haringey, Tower Hamlets, Camden, Islington, Hackney, and Waltham Forest. We currently have 2,340 homes.



100%

of our homes meet decent homes standards

Our goal is to provide reliable services that truly support you and the communities we serve across North London. Our mission is simple: to co-create homes and communities where everyone can flourish and you would be happy for your loved ones to live.

Back in April 2020, we set out our vision and a five-year strategy to guide us in achieving this mission. We've been listening to your feedback through surveys, resident forums, complaints and compliments and the Resident Scrutiny Panel, and have put in a great deal of work to respond and improve.

Our values

Our values guide us:



**Pride in
Team ISHA**



**Respect for
everyone**



**Trusted to
make the
difference**



**Passionate
commitment
to customers**

Our Strategic Plan

The eight pillars of our Strategic Plan 2020-25 set out our priorities. These were developed in consultation with our residents and staff and guide our work to ensure we are focused on making progress in key areas.



Safety First:

Ensuring our homes are safe.



Service and Satisfaction:

Being a consistent and quality landlord, building service delivery that drives satisfaction in partnership with residents.



Security and Growth:

Setting residents off on a secure footing and helping create the conditions for people to flourish in their homes.



Somewhere:

Anchoring ourselves in North London, especially Islington, Hackney and Waltham Forest.



Supply:

Building quality homes for social, London Affordable Rent and Shared Ownership.



Sustainability:

- > Building green and actively seeking to reduce the environmental harm caused by our stock, our building and business practices
- > Stewarding ISHA's assets and finances and taking the long view.



Staff:

Engaging with inspired, high performing staff.



Systems:

Maintaining robust IT and business systems that support the business and its ambitions.

Safety first

Your safety isn't just a policy, it's personal. We know that having a safe, secure home means everything. That's why safety continues to lead our strategic plan and sits at the heart of everything we do.

Over the past year, we've worked alongside residents, contractors, and partners to push forward some key improvements. In addition to our regular checks on lifts, water, gas, fire safety and asbestos (where relevant), here's what we've achieved together:

A dedicated building safety team, just for you

This year, we expanded our specialist Building Safety Team – a passionate group focused entirely on keeping your homes safe, compliant, and well looked after. They're out there, every day, making decisions that directly impact your safety and wellbeing.

Remediation works at Thomas Cromwell & Kinver House

We've completed vital balcony and building safety works at Thomas Cromwell Court and Kinver House in Islington borough. In the absence of a known developer, ISHA fully funded this work, because your safety shouldn't be left waiting.

Secure Information Boxes for high-rise safety

Every high-rise building now has one installed. These give fire crews quick access to essential building info in the event of an emergency, saving precious time and potentially lives.

Supporting residents who need extra help

We know not everyone can evacuate a building in an emergency in the same way. That's why we've reviewed our records and are actively working with residents who may need a Personal Emergency Evacuation Plan (PEEP). If that sounds like you, please reach out.



Smarter building inspections

All of our buildings over 11 metres have now undergone updated inspections. These give us a clearer picture of where and how risks might develop, so we can act sooner to identify potential fire safety risks and smarter by targeting the right solutions more quickly.

Learning from incidents: our new after-fire response

We've introduced a new after-fire response process. If an incident happens, our Building Safety Team steps in immediately to understand what occurred and how we can prevent it happening again. This helps us learn fast and adapt faster.

We're always listening and always learning, because we believe safety works best when it's shaped with residents.

Got a question, concern or idea? We'd love to hear it.

**BuildingSafety@isha.co.uk
0300 131 7300**

Let's keep building safer, stronger homes together.



100%

Gas, fire risk assessments, asbestos. Legionella and lifts checks carried out.

Did you know?



You must provide access for vital gas compliance checks each year and electrical checks every five years. If you can't provide access on the day we've suggested, please get in touch to arrange an alternative date.

The story behind compliance

Achieving 100% compliance is a real success story for our Compliance Team. They've been driven by our ultimate aim – to make our homes safer for all residents.

Sometimes they have had to take enforcement actions, but wherever possible they worked directly with residents, third parties, and family members to successfully gain entry and complete the legally required inspections.

In some cases, this led to identifying help and support needed ensuring both compliance and resident wellbeing. That's a good result for everyone.

The team also improved their recording methods, preparing the information ready to be moved onto our new housing management system, to improve accountability. This will support stronger audits and outcomes – and prepare for additional future legislation, such as Awaab's Law.

The only way is up

We know how frustrating and difficult life can be when the lift in your block isn't working or repeatedly breaks down.

Contractors often struggled to complete inspections before their due dates, which caused frustration for residents. By October 2024, this had turned around. We introduced weekly catch-up meetings with our contractors, replacing the less frequent check-ins we had before. These regular reviews meant that any delays or no-access issues could be addressed immediately, keeping lift services on track and reducing downtime for residents.

Where we previously saw underperformance, we applied tighter compliance monitoring, set clear KPIs, and gathered direct resident feedback. These changes pushed standards higher and improved the service residents receive.

Despite there currently being three lifts out of service, these are full replacements — an investment that will improve reliability for the long term. Even with these replacements underway, 96% of lifts remain in good working order, as we continue to work towards providing a dependable service.



Our Compliance Team Managers
Gavin and Alex

Anti-social behaviour, fly-tipping and poor behaviours in communal areas can negatively impact a community.

Reports of anti-social behaviour (ASB) increased in the last year, although partly through improved recording tools. However, resident satisfaction with ISHA's approach to handling anti-social behaviour was 45.4% and not where we would like it to be, so we want to improve on this.

With noise being a significant source of conflict, we're introducing a new noise policy. We'll also be increasing the capacity of the team to deal with these issues.

We've targeted blocks where fly-tipping has been prevalent and successfully identified individuals responsible. To further help control this, we aim to use our CCTV and communications on notice boards. We're recovering the clear up costs from offenders wherever possible, so you don't have to foot the bill.

This year the neighbourhood team have been working hard to keep communal areas clear and clean. They've been vigilant at removing unsafe items, such as paints and materials left in dry risers, mats and bikes blocking escape routes and reminding residents to also be vigilant and make sure they never leave belongings where escape routes for them and their neighbours may be blocked.

Resident satisfaction with our efforts to keep communal areas

clean and well maintained is 63.8%, and we want to improve on this by stepping up our efforts in this area.

Locks and entry systems have been replaced and in tandem with increased CCTV reduced many of the intruder problems caused, including parcel thefts and problems in bin stores. We will continue to monitor ASB on estates, and where appropriate we will improve security to help us tackle and reduce this.

Did you know?



You can join your Neighbourhood Officer on an estate visit to share your thoughts directly, please email Neighbourhoods@isha.co.uk or call **0300 131 7300**. We'd love to hear more from you about the services you receive in your building.

Your Neighbourhood
Services Team,
Gary, Bukky, Tim
and Magda



Damp and mould awareness

Damp and mould are serious health hazards. Please let us know **immediately** if you spot any signs of damp and mould so we can act swiftly. Contact us on **0300 131 7300** or email repairsandmaintenance@isha.co.uk

Did you know?



Simple steps can help manage condensation in your home and reduce the impact of damp and mould. We've shared guidance on what condensation, damp and mould are with practical tips and advice on our website and social media. You can also request a printed leaflet.

DAMP MOULD & CONDENSATION

Finding solutions



Improved monitoring since 2023 of damp and mould reports raised our awareness of repeated complaints from Shoreditch Court residents, particularly in relation to bathrooms.

Despite sending contractors on many occasions, the issue persisted. Our contractors FDH were asked to investigate a long-term whole block solution.

Thorough investigations revealed an internal ventilation system located on the roof which had been out of service for some time.

We established that it not only was it was cost-effective to stop one-off repairs, but it would also benefit all residents to repair this system, by renewing the mechanical fan.

Works were completed in March, and as hoped, this seems to have done the trick. Incidents have declined already!

While we insure your building, insuring the belongings that make it your home, such as clothes, TV, kitchen appliances, keepsakes, furniture, and gadgets is your responsibility.



We've teamed up with the Royal & Sun Alliance to provide affordable contents insurance, in case the worst should happen, be it a fire in the kitchen, a burst pipe, or a break-in.

We know money is tight, so tenants' contents cover starts at 45p per week, £1.47 per month, or a single upfront payment of £15.65 for 12 months. The price you pay will depend on your individual circumstances, postcode and cover chosen.

Visit our website www.isha.co.uk to find out more.

Our performance at a glance

The Board monitored the regulator's 22 TSMs (12 perception measures, 10 management measures) and five additional ISHA-only measures as the internal value for money measures for 2024-25.

Tenant Satisfaction Measure		2023-24 results	2024-25 results
TP01	Taking everything into account how satisfied or dissatisfied are you with the service provided by ISHA?	53.7%	57.5%
TP02	How satisfied or dissatisfied are you with the overall repairs service from ISHA over the last 12 months?	56.6%	63.2%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	59.2%	62.9%
TP04	How satisfied or dissatisfied are you that ISHA provides a home that is well-maintained?	56.3%	64.6%
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that ISHA provides a home that is safe?	70.3%	74.1%
TP06	How satisfied or dissatisfied are you that ISHA listens to your views and acts upon them?	48.2%	49%
TP07	How satisfied or dissatisfied are you that ISHA keeps you informed about things that matter to you?	63.6%	66.7%
TP08	To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect".	71.0%	72.7%
TP09	How satisfied or dissatisfied are you with ISHA's approach to complaints handling?	23.7%	22.2%
TP10	How satisfied or dissatisfied are you that ISHA keeps these communal areas clean and well-maintained?	63.4%	63.8%
TP11	How satisfied or dissatisfied are you that ISHA makes a positive contribution to your neighbourhood?	60.5%	62.1%
TP12	How satisfied or dissatisfied are you with ISHA's approach to handling anti-social behaviour?	50.9%	45.4%

Landlord's Management Information		2023-24 results	2024-25 results
RP01	Homes that do not meet the Decent Homes	0	0
RP02	(1) Proportion of non-emergency responsive repairs completed within the landlord's target timescale	93.4%	79.9%
	(2) Proportion of emergency responsive repairs completed within the landlord's timescale	95.3%	99%
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.8%	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	93%	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	96.2%	100%
CH01	Number of complaints received per 1000 homes	92.2 Stage 1 complaints 9.2 Stage 2 complaints	87.9 Stage 1 complaints 23.5 Stage 2 complaints
CH02	Proportion of complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	82.3% of stage 1 complaints 83.3% of stage 2 complaints	96.5% of stage 1 complaints 89.1% of stage 2 complaints
NM01	(1) Number of anti-social behaviour cases opened per 1,000 homes	7.2	26.9
	(2) Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	N/A	1.3

ISHA additional VFM Measures		2023-24 results	2024-25 results
Employee Engagement %		63%	58%
Cumulative Staff Turnover %		28%	28%
Average Staff Sickness Absence (Days)		4.22	10.19
FRA – number of overdue actions		613	221
Current arrears as a % of rent charged		5.33%	5.75%

Our performance

The Tenant Satisfaction Measures (TSM) Standard requires housing associations to conduct tenant perception surveys and report on their results each year, as specified by the Regulator of Social Housing.

TSMs are intended to make landlords’ performance more visible to tenants and help tenants hold their landlords accountable.

The TSM standards have **22** measures: **10** management information measures and **12** satisfaction measures.

They cover five key themes: keeping properties in good repair, maintaining building safety, respectful and helpful engagement, responsible neighbourhood

management, and effective handling of complaints, alongside an additional measure for overall satisfaction with landlord services.

Here are the results of our perception survey for 2024-25 and our plans to make improvements where you’ve told us it matters most.

The ISHA Board monitors also monitor five additional ISHA-only measures as internal value for money measures.

Tenant Satisfaction Measure	2024-25 results	Our plans
TP01 Taking everything into account how satisfied or dissatisfied are you with the service provided by ISHA?	57.5%	We are continuing with our Neighbourhood Knock programme, visiting residents at home. Our Resident Scrutiny panel has a strong scrutiny programme planned, targeting complaints, service charges, building safety and anti-social behaviour for review. Our new housing management system has been implemented and we are rolling out a resident portal to improve accessibility. We also have a new website launching, with greater emphasis on accessibility and user experience. We are also continuing to improve our repairs service, responding to feedback from residents and staff.
TP02 How satisfied or dissatisfied are you with the overall repairs service from ISHA over the last 12 months?	63.2%	Residents have been included on our interview panels for procuring contractors. This year, there’s an even greater focus on staff training, especially with the introduction of our new in-house housing system, Rubixx. We’ve invested further in Rubixx, and we’re now rolling out a repairs finder tool. This will allow us to get a much better diagnosis of repairs right at the first point of contact- the aim is fewer follow-up visits, better financial controls, and greater value for money from our contractors.
TP03 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	62.9%	Thanks to our new Rubixx Housing Management system, we now have significantly better oversight and reporting capabilities. This means we’ll have a much clearer picture of all our repairs, helping us both monitor and enhance our repairs service for all residents.

Tenant Satisfaction Measure	2024-25 results	Our plans
TP04 How satisfied or dissatisfied are you that ISHA provides a home that is well-maintained?	64.6%	We'll be surveying 20% of homes every year for condition guaranteeing that no property's survey is older than five years. This proactive approach ensures we always have an up-to-date understanding of our homes, allowing us to dedicate investment where it's most needed.
TP05 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that ISHA provides a home that is safe?	74.1%	A strategic programme of Fire Risk Assessments of External Walls (FRAEWs) across our buildings is identifying any safety concerns related to cladding and external wall systems. Where issues are identified, we act swiftly to develop and implement appropriate remediation plans. Remedial works are currently underway at multiple sites, including one high-rise where we have successfully held the developer to account, and another where ISHA is funding the work due to the original developer no longer being in operation.
TP06 How satisfied or dissatisfied are you that ISHA listens to your views and acts upon them?	49%	Improving satisfaction scores in this area is a focus for this year. We will be using the new housing management system to monitor contact with residents and ensure follow ups are kept, with reminders and manager oversight. We are working with the Resident Scrutiny Panel to review and improve key areas, identified through complaint themes and feedback to the panel members. Our Neighbourhood Knock programme is getting us out and about. We will use this resident feedback to inform service improvement projects internally.
TP07 How satisfied or dissatisfied are you that ISHA keeps you informed about things that matter to you?	66.7%	The new-look and re-platformed website launching late June will make a huge difference to accessibility of key ISHA information, as will the introduction of the resident 'My Home' portal as part of the new housing management system. We will continue our printed magazines and monthly e-newsletters. Other plans include a repairs handbook, residents welcome pack, and fire and home safety suite of booklets. We are stepping up the Neighbourhood Knock events to get out and meet our residents in person, while Leadership Team continue regular walkabouts. Building Safety are also increasing their regular contacts, including in-person.
TP08 To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect".	72.7%	<p>We joined the government's Disability Confident scheme and are working to deliver our outstanding EDI objectives. We are planning further LGBT+ mental health and wellbeing awareness training for staff as well as greater accessibility and inclusivity at our resident events.</p> <p>We will continue to embed our values and work with staff and residents to engender and deepen the sense of commitment to EDI to the benefit of our whole community.</p>

Tenant Satisfaction Measure	2024-25 results	Our plans
TP09 How satisfied or dissatisfied are you with ISHA's approach to complaints handling?	22.2%	We will deliver our statutorily required Annual Complaints Performance and Service Improvement Report and continue to focus on quality and timeliness of our responses. The introduction of the new Housing Management system (Rubixx) will improve our reporting and performance, ensuring we can identify themes and use them to implement service improvements.
TP10 How satisfied or dissatisfied are you that ISHA keeps these communal areas clean and well-maintained?	63.8%	Over the next year, we're significantly stepping up our efforts in inspecting works and communal areas carried out by our contractors. Our neighbourhood officers have received further guidance to ensure a high standard of cleaning and communal maintenance is consistently achieved. We understand how fly-tipping and leaving large waste items negatively impacts the appearance of our communities. We've blocks where fly-tipping has been prevalent and successfully identified those responsible. To further help control this, we aim to better utilise CCTV and communications on notice boards.
TP11 How satisfied or dissatisfied are you that ISHA makes a positive contribution to your neighbourhood?	62.1%	We are truly embedded in our neighbourhoods and continue to seek opportunities to help them thrive. We will continue to work with our contractors and partners to coordinate neighbourhood improvement initiatives which contractors fulfil as part of their corporate social responsibility. We will launch a Neighbourhood Champions initiative to allow residents to hold us to account and support their community.
TP12 How satisfied or dissatisfied are you with ISHA's approach to handling anti-social behaviour?	45.4%	We will be implementing a new Noise Policy which includes new methods and additional resources to resolve noise complaints. We will also be recruiting to current vacancies to bring more stability to the team.

Landlord's Management information	2024-25 results	Our plans
RP01 Homes that do not meet the Decent Homes.	0	We continue to deliver on completing regular stock conditions surveys and improving our housing stock to maintain them within the Decent Homes Standard.
RP02 (1) Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	79.9%	Over the coming year, we'll be reaffirming our efforts with our partnering contractors to ensure that all repairs are completed within the 28-day target. Our new housing system will also provide an extra layer of reporting, offering greater transparency on our contractors' performance.
RP02 (2) Proportion of emergency responsive repairs completed within the landlord's timescale.	99%	
BS01 Proportion of homes for which all required gas safety checks have been carried out.	100%	Our compliance team will continue to work alongside our housing colleagues to ensure a 100% compliance.
BS02 Proportion of homes for which all required fire risk assessments have been carried out.	100%	To continue ensuring 100% completion of fire safety checks, we work closely with our fire safety contractor. Streamlined processes provide a robust, golden-thread approach to our fire safety measures. Our new in-house data base Rubixx will enhance our reporting capabilities.
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	We'll continue to work cooperatively with our asbestos contractor to ensure ongoing success in this critical area.
BS04 Proportion of homes for which all required legionella risk assessments have been carried out.	100%	We will continue to work with our contractor to achieve 100% compliance.
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	We have brought forward replacement for one lift that wasn't due for another 8 years, this is due to high volume of break downs and repairs costs. We will continue to monitor and update our 30-year assets plan on lifts to ensure they are all safe and fit for purpose, leading to minimum disruption to our residents.

Landlord's Management information	2024-25 results	Our plans
CH01 Number of complaints received per 1,000 homes.	89.4 Stage 1 complaints	We will publish our annual Complaints Performance and Service Improvement report as part of the new statutory reporting requirements under the Housing Ombudsman's Complaint Handling Code. We will use the learnings from this report to update our processes and improve our services. We have work in progress to improve our service charges approach and communication and to improve our tone of voice for written communication.
	23.9 Stage 2 complaints	
CH02 Proportion of complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	96.5% of stage 1 complaints	We are targeting further improvements in the timeliness and quality of responses, as well as a stronger focus on resolution. We will continue embedding our use of the new housing management system and expect to make use of the enhanced reporting capability to inform service improvements. We will continue to comply with the Housing Ombudsman's Complaint Handling Code.
	89.1% of stage 2 complaints	
NM01 (1) Number of anti-social behaviour cases opened per 1,000 homes.	27.3	We will continue to improve our recording of ASB cases. We will do this by introducing a specific policy on how we will deal with noise reports, to include low level noise which was previously under-reported.
NM01 (2) Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.3	

ISHA additional VFM Measures	2024-25 results	Our plans
Employee Engagement %	58%	We are developing a strategic People Plan, which will include an updated L&D policy, action plan and improved employee recruitment, onboarding and induction.
Cumulative Staff Turnover %	28%	As we continue to strengthen policies and procedures, and organisational expectations and values, we may see some further turnover into next year. The People and Culture team will support managers with the impact of this by providing a high-quality people service that strives to make the best appointments into vacant posts.
Average Staff Sickness Absence (Days)	10.19	We will continue to work with line managers on supporting colleagues while proactively addressing any sickness absence triggers as soon as they occur.

ISHA additional VFM Measures	2024-25 results	Our plans
FRA – number of overdue actions	221	<p>Fire Risk Assessments (FRAs) across our buildings help us identify any actions needed to reduce fire risks and keep homes safe.</p> <p>We've improved how we manage and complete these especially those that were overdue.</p> <ul style="list-style-type: none"> > High-risk safety actions are prioritised and managed jointly by our Building Safety and Compliance teams > Lower-risk actions are overseen by our Compliance Team who collaborate with all involved to ensure nothing is missed. <p>We're also working closely with our contractors to speed up both on-site and desktop reviews, with a focus on completing actions more quickly and preventing future delays.</p> <p>To support this, we've improved our internal systems for monitoring and reporting.</p>
Current arrears as a % of rent charged	5.75%	We went live with a new income recovery system in May 2025.

Systems



This year we invested in a new housing management system, Rubixx, and in training our staff on its use and capabilities, ready for it to 'go live'.

It replaces many different and aging internal systems bringing our records and systems together in one place, aimed at improving our service to you. It will allow us to closely monitor repairs progress, and our financial controls too.

Ultimately the system will allow for self-service access through an online portal – My Home – for you manage all aspects of your tenancy. We hope that residents will enjoy being able to manage their homes this way, giving us more time to talk to you on the phone when you really need to!

Service and satisfaction

Repairs and maintenance

This was the second year with our new responsive repairs' contractor. Your overall satisfaction with our repairs service has improved with 63.2% of residents reporting satisfaction, a notable rise from 56.6% in the previous year. We believe this shift is the result of changes we have made, including the change of contractors, improving our communications with you during the repairs process, and to post repair inspections to ensure that the job has been carried out correctly.

The introduction of our new housing management system will support improved oversight over our repairs.

We aim to make even more improvement in the coming year, so we'll be redoubling our efforts with our contractors to complete repairs within the 28-day timeframe.

It's good to talk

Communication has often let us down. Whether that's been on the phone, our response to your email enquiry, or letting you know about the things that matter to you.

Your verdict is that we have made improvement this year, and that is reassurance that we are moving in the right direction.

This year we have worked with a specialist consultancy to improve our everyday communication

such as the letters used across the business and provided training to staff on better communication.

We've also focused on the information you need to know and other contact with you through a strengthened Communications Team and approach. Improvements have included publications and leaflets, more regular residents magazines and e-newsletters, more news on our website, improved website content and a brand new website!



Did you know?

We replace kitchens on a 20 year cycle, bathrooms on a 30 year cycle. In between we offer repairs.

If you have a query about your kitchen or bathroom you can phone **0300 131 7300**, or email **RepairsAndMaintenance@isha.co.uk**



A year in repairs: a snapshot



937

emergency repairs
(to make safe
within 24 hours)



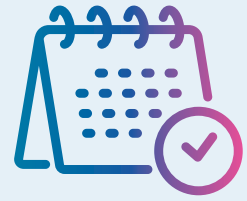
99%

emergency repairs
completed
on time



7,896

routine repairs



79.9%

non-emergency
repairs completed
on time

A year in maintenance: a snapshot

We take care of your homes, and we have an annual programme of planned repairs and cyclical maintenance.



We have redecorated

5 blocks

We have replaced:



84

kitchens



56

bathrooms



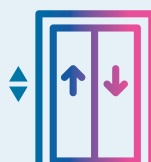
100

boilers



And upgraded insulation in

175 homes



1

lift



6

roofs

Resident Involvement

Our aim is to co-create our services with you, our residents, to make them and your homes the best we can.

There are many ways for you to get involved, share what matters to you and help build a stronger, more connected community. Together, we can co-create changes that make a real difference.

This year involved residents helped to:

- Interview for new lift contractors
- Develop our new website
- Train our staff – including those who are normally 'back office' – with customer service skills to take part in two Neighbourhood Knocks



For you – by you

Resident Scrutiny Panel

We're the Resident Scrutiny Panel – a group of eight residents who work together to make sure ISHA is listening, learning, and improving the services that matter most to us all. We're proud of the work we do. This year, we've been busy looking at policies, data, case studies, and real-life experiences to help shape better outcomes for everyone.



We want everyone to know what we're doing and how it affects you. You can see what we are up to in the newsletters and on social media. Here's a snapshot:

We reviewed complaints handling



We pushed for and were successful in getting a clearer, more accessible complaints guide and better communication during cases and easier ways to give feedback.

Followed up concerns about contractor behaviour and standards



As residents, we see a lot of contractors in and around our homes, and they inform our opinions of ISHA. Their behaviour is now tracked through surveys and standards are being reviewed.

We asked for more transparency around how service charges are calculated and explained



ISHA responded with clearer breakdowns and Q&A materials and has committed to providing better explanations of charges, sinking funds, and core budgets.



And thanks to our involvement in reviewing rent arrears letters and service charge materials these are being made clearer and more empathetic.

We asked for clearer performance checks and contractor accountability for cleaning contracts



We get a lot of feedback about cleaning standards. Re-tendering of the cleaning contract was paused to improve the service, and we're helping shape the next contract.

We scrutinised anti-social behaviour reporting and follow-up



It was good to understand what can and can't be done and learn about the new system ISHA is using to manage cases. We are also co-creating a 'Good Neighbour Guide' for all residents.

We flagged delays in mould treatment and repair coordination



ISHA is investigating and improving internal processes – and we'll keep monitoring progress. We will continue to scrutinise this as Awaab's Law is introduced.

We asked for data on lift outages, costs, and delays



We understand that lifts break down but demanded better communication during outages. We have asked for more information about contingency planning.

Helping ensure fair and accountable decisions and governance



Among other things we were involved in appointing the new Chair of the Board and CEO.



The Resident Scrutiny Panel is made up of residents just like you and is a key part of ISHA's governance. The panel sets its own agenda and reports to the Board directly, ensuring our focus stays on what's truly important to you.

The panel has prioritised increasing resident involvement, strengthening ties with community groups, and improving how we communicate.

The panel has also been reviewing key areas that affect your daily life, such as fire safety, communication, and repairs. Working closely with ISHA leadership, the panel provides honest feedback and meets with our Board to push for service improvements.

Panel members presented to the ISHA Board in March 2024, attended the AGM September 2024, and met with Board members in September 2024, giving feedback. The Panel Deputy Chair joined the walk-around inspections of properties and informed the Leadership Team on resident viewpoints relating to building fire safety. The Panel also met with CEO Ruth Davison and heard about the strategic vision and plan for ISHA, providing their views on the proposed prioritisation and actions. The Panel updated the ISHA CEO and Chair of the Board job descriptions ahead of formal recruitment and have provided the resident perspective at quarterly staff inductions- attending to introduce the scrutiny panel and to provide a resident's perspective of ISHA's services.

What's next?

We're keeping a close eye on staff turnover and how well the new housing management system is being embedded and used. We will continue to monitor service charge increases, building safety changes and other key issues which arise.

We continue to push for residents to be involved in shaping policies, reviewing contracts, and sharing lived experiences to inform decisions.

Contractor Appointment panels

We want to involve ISHA residents in appointing our contractors, to give residents power in ensuring that we use companies who are committed to delivering a quality service, are customer focused and meet our values.

This year we involved residents on four contractor scoring and appointment panels. They questioned shortlisted contractors and scored them on their answers. The contracts were for:

- > Responsive repairs system
- > Electrical and plumbing
- > Gas
- > Lift maintenance

We provide training and support for residents to help them navigate the complexities of procurement and contract management with confidence.



Does becoming one of our involved residents interest you? To find out more, please email involvement@isha.co.uk or call **0300 131 7300**.

Neighbourhood Nights

These 'in your area' evening drop-in sessions have been growing in popularity since we introduced them. More than 100 residents attended the six held this year. Local fire and police teams have also attended, along with local carnival organisers, giving the events an even broader appeal as a source of useful help and support, and getting to know the wider community.

We'll be continuing to run these, usually three in spring and three in the autumn.

To find out about Neighbourhood Nights in Waltham Forest, Islington, and Hackney, visit our website, email involvement@isha.co.uk, or call **0300 131 7300**. Come along and have a chat. With hot food and refreshments too, they're not to be missed!



Great communication, compassionate staff and a productive use of my evening.





Knock knock, who's there?

Can't come to us? Then we'll come to you. Our Neighbourhood Knocks, (we held two this year) are a way for us to get out and about to meet you in your homes, and get to know the person behind the door.

Co-designed with an active and involved resident who is as passionate about diversity and inclusion as we are, they played a key role in training staff, helping them take a trauma-informed and person-centred approach to our visits.

We take the chance to update your information to help us better plan our services. Through these

visits 112 households contributed their views and experiences of ISHA. We report back directly on action, changes or improvements we make as a result of your input.

Our Leadership Team also go on regular 'walkabouts' to check on the condition of your estates and meet as many of you who are at home as possible to get your feedback on our services, and improvements that we can make.

If we are coming to your estate, we write to you and let you know.

Community

Community chest

Have you got ideas for a fun and enjoyable events that will bring your neighbours together?

Then apply for one of our grants! There's a maximum of £200 per year for your estate. Whether for small gatherings throughout the year, such as a regular coffee morning, or a one-off such as a fun day or garden party, providing it includes all your neighbours and provides a wonderful opportunity to connect, we want to hear from you!

Christmas was a time to bring involved residents together to show some heartfelt thanks and appreciation for their involvement. We held a Christmas lunch for Scrutiny Panel members which was a lovely opportunity to connect over some tasty festive food and reflect on the past year. We also held a party when more than 40 residents and children came along to the ISHA office to eat, listen to Christmas tunes and be merry. It was a lovely evening. ISHA staff and residents connected with others in the community. ISHA contractors donated cute Christmas pressies for the children, along with a selection of raffle prizes. No one went home empty-handed there were Christmas gifts for all.



If you are interested in becoming an involved resident, or in finding out more about the opportunities to provide feedback and input into our services please email involvement@isha.co.uk, or call 0300 131 7300.



This year Penn Street scheme in Hackney applied for a grant to hold a Christmas party for their residents, they used the money to buy a wide selection of goodies and Christmas decorations. Residents enjoyed listening to the local pastor who came to give a sermon which helped to raise spirits and joy.

As the cost of living rises, Christmas can be a tough time to find the money to pay for life's expenses, along with extra spending on family and friends. Felix Trust, the London charity fighting food waste and hunger takes donations of surplus foods from retailers and distributes them throughout the community. In December, ISHA partnered with Felix and Arc Community Centre in Islington to hold a one-off drop in food market just before Christmas where residents could come and take a variety of food items on offer. Staff enjoyed volunteering at the event, getting out and about and meeting residents and community partners over the festive period.





In January ISHA residents and members of the Vietnamese community came together to celebrate Tết (the Lunar New Year) with delicious Vietnamese dishes. A lively Lion dance, traditional dancing, and music followed the celebration. Over 100 people attended the event organised by the Community of Refugees From Vietnam, which we supported with sponsorship funds.

Form a Residents' Association

In the spring, residents of Niemann Court in Islington held a first meeting, setting up their own Residents' Association.

Around half the residents are involved in the new residents' association, and we helped them get it off the ground.

They set up their constitution and elected a Secretary, Treasurer and Chair.

The group were spurred into action to work together on common issues, especially problems with trespassers and parcel thefts. We are now working with them to address these matters. The Association is already planning community events, so watch this space!

Did you know?



We can support you to form a residents' association where you live – working together as a group can be a powerful way to raise any issues and form a community.

Encouraging others to set up their own Residents' Association, the Chair told us: "We already had a WhatsApp group; it just needs a few of you to give it a nudge."

Interested in setting up a Resident's Association where you are? Contact us at Involvement@isha.co.uk



We also offer free events (see p28).



Pictured are two residents, Michael and Zana at an exhibition.

Another resident, Amanda, summed up the opportunity to join some of our activities:

"These events are an opportunity to go with a friend or meet other ISHA residents. Specialist exhibitions can be expensive, especially if you are not working.

"Often after retirement we lose contact with important friendship networks or families move away and weekends can be lonely. These events, in addition to being enjoyable, can get people out and about and stimulate the mind."



The nicer things in life

Resident Scrutiny Panel members Joy and Michael have worked together for many years sprucing up the garden at Shoreditch Court, with help from other residents in the building along the way. They sometimes grow their own herbs or fruits, tomatoes for instance. Michael was formerly a set designer in the theatre and Joy studied at an arts college, so both have always been creatively inclined. They've used scrap materials like old windowpanes to create mini green houses, or old satellite dishes as canvases to paint on.

Your Outreach Team – here to help

When finances are tight, or things aren't going so well, our Outreach Team is here to help.

They'll work with you and our Income Team to get help you maximise your income so the rent always gets paid and you can be secure in your home.

This year we helped people with claims for benefits and other sources of income bringing a total of £61,100.96 back into their family finances to pay the rent!

The team can also help with referrals for support with energy

costs, help you access services such as food and clothing banks, free early learning, free school meals, and other school related costs. There's also a scheme that can help you keep your home looking great – free paint through the Community RePaint network.

If you qualify you are issued with a voucher to collect paint suitable for the size of your property from either of two locations in Waltham Forest.

For those who don't qualify, we've teamed up with Brewers Decorating Centres to offer a 20 per cent discount on paint and decorating materials. Just show proof that you're an ISHA resident

to get your discount. Terms and conditions apply.

Life shouldn't just be about making ends meet, but also getting out and about in the city you call home. This year the team was able to link with organisations such as the British Museum for free access to special exhibitions, and an historian for free local history walks.

To find out more about any of these sources of help, please contact the Outreach Team on **0300 131 7300** or email **outreach@isha.co.uk**

A snapshot of how we've helped this year



Financial support:

58

such as benefits, energy vouchers and foodbank referrals



Safeguarding action:

30

including homelessness prevention, hospital discharge and domestic abuse



Rehousing:

26

including help with transfer applications



External referrals:

14

including to mental health services and disability adaptations



Other support:

18

including help with hoarding, and access for repairs

Feedback, compliments and complaints

It is important that we respond to and resolve your complaints as soon as possible, and we strive hard to meet our complaint handling timescales. This year we improved on our performance considerably, and we are determined to do even better.

To support our responsiveness to complaints we have:

- Expanded our complaints team
- Introduced daily open case review meetings to try to ensure we don't miss deadlines or urgent emails
- Introduced weekly meetings with our Repairs Team
- Improved visibility of deadlines across the team through our new housing management system
- Used our new housing management system to track complaints from end to end and improve our internal processes.

We have worked hard to improve the quality of our responses too, providing better information about our investigations and explanations of the outcomes.

We have introduced new procedures ensuring that complaints have independent oversight by the complaints team.

While reports on numbers and timeliness matter, we know that what is more important to you is how we learn from your complaints and how we put things right for the future.

This year we received 290 complaints overall. (*Please note the number reported in the Tenant Satisfaction Measures (TSMs) is for tenants only, rather than all residents as we report here). Identifying the themes and recurring problems has been a priority for us to make the improvements in ISHA's service to you from the outset.

We identified the top 10 themes for complaints and what we are working hard to improve on as:

1. Delays and time taken to resolve repairs
2. Poor communication
3. Failure to resolve the issue
4. Service charge issues
5. Lift issues
6. Communal repairs
7. Damp and mould
8. Parking
9. Tenancy Issues
10. Management of Anti-Social Behaviour (ASB) complaints

The Complaints Manager now attends monthly meetings with our contractors, providing an opportunity to probe complaints still to be resolved and share feedback we have received during the complaints process.

Making sure that as we focus on the details and timeliness of a complaint, we don't lose sight of our standard of customer service to you during your complaint has also been a key area of learning this year.

Our Annual Complaints Performance and Service Improvement Report is available on our website at www.isha.co.uk

If you have cause for complaint, please visit our website www.isha.co.uk. You'll find full details there of our complaints policy, details of the process and how to make your complaint.

Compliments

We know we don't always get it right, but when we do, it's always great to know. If you would like to pay us compliment, we'd love to hear from you!



The Housing Ombudsman

We always aim to resolve your complaint and learn from our mistakes however, if after following our complaints process you remain dissatisfied, then you can take your complaint to the independent Housing Ombudsman.

The Housing Ombudsman will review your complaint and if they accept your case, they then ask us to provide information and evidence before they make their decision. This is referred to as a 'determination'. Each determination can have several findings and orders or recommendation to address the findings.

In 2024-25, we received nine (9) determinations, all of which related to complaints from previous years (2021, 2022 and one from 2023). Most of the cases included multiple findings and across the nine cases, these included:

- 12 findings of maladministration (in broad terms failure to follow policies and procedures or comply with our legal obligations as a landlord)
- 3 findings of service failure – (in broad terms failure of such things as handling repairs or our customer service)

- 4 findings of reasonable redress (i.e. where there was a service failure that was put right)

- 1 finding of no maladministration (i.e. where we were not at fault).

The cases brought included handling of noise and ASB, bathroom repairs, complaint handling, communal lifts, and levels of compensation.

Examples of Orders we have received:

- Apologise to the resident in writing for the failings identified
- Inspect the resident's bathroom to identify any repairs needed, write to the resident, and the Ombudsman, setting out repairs plan and timetable

- Within 12 weeks of the date of the report to provide training to the relevant staff

We met all the orders and recommendations for these determinations. In most cases, we had implemented learnings and updated our processes ahead of receiving the determinations. We have updated our complaints handling and increased resourcing in the complaints team since 2022.

Building safety complaints

A specific category where the Housing Ombudsman route will not be available is with building safety for issues such as fire safety or structural integrity. If you are a resident in one of our high-rise buildings and want to complain you must first raise it with us as your landlord, or the management company. If you remain dissatisfied, you may then go the **Building Safety Regulator** (BSR) service.

Our Leadership Team

The ISHA Board (see p34) delegates day to day management to the Leadership Team who ensure we remain committed to our mission and drive continuous improvement.

There have been some recent changes to the team. You can read more about them in their introductions on our website.

Ruth Davison was Chief Executive through the financial year, leaving in May 2025.

Gary Pliskin was Finance Director until December 2024.

Mike Finnister-Smith is currently Interim.

Dawn Harrison was Director of Housing and Neighbourhoods throughout the year. **Rachel Sharpe** is currently Interim.

Jerome Geoghegan is currently Interim CEO and continues his role of Director of Development.

Thea McNaught-Reynolds, Director of Culture, Communications and Involvement continues in her role and is also Deputy Company Secretary.

Working at ISHA

We aim to recruit and retain DistinguISHable People, who align with our values, and go the extra mile for our residents.

We are building a diverse and inclusive team so we can better understand and serve the varied needs of our community. We've continued to strengthen our policies and procedures, expectations and our recruitment and onboarding practices to support this.

We're part of the Living Wage Movement, and recognised as a Disability Confident – Committed – employer and are aiming for the next level – Confident.

Staff successes and achievements are celebrated, through staff awards aligned to our values. Staff are surveyed anonymously, quarterly, to gain their feedback for improvements we can make as an employer, in turn improving our service to you.

Last year we enhanced our staff benefits package to attract, retain and reward good staff. ISHA offers a generous benefits package to staff including enhanced annual leave, enhanced paid family, sickness, and bereavement leave. We also offer a matched pension contribution up to 10%, and more benefits such as a health cash plan.

At the year end, ISHA had 87 staff, with 85 Full Time Equivalents (FTE). Our workforce is 54% women, and 46% male with the average age being 45. 59% of our workforce is from the Global Majority. Our Leadership Team is 60% female, and our next senior management group, Management Team, is 67% male.





Building a sustainable future

Meeting the challenge for more new homes

There is a chronic shortage of homes, particularly of genuinely affordable homes, especially here in London.

As a member of the National Housing Federation we campaigned ahead of the 2024 general election and immediately after, lobbying the new government to put the crisis at the top of the political agenda. The Government's resulting call to arms and their ambitious target of 1.5m homes in five years is one we are firmly committed to. We'll be doing our bit right here by delivering in our existing communities.

This year we were able to deliver four new homes, two for rent and two for shared ownership at Spurstowe Terrace in Hackney, in a great location close to Hackney Downs station.

We also started on site or finished other developments in both Hackney and Islington. These, too, will provide both rent and shared ownership homes. A total of 46 for rent and 50 for shared ownership. Excitingly, we are also delivering a small scheme with a developer in Haringey that includes six large family houses for rent. Something we are very proud of and something that is rare these days.

We are a responsible developer and look to do as much as we can whilst protecting you, our existing residents and looking after your homes, and this means working with others and not overstretching our finances.

Partnerships

As a small association with big ambition for our community, it is through our partnerships with others that we can achieve the new homes needed.

The North River Alliance (NRA) is a partnership that has been delivering new homes for more than 20 years and is made up of 12 likeminded community-based associations. We have secured significant grant funding from the Greater London Authority (GLA) and together are likely to outperform on the number of homes delivered.

Croydon Churches Housing Association may be the other side of the river, but we are working closely to identify and secure new development opportunities for them on their patch in south London. We have successfully secured one scheme and have others firmly in our sights.

All the local authorities where we have, or hope to build, new homes remain vitally important partners. By aligning our programmes with their strategies and priorities and having a mutually strong relationship helps us steer our way through the complexities of

the planning and development process and help us manage risk.

We have built a close relationship with the GLA as funders which is based on trust, openness and delivery. This is crucial in underpinning our ability to compete in the market and be confident in the quality of our new homes.

By no means least are the relationships we have and are building with developers large and small to enable more affordable new homes to be built by the sharing of risk and support for this much needed sector of housebuilding.

Shared ownership

We continue to develop homes on a part buy part rent basis to help people get onto the property ownership ladder. If you are interested please visit buywithisha.co.uk to see what new homes we have on offer for sale.

New opportunities

We are always looking for new opportunities to deliver genuinely affordable homes. Who knows the area better than our residents. If there's a potential site near your home or in any of our core boroughs that you think would make a great place for new homes, let us know. You too could be helping end the homes shortage!

Governance and financial stability

In 2023-24, we held the Regulator for Social Housing G1 rating for governance and V2 rating for financial viability, meeting the standards required. Last year our Governance rating was briefly downgraded from G1 to G2 following a fraud against us. The rating was restored to G1 for the start of the 2025-26 financial year following stringent improvements to our systems.

Our Board

Our Board sets the direction of the business and makes strategic and financial decisions. Our Board is dedicated to upholding our values and strategic goals, safeguarding social housing, and ensuring we remain financially stable. We know this takes ongoing improvement and a strong focus on understanding and responding to your needs. By following the National Housing Federation's Code of Governance (2020), we hold ourselves accountable with annual performance reviews to maintain high standards of governance and transparency.

We're proud that our Board brings together a wide range of skills, backgrounds, and experiences. As of 31 March 2025, the Board had 12 members – five women and seven men, and four members identifying as members of Global Majority communities. Two members of the board are leaseholders or related to leaseholders.

You can read more about them in their introductions on our website.



Involved residents Sarah (left) and Elaine (right) with Board Chair Mervyn.

Did you know?



Our Board members also try to get along to Neighbourhood Nights so that they can hear directly about your experiences. They've also added a "Residents' Voice" item to every Board meeting agenda to keep residents at the heart of decision-making.

Get in touch

Our main number is 0300 131 7300*. We're open Monday to Friday, 9am – 5pm, with an out-of-hours service available at other times.

*We know it can get busy on the phone, especially if you're calling out-of-hours. Please stay on the line, and we'll answer your call as soon as possible.

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



Here are the best ways to contact our teams directly.

- > Building and communal area enquiries:
Neighbourhoods@isha.co.uk
- > Building Safety Team:
BuildingSafety@isha.co.uk
- > Complaints:
Complaints@isha.co.uk
- > Damp and Mould:
RepairsAndMaintenance@isha.co.uk
- > General housing enquiries:
TenancyTeam@isha.co.uk
- > Rent support and enquiries:
IncomeTeam@isha.co.uk
- > Repairs and Maintenance:
RepairsAndMaintenance@isha.co.uk
- > Resident Involvement:
Involvement@isha.co.uk
- > Shared owner and leaseholder enquiries:
HomeOwnership@isha.co.uk

If you want to visit us in person, you can find us at 102 Blackstock Road, London N4 2DR.

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