

Winter 2025

ishahome

Your ISHA Resident Magazine

Spotlight on Aberdeen Park

Page 12



**Win a
window vac**

Enter our quiz

Resident Voices

Meet Elaine, resident and
Associate Board Member – P6

Free inside

A handy fridge magnet – P9

Our services

Over Christmas and the
New Year – P16

Highlights

Spotlight on Aberdeen Park Estate

Read how Slavik spent his time improving his garden at Newcombe house.



< You said,
we're doing
Feedback from
Neighbourhood
Knocks.

Damp, mould,
and condensation



www.isha.co.uk
0300 131 7300



Exciting times ahead

I am so excited to be 10 weeks into my role as CEO, having had the pleasure of meeting many of you, going out and about and getting a better understanding of your homes and communities.

From the delight of accepting the role in April, to beginning in October, seemed a long time – despite being busy with the arrival of our second child in the interim! The first few months have been a rapid and rewarding induction into the world of ISHA.

I've had the pleasure of meeting residents



Hello residents

There was a campaign a while ago, 'Made in social housing' – to highlight the transformative effect of secure, safe and affordable housing on people's lives. I was made in social housing, and it has been my driver – taking me into my career. I've served in chief executive roles at housing associations as well as senior executive positions within local authority housing departments. I also chair a 'for profit' housing association, serve on the board of a public sector procurement company, and volunteer with several community groups in my local area.

And that's why it's an honour to now be the Chair of the Board for your housing association and bring my experience to you.

It's also why, since being appointed formally at the ISHA AGM in September, it's been important for me to have immediately got out and about on our estates and at residents' events, and met with the Residents' Scrutiny Panel.

at Neighbourhood Nights, on walkabouts with my Senior Leadership Team and at the Resident Scrutiny Panel. While I'm doing my best to immerse myself in ISHA knowledge from all angles, hearing from you directly is invaluable.

Knowing that we can deliver more for residents together through concerted action, I have also made time to meet with key local stakeholders in Islington and Waltham Forest (with others on the horizon) to ensure we understand each other's priorities.

I've seen our great staff in action and heard from you, both directly and through our surveys, that you believe our services are showing signs of improvement, which is good to hear.

These discussions have affirmed to me that ISHA is already a special

organisation, uniquely placed as a community based, outward looking and ambitious, developing association that is well positioned to improve.

Working together

I know we can achieve much more by working together. To improve our services more quickly, we need to strengthen ISHA's internal infrastructure and make better use of insights from your feedback. This will require some changes, and we are keen to evolve.

It's an exciting time. As we come to the end of our last Corporate Strategy, we are preparing a new one that will help us navigate the next five years. The feedback you have already given us will be central to this, with a real focus on getting the basics right holistically across key service areas such as repairs and service charges.

The aim is simply to make the many positive interactions residents experience with staff more consistent and replicable. Beyond these basics we aspire to build on ISHA's traditions as a community anchor and one of the chief community-based deliverers of affordable homes, setting out clear commitments in these areas to existing and new residents.

It's safe to say I'm thrilled to have this job and, along with my team, will do my best to deliver on these ambitions for you and with you.

Pippa Fleetwood-Read
Chief Executive



We continue to listen attentively to the feedback from you and respond constructively.

My initial view of your homes is very positive. Those I have seen are well maintained and the public communal areas clean and tidy. The residents I have spoken to were happy with the quality of their homes and the services we provide.

Of course, there is always more we can do, particularly around easy access to services and communications. Residents have said to me how positive the 'Neighbourhood Knock' has been in hearing your voices, concerns and service requests.

In the first couple of months as Chair, I've also been meeting with board members, staff and stakeholders.

What does the future look like under my leadership?

I am committed to ensuring we continue to listen attentively to the feedback from you and respond constructively to your input.

Board priorities include investing in our current homes and estates, driving improvements in the services we provide, and, where feasible, increasing the supply of new affordable homes in areas of acute need within the capital, playing an active role in addressing London's housing crisis.

Bob Heapy
Chair



You said, we're doing



Your voice matters

More detailed reports are available on our website.

Neighbourhood Knocks – listening, learning, and acting

This summer you gave feedback about your homes in face-to-face conversations on your doorsteps about your experiences, concerns, and ideas.

We knocked on 742 doors and spoke with 131 of you in Hackney and 141 of you in Islington. What you shared gave us a deeper understanding of what matters most to you and how we can make things better together, drive real improvements, bridge the gap between staff and residents, and ensure our services reflect your needs.

Our conversations

During our visits we asked about your experience of services, especially repairs, and we asked where you thought we could do better for you. We also asked about how safe you feel in your area.

What you told us

Most of you told us you feel safe in your homes, which is great to hear. But we also listened to those who don't feel as secure. Safety remains a top priority, and your feedback is helping us focus on the areas that need attention.

Some of you raised concerns, including security on communal doors and gates, drug use and rough sleeping in shared areas,



We've had cyclical repairs done; it's really improved the condition of my home.

tailgating, and strangers entering buildings. Inadequate lighting, broken CCTV, parcel theft, and insecure bike sheds were also mentioned.

But we also heard positive reflections, "I love my home... I feel safe at my home."

When it comes to repairs and maintenance, many of you said your homes are maintained fairly well. However, we also heard about delays, poor communication, and repairs that don't last. In Hackney, residents spoke about incomplete fixes, missed appointments, and recurring issues with things such as doors, windows, heating, and lifts. Some also raised concerns about the cleanliness of communal areas.

Comments included: "It's like the repairs are just being stuck over with a plaster..." "I find my home is well maintained. Occasionally communication is not great though." There were positives: "We've had cyclical repairs done; it's really improved the condition of my home."

Many of you said how much you appreciated the chance to

speak directly with staff during the Neighbourhood Knock. And you were clear about how you prefer to stay in touch – email came out on top, followed by phone calls and letters. While digital communication is growing in popularity, traditional methods still matter, and you've told us you value face to face interactions.

Thank you

Thank you for taking the time to update some of your personal information. It helps us understand you and our communities better and learn what support we can offer. As we went, you spoke about health conditions or disability that impacts your daily lives and your need for more support. We are working with our Building Safety and Tenancy Teams to ensure that we are supporting residents for their safety and wellbeing.

We also checked in on whether anyone in your household would need help evacuating in an emergency. We've information about this on the Building Safety pages on our website. We're keen to hear from anyone who feels this is the case so please get in touch.

You said, we're doing

**Thanks to your feedback,
we're already acting.**

- > Participating blocks have received letters with updates on their specific schemes and actions we are taking.
- > We will install CCTV cameras as needed and have launched a new poster campaign on safety and security in communal areas.
- > We are reviewing our service standards to improve how we manage and communicate about repairs.
- > We are strengthening our contract management to improve cleaning and repairs services.
- > Feedback from the Knock is being used to inform the development of the ISHA strategic plan and objectives.



Some of you also took the chance find out more about how they can get involved in co-creating services and communities with us. We look forward to working with you.

If you missed us this time, don't worry, we'll be back! And in the meantime, you can always reach out to us, or to learn more about events like this where you are, sign up for our monthly e-newsletter to stay in the loop.

More detailed reports are available on our website.



**“
I find my
home is well
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Occasionally
communication
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though.”**



Residents making a difference

You know your home, your neighbourhood, and your community better than anyone. That's why we're asking you to help shape what we do over the next five years.

Our strategic plan and resident involvement strategy will lay out the plans for looking after your homes, how we'll prioritise resources, how you can get involved, and how you can

influence how ISHA services are delivered over the coming years. But for it to work, it needs to reflect what matters to you.

We're starting by gathering your feedback with a survey. Please take some time to share your views. Your input will have impact on the future of your home, involvement and community.

You can also share your views on resident involvement by phone,

Have your say

Your response to this survey will have real impact on the future. Please scan the QR code.



email, or text, or by joining a co-design session. News of these opportunities will be on the co-creation page of our website over the next few months. You can also contact Sophie at involvement@isha.co.uk or call **0300 131 7300**.

Meet Elaine, resident and Associate Board Member

Elaine has been an ISHA resident for more than 20 years. Now an Associate Board Member, she's using her experiences to shape our services.

"I got involved because I'm really passionate about giving a voice to people usually underrepresented in panels and boards. People think they need some kind of qualification or executive experience to participate, you just need to care about your community.

"I've participated in the interview process for new contractors as well as recruitment for ISHA's new Chief Executive. We got the opportunity to ask them about how they'll tackle the issues that matter most to residents.

"Being a board member is a two-way street so it's a great way to gain lots of skills and experience that you can use for other parts of life.

Elaine offers a resident's perspective in Board meetings while we plan for the future and make decisions on how to keep improving.



You can get involved in your neighbourhood just because it's yours! The ideas you have are worth sharing.



If you'd like to find out more, please contact Sophie at involvement@isha.co.uk or call **0300 131 7300**. There are more details too on our website.



News



Celebrations

Our 2025 Annual General Meeting was a little different, as after the formal business there was a small celebration reception.

It was a chance to say farewell and thank you to our outgoing Board Chair, Mervyn Jones,

after his permitted six years with us, welcome our new Chair, Bob Heapy, and our new Chief Executive Pippa Fleetwood-Read.

September's event, held at Hackney Town Hall, was attended by board, involved residents, staff, contractors and other stakeholders from across ISHA's homeland.

You can read more on our website.

Meeting changing needs

If you have a disability, you have the right to request changes to make your home more accessible and comfortable.

To do this, contact your GP who will arrange occupational therapy assessments. Your local authority will consider the recommendations made by them and will provide funding through Disabled Facilities Grants for work that they agree you need.

We work with your local council to ensure that where they are reasonable to do, the recommended adjustments are made.

Service charge refunds

If you're a shared owner or leaseholder and you've received a finalised service charge letter confirming your account is in credit, you can request a refund online if you haven't already done so.

To make your claim we ask you to complete and submit the dedicated secure form on our website on our leaseholder pages where you will find more information about service charges.

Contact changes

We no longer accept direct messages through the social media channels Facebook and X (formerly Twitter).

All service requests can be made by phone on **0300 131 7300** or using the department's email address. You will find these on the website and on page 16 of this magazine.

My Home portal

A big thank you to all our residents who have signed up to become either testers or the early bird users of our new My Home portal, the online way to manage your tenancy.

We're on pause for a few months. The developers of the portal have been making upgrades to the platform. Rather than launch and then make changes, we want to make the most of the opportunity and work with our resident volunteers to ensure it is fit for purpose. We believe it is worth taking the time to get it right for the self-service benefits it will give you.



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

DAMP MOULD & CONDENSATION

“
**We must
act on every
report of
damp and
mould within
timescales set
by law.**”

Condensation, damp and mould are problems which can become more obvious, and sometimes worse, during the colder months of the year.

We must act on every report of damp and mould within timescales set by law, and we ask you to report any problems to us immediately.

You may have heard a lot about this more recently following the introduction of Awaab's Law, named after a two-year-old who sadly died attributed to exposure to damp and mould in his home.

We have always taken reports of damp and mould seriously and we have strengthened our processes even further to comply with the new legal requirements.

Spot it, report it, we'll sort it!

If you have areas of persistent mould or damp, please report it to us immediately. We will provide advice and may need to visit your property to assess the issue and arrange works to make your home safe. If there is an underlying cause, such as a leaky roof, faulty guttering, internal leaks, we will let you know how we will undertake the repair, keeping you informed throughout the process.

Managing condensation

Condensation is caused when warm air meets a cold surface, the warm air cools quickly and creates water droplets on surfaces such as windows and walls, if this is left it can develop into black mould or mildew. But there are some

simple prevention steps you can take to help.

Please wipe away condensation regularly, especially from windows, window frames and walls and clean damp spots regularly with a dampened cloth and shop-bought fungicidal treatment to reduce the risk.

Here are some top tips to reduce the level of moisture in your home which contributes to condensation:

- > Keep lids on pans when cooking
- > If you can, dry clothes outside. If you need to dry them indoors do so in a well-ventilated room and not on a radiator
- > Use the extractor fans in your kitchen or bathroom – or open a window
- > Keep your doors closed when using the bathroom or cooking, to prevent moisture from spreading to other parts of your home
- > Air your home regularly by opening windows, even for a short time
- > Try and keep your home at a steady temperature, even turning central heating to a low setting
- > Keep trickle vents on windows open and don't cover up air bricks
- > Ensure there is a gap between walls and furniture, e.g., wardrobes, so air can circulate.

Report damp and mould on **0300 131 7300** or email: **RepairsAndMaintenance@isha.co.uk**

**See it,
DAMP
& MOULD
report it!**

Types of damp

Condensation: Water droplets on surfaces caused when warm air meets a cold surface and cools quickly.

Penetrating: Caused by water that enters from outside, through walls, roof or ceiling. Signs to look out for include stains on interior walls and bubbles cracking the plaster.

Rising: This enters the home from the ground, more usually in older buildings. Signs to look out for include rotting skirting boards, peeling wallpaper, and stained plaster.

What happens when I report damp or mould?

When you make a report to us, we will assess how serious the problem is. It is possible that damp and mould problems are categorised as either emergency or significant. The decision can be based on many factors, including the health and wellbeing and safety of those in your household.

If an emergency, we must investigate and make safe within 24 hours and provide you with a written summary within three working days after the conclusion of an investigation to the root cause.

If significant, we must investigate the cause within 10 working days, provide you with a written summary within three working days, complete safety works within five working days following the investigation. We then have 12 weeks to carry out any further works.

Damp and mould can have serious health effects for some vulnerable residents. If you would like us to make a note of your needs, please contact our Repairs and Maintenance Team, or your Tenancy Officer.

There is lots of information about condensation, damp and mould on our website, including helpful leaflets which you can download. Or you can contact us to request copies. **Pop your free magnet on your fridge, so you'll always have our contact details handy should you need them!**



Win a window vac

Window vacuums are a useful tool when it comes to removing condensation in the home. They can be used on windows, shower screens, mirrors and tiles, reducing moisture levels as they collect water in a tank which you can then empty in the sink.

You could win one in our damp and mould quiz. To enter simply answer the five questions below and email your answers to news@isha.co.uk before 31 December 2025.

The first three all correct entries drawn at random after the closing date will receive a cordless, rechargeable window vacuum, worth at least £20. Good luck!



1. Which simple daily habit can help reduce condensation in your home, and reduce the risk of developing damp and mould growth?

- A. Leaving windows closed all day
- B. Drying clothes indoors without ventilation
- C. Wiping condensation from windows each morning
- D. Covering air vents

2. Using extractor fans in the kitchen and bathroom helps prevent damp and mould.

- A. True
- B. False

3. To help prevent damp and mould, it's important to:

- A. Keep furniture slightly away from external walls
- B. Block air vents to keep heat in
- C. Leave windows closed at all times
- D. Avoid heating unused rooms

4. What should you do if you notice mould starting to appear?

- A. Ignore it and hope it goes away
- B. Clean it with a mild detergent and report it if it keeps returning
- C. Paint over it immediately

5. Who should you contact if you have ongoing damp or mould problems that cleaning doesn't resolve?

- A. Your housing officer or repairs team
- B. Your neighbour
- C. The local shop



News

Don't forget your rent!

Please don't forget to pay your rent this Christmas! It's easy to forget, or prioritise festive spending, however your rent or service charge is due in advance.

If you are in rent or service charge arrears or your account is not fully in advance and you have not already set up an agreement plan, contact our Income team on **0300 131 7300** or email IncomeTeam@isha.co.uk to avoid arrears action being taken against you.

If you already have an agreement, it is important that you keep to it.

Universal Credit

If you are on 'old' benefits, you may find that you are being switched to Universal Credit.

This is a big change for many, as money to cover your housing costs will be paid directly to you, and you must pay us. You can though arrange for it to come straight to us if this helps you to manage your budget. Contact our Income Team who will help you with this change.

Our Outreach and Income Teams

If you are finding things a struggle, your Outreach and Income Teams are here to help, and not just at Christmas.

They can support you to claim benefits, access services such as food and clothing banks, free school meals and energy costs.

You can contact the income team about your rent at incometeam@isha.co.uk and the Outreach Team at outreach@isha.co.uk.



If you usually pay your rent over the phone, you won't be able to do that from **25 December until 2 January** as our office will be closed. Alternative ways to pay are: direct debit, standing order, bank transfer or telephone banking, Allpay swipe card.

Quote account name:

Islington & Shoreditch Housing Association, sort code: 20-45-93, account number: 20673803, your Rent / Service charge account reference number.

Please visit the payment page on our website for further information.



Popular money expert, Martin Lewis lists 47 tips on his Money Saving Expert website – which are useful for budgeting and making your money spread further at any time of the year. There are also ideas for creating magical Christmas moments for the children without spending a penny!

There are many other sources of advice available.

Hate crime

Being threatened, abused or attacked simply for being you is hate crime and should be reported to the police.

Hate crimes can take many forms including threatening behaviour, assault, robbery, damage to property, inciting others to commit hate crimes, harassment and online abuse. What they all have in common is they are carried out because of someone's personal characteristics, such as disability, transgender-identity, race, religion or belief, or sexual orientation.

How can you support me?

When you report an incident to us one of our Housing Team will work with you to understand what has been happening and what can be done, especially if it is ongoing. We will let you know what actions we can take based on the incident itself, and we will keep you updated throughout.

In an emergency always call 999. If the crime isn't an emergency, call 101, your local police or report it online at www.report-it.org.uk. Our anti-social behaviour policy and more information about hate crime is available on our website.

Managing behaviours

Recently we introduced a Managed Behaviour policy. It outlines standards of behaviour you can expect from us, and standards we expect from you towards our staff.

It aims to support consistent and fair service to all residents. For example, it sets out how we will respond to abusive behaviour. You can read the policy on our website.

Building for the future

We have a philosophy of providing homes you would be happy for your loved ones to live in. Currently we have three new-build schemes being developed that are exactly that.

They are either social rent, affordable rent, or shared ownership and all high-spec, energy efficient homes.



Barrett's Grove, Stoke Newington,

was previously a garage and car park and will now be 21 London affordable rent and four shared ownership homes. They have generous proportions and feature private balconies and terraces. We're looking forward to their completion next spring. They have been built with additional funds from the GLA and Hackney Council.

Sunnyside Road, Crouch End,

was once a petrol station forecourt alongside a single-storey, locally listed building known as the Coach House. We have been able to create 13 shared ownership and six social rent homes here. The GLA helped fund these modern, energy efficient homes.

Wilmer Place, Hackney,

was once destined to be market-price private homes, now they will provide 17 shared ownership and 13 social rent homes when completed by autumn 2027. They are near Stoke Newington and Rectory Road/Clapton stations overlooking Abney Park,

one of London's historic garden cemeteries. Funding has come from the GLA and Hackney Council for us to take over this development.

Shared ownership

For more information on shared ownership please visit our website 'Buy with Isha' pages.





Spotlight on Aberdeen Park Estate



Being able to work with the soil, plant life, and watch nature thrive gave me purpose and peace. Now, it's a place where residents can sit, relax, and enjoy the birds, the flowers, and the calm.



Newcombe House – a community with roots

Slavik has lived at Newcombe House since 2020.

“When I first moved into Newcombe House, I saw something special in the land around it. I always dreamed of creating a beautiful garden, and here, I found the space and the opportunity to create one. Over the years, I’ve poured my heart into it. It’s become more than just a hobby — it’s been a lifeline.

“During the pandemic, this garden saved me from depression. Being able to work with the soil, plant life, and watch nature thrive gave me purpose and peace. Now, it’s a place where residents can sit, relax, and enjoy the birds, the flowers, and the calm. It’s a shared space that brings us together.”

When Amelia, Resident Liaison Officer, and Sophie, Resident Involvement Lead, visited Newcombe House Michelle was busy pruning in the garden. “It’s all his work” she said, pointing to Slavik, “I just help with some pruning.”

Michelle added: “The garden brings so much nature, so many birds. It’s a communal garden for residents to sit out in and enjoy. It’s important to look after wildlife as they are part of the ecosystem, especially in London where green spaces are disappearing.”

She’s right. We need to protect these little pockets of nature. They’re not just beautiful — they’re essential.

Listening to residents

Amelia and Sophie went to Newcombe House to listen to how residents feel about planned insulation works to improve both the inside and outside walls of the building, which mean warmer homes and lower energy bills for residents.

Amelia explained, “I’m there to make sure everyone is kept in the loop and feel supported throughout. I visit regularly to have chats to share updates and help guide the process, so everything runs as smoothly as possible.”



**Location:**

Islington, near Canonbury Station and lively Upper Street

**Type:**

One and two bedroomed three storey flats

Block names:

Cynthia, Faithful, Graham Robertson and Newcombe.

Supporting resident projects

We have provided funds to Slavik to continue his gardening for the benefit of all the residents. Slavik told us “I’ve spent years building this garden, and it’s been a rewarding (and sometimes expensive!) journey. It’s helped create a real sense of community in our neighbourhood. I’m grateful for the offer of £200 to support gardening activities — it’ll go a long way in bringing more plant life in the spring.”

Retrofitting for a better future

The estate was built in the late 1940s, and while it’s held up well, new technology means we can make it even better. Kasang from KSquared, who’s helping deliver the retrofit project across the estate, said: “It was great to meet all the residents who will benefit from the increased comfort and reduced fuel bills this retrofit programme will bring. It’s exciting to see improvements coming that will make life better for everyone.”

The works began in August and should be completed soon. Our ambition is to bring all our homes up to the Energy Performance Certificate (EPC) rating of C, although each property varies in what can be achieved.

Would you like to do the same on your estate?

Are you like Slavik and like to make your estate better for everyone and help build a sense of community? There’s a Community Chest fund towards resident-led projects, events, and activities, up to £200.

If you’ve got an idea that could benefit your neighbours, contact Sophie at involvement@isha.co.uk or call **0300 131 7300** to find out how to apply.

Warm and safe

As well as improving the comfort and energy efficiency of your homes, we are also working to ensure that they meet the best possible safety standards.

By 2027, we aim to have completed assessments of all external wall systems across our buildings. This important work helps us understand how materials perform should there ever be a fire so we can make any improvements that are needed.

Looking further ahead, we're committed to carrying out any required remedial works on all our buildings taller than 11 metres as quickly as we can.

More than just buildings

Building safety isn't only about walls and cladding, it's also about everyday awareness. This summer we sent fire and safety booklets to all homes packed with tips and advice on living safely in them. We hope you've found them useful.

Something we've noticed recently is the growing number of devices being charged at home, from e-bikes and scooters to phones and power banks.

Charging can be a fire risk, so safe charging is essential. We've been putting up posters in your buildings to remind everyone. Please always use the original charger for a device, unplug devices once fully charged, and avoid charging overnight or near soft furnishings.

Be cautious too when buying toys and electricals online. If something seems like a bargain, it might not meet UK safety standards. Look for the CE or UKCA mark, buy from trusted retailers, and check that plugs, cables, and packaging look genuine.

Together, we can keep our homes — and our community — safe. Whether it's reporting a concern, asking a question, or sharing information, every resident plays a part in shaping a safer ISHA.



Top tips for fire safety this winter



1. Check smoke alarms:

Make sure alarms are working and replace batteries if needed.



2. Safe heating:

Keep heaters at least 1m away from curtains, furniture, and soft furnishings.



3. Cooking vigilance:

Never leave cooking unattended and keep flammable items away from hobs.



This stunning photo has taken the first prize in our My Home artistic competition.

'A morning view from my ISHA home' was captured by Michael Wardle from his flat on Queensbridge Road, Shoreditch.

Not only has it captured the sunrise, but it has captured social history – the towering metal structures of the now redundant gasholders, encircled by the giant cranes of redevelopment.

Congratulations to Michael on capturing such an iconic image, with a sense of place and time, and a deserved winner of our competition.



Our two runner-up prizes go to our younger residents, one a drawing, the other a collage.

Eight-year-old Ziva's entry is a detailed drawing of her dream bedroom – the most important place for her at home.

Siblings Inaya, 11, and Musa, 12, joined forces to draw and finesse with collage details the most

important thing to them in their home – their PlayStation 5! Lucky children. You can see these on our website.

Congratulations to our creative residents who received prize gift vouchers: £50 to Michael, £25 to Ziva and £25 for Inaya and Musa to share.

Your estate needs you – as a champion!

Are you vocal about the cleanliness, maintenance and condition of your estate? Are you someone who speaks up for your neighbours and likes to encourage inclusive and diverse communities?

Those with an eye for when things could be better and ideas how to make things happen are invited to work with us improving your services, homes and community, in an informal but supported network of estate champions.

If this sounds good to you we'd like to hear your ideas for how this should work where you live.

It's one of the many ways you can become an involved resident. If you'd like to find out more, please contact Sophie at involvement@isha.co.uk or call **0300 131 7300**. There are more details too on our website.



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





Christmas & New Year services




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

We wish all our residents a happy and restful holiday season and peaceful new year. We look forward to providing our services to you in 2026.

Our offices close over the holiday from 3pm on Wednesday 24 December, reopening at 9am on Friday 2 January.

Our out-of-hours service will be available, please call our main number on **0300 131 7300**.

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

Contact us

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

Just so you know, we've made a few changes to our reception arrangements. As ever, we look forward to welcoming you at **102 Blackstock Road, London N4 2DR** on weekdays, Monday to Friday, but please bear in mind that we now close at **4pm**. On arrival, please now ring the doorbell for entry. Don't forget, you can also make appointments in advance by phone or email to ensure the person you need to speak to will be available.