

# An “The NÚacht News”

“Go n-éiri an bóthar leat... (May the road rise up to meet you)”



## Welcome

Welcome to the Spring edition of our newsletter for residents of Innisfree.

I’m particularly looking forward to our **St Patrick’s Day** celebrations this year and I hope to meet you at events around that time. We continue working hard on the issues important to you, particularly repairs and improvements. This year we are gearing up to build some new, safe,

quality homes and we’ll make sure that we get as good a rating from tenants of those homes as you’ve given us in the recent survey.

**Lá fhéile Pádraig sona dhaoibh!  
(Happy St Patrick’s Day!)**

**John Delahunty**



## Well, you like it here!

In the **Innisfree tenant survey** conducted in November 2016, 89% of you said that you are satisfied with the overall quality of your home and 79% of you are satisfied with your neighbourhood as a place to live. Our repair and maintenance service also scores well with 83% of tenants saying they are satisfied.

There were some areas which we didn’t do quite so well in and which we aim to improve upon. 60% of you think that Innisfree Housing Association listens to your views and acts on them. We are disappointed with this result and want to improve in this area.

We will share more results from the survey in the next newsletter along with some of the actions we will take to improve services. **Right now is your opportunity to make a difference.**

We are taking the survey results very seriously and want to involve tenants in developing an **Improvement Plan**. The plan will be formulated from the survey results and will improve our services over the next 12 months.

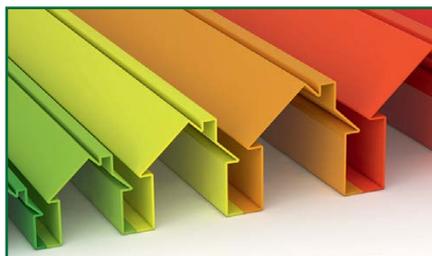
If you want to be involved in this project, please let us know on **020 7625 1818** or **info@innisfree.org.uk** or tick the box on the enclosed Contact Sheet and post it back to us.



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# St Patrick's Day Celebration

You are invited to our St Patrick's Day Celebration on Friday 17 March 2017 when we are sharing a celebration with the Sacred Heart Church and the Mazenod Social Club on Quex Road, Kilburn.

There will be tea and coffee in the Mazenod Social Club from 10.30 that morning and **Angela Maye-Banbury** from **Sheffield Hallam University** is joining us to hear your stories about St Patrick's Day celebrations you remember from the past. This is the beginning of our Oral Histories project which will focus on the stories of Irish people arriving in London. It joins with the stories that Angela has been collecting from Irish people who settled in Leicester, Sheffield and Manchester.



We'll also be joined by colleagues from Mind Yourself who are launching a new project with us to offer one-to-one health advice and group activities for tenants of Innisfree. Meet their team in the Mazenod Centre and find out how they can help you improve your health and wellbeing and what group activities will be on offer.

Find out more about **Mind Yourself** at [www.mind-yourself.org.uk](http://www.mind-yourself.org.uk)

After our morning introduction, there will be the usual gathering of the Irish community in Kilburn, with Mass being celebrated at 12 noon in Sacred Heart Church, adjoining the centre and then from about 1pm, the centre is serving a lunch of bacon and cabbage. The lunch is being provided free of charge for Innisfree tenants – so just identify yourself as one of tenants in the centre to get your ticket for lunch.

After lunch, the centre stays open for more conversation and there will be some traditional music starting later in the afternoon too.

Please let us know if you are interested in celebrating St Patrick's Day with us on **020 7625 1818** or [info@innisfree.org.uk](mailto:info@innisfree.org.uk) or tick the box on the enclosed Contact Card.

**St Patrick's Day Parade:** Yes, we are taking part and we would love you to come along. The Parade starts at midday and if you want to take part you would need to be at **Hyde Park Corner by 11 am**. People who walk with us will receive a **Cafe Nero refreshment voucher**. Let us know if you would like to come by telephone or email, the Contact Card or just turn up on the day.







# SAFE START SERVING THE IRISH COMMUNITY IN LONDON

- Providing a 1 to 1 Holistic Employment Support Service
- Effective tailored CV writing
- Targeted Covering letters
- Completing persuasive application forms
- Job search techniques
- Interview skills & coaching
- Work experience placements

Contact our employment advisor: [alicia@safestart.org.uk](mailto:alicia@safestart.org.uk)

**Safe Start Foundation**  
1 Bridge Hill Close  
Wembley, Brent  
HA0 1EP  
020 8900 -0001



## Community



### Men's Shed

We're planning to set up a Men's Shed in Harlesden for men over 50. Activities will include woodwork, furniture upcycling, and basket weaving and female members will be welcomed on a regular basis. There will also be an advice hub based at Clochar Court. Get in touch if you are interested or know someone who may be interested in being part of the Men's Shed. We're looking for:

- New members interested in taking part
- Donations of second hand tools and materials
- Volunteers with skills to share e.g in carpentry, joinery or basket weaving
- Help transporting wood, materials and furniture
- Donations to the project through the Men's Shed Just Giving Page (details will be available on our website: [www.innisfree.org.uk](http://www.innisfree.org.uk))

If you would like to help you can either tick the Men's Shed box on the Contact sheet and post it back to us, phone us on 020 7625 1818 or email [info@innisfree.org.uk](mailto:info@innisfree.org.uk)



### Rent reductions

The government is insisting that all housing associations, such as Innisfree, reduce the rents they charge their tenants by 1% a year in each of the next three years.

Most tenants will see this reduction in April 2017, and others whose rent account is adjusted in October each year, will see it from October 2017. Whilst a rent reduction is good news for residents, it does mean that we will have less money to do the things that we would otherwise plan to do. If you pay a service charge, that may go up or down this year depending on the services you receive. We will, of course, do all we can to maintain and improve the standard of service you receive from us.



## Community



Do you have an article you would like featured in An Nuacht?  
Please send it to us or tell us what you would like to see in An Nuacht.



Do you want to receive the newsletter by email rather than in hard copy? Please let us know if you do on [info@innisfree.org.uk](mailto:info@innisfree.org.uk)

The Right to Buy has not yet been extended to Housing Association tenants in general, and it has not been extended to Innisfree Housing Association tenants. The Government is still gaining feedback from its pilot projects and we will let you know if this situation changes. See [www.gov.uk](http://www.gov.uk) and search Right to Buy.

## Did you know?



You can use the My Tenancy function on [www.innisfree.org.uk](http://www.innisfree.org.uk) to view your rent statement, report a repair, and you can view your previous repairs. Let us know if you have forgotten your username and password.

We are updating our Transfer List. If you want to remain on our Transfer List or want to be added to our Transfer List please let us know on 020 7625 1818 or [info@innisfree.org.uk](mailto:info@innisfree.org.uk) or tick the box on the enclosed Contact Sheet.

# Innisfree

## Who to contact



If your call is about: repairs, rents and benefits, tenancy issues, community issues, moving home or new service issues then call us on **020 7625 1818**. Silvia Vijfschaft Noelle will help point you in the right direction if she cannot answer your question.

[www.innisfree.org.uk](http://www.innisfree.org.uk)

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