

An Núacht News^{“The”}

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

Welcome



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

We've had a few days of good weather this summer, and some of the pictures inside were taken on those days – when we were all looking our best!

We enjoy the times when we get the chance to be in company with residents and friends of Innisfree – we'd love to see more of you joining us.

For us, knowing you better helps us to deliver better services and there's mention here of a new way of us getting your views on services too. I'm still getting to meet some residents in their homes, so if you'd have a few minutes for a chat, please ask me round!

John Delahunty, Chief Executive

Improving our services

We are serious about improving our services. We have put in place a monthly telephone satisfaction survey so that we receive regular updates from our residents. If Callerz phone you, please do answer their half dozen questions.

We are also retendering our block cleaning and grounds maintenance contract. The new contract is due to start in October 2017. If you are interested in being part of the evaluation panel, please let us know on **0207 625 1818**.

“Tell us about it”



Paras Haria is our new Customer Administration Officer. Please ‘tell us about it’ if we have done anything particularly good or bad. We may have missed a block clean or one of our operatives may have done a fantastic job! We want to know what you think so please tell Paras Haria what you think on **paras.haria@innisfree.org.uk** or on **0207 625 1818**

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Ambassador opens Innisfree's Men's Shed

On his last day in the office as Irish ambassador to the UK, Dan Mulhall opened Innisfree's Men's Shed with a saw!

The Ambassador met Innisfree residents, Jacqueline and Michael O'Donovan (of O'Donovan Waste Disposal) who donated and delivered the cabin, and staff from Carfreys who refurbished the cabin. He also met Board and staff members of Innisfree Housing Association and recited the Lake Isle of Innisfree!

The Men's Shed will give tenants the opportunity and space to do basket weaving, upholstery, carpentry, joinery, turning, carving, whittling, marquetry and furniture renovation. The idea is for them to make products which can be sold or given as gifts. The shed will need materials such as donations of wood, tools and other related items to help get the project off the ground. Both male and female residents will be involved in the project.

If you would like to make a donation to the Men's Shed, please call us on **0207 625 1818** or email info@innisfree.org.uk





Pictures from a memorable St Patrick's Day

Thank you to those residents who joined us on the St Patrick's Day Parade. Are there any (more) Irish dancers out there who would like to join us next year? Please let us know on info@innisfree.org.uk or 0207 625 1818!





We need your help to improve our services...

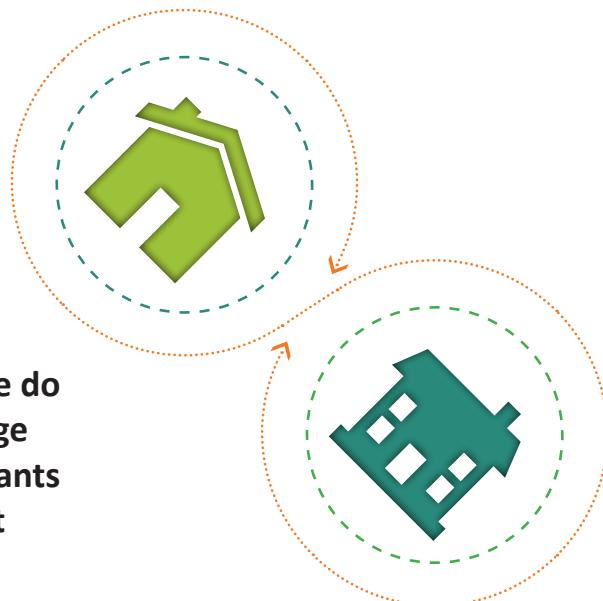
| The help we need | Action | Feedback |
|---|--|--|
| "Tell us about it" - Tell us about your customer service experience with Innisfree staff and contractors | This is so we can take action to improve services based on your feedback | Although rating our overall customer service highly through the STAR survey, you told us we could improve on the speed of our responses to you |
| If you live in a block, in July 2017, you were asked to comment on the draft cleaning and grounds maintenance specifications, and we also asked for 2 volunteers to be part of the evaluation panel selecting cleaning and grounds maintenance contractors. | Retendering the cleaning and grounds maintenance of our blocks by October 2017 | Through the STAR survey you told us that you weren't satisfied with the cleaning and grounds maintenance of our blocks |
| Please talk to "Callerz" when they phone you. We want to hear from you more regularly so we asked a company called Callerz to undertake a short telephone survey for us. Please do let Callerz know what you think if they call you; the survey is only half a dozen questions and most of them are yes / no answers. And don't worry, we have planned the calls so you will only get called once a year. | Based on your feedback we will take action to improve services | We want more regular feedback so that we can be more responsive |
| We would like to involve residents in our improvement planning and projects. If you want to be involved, please let us know on 0207 625 1818 or info@innisfree.org.uk | Your feedback will be incorporated into our Resident Engagement Strategy | The STAR survey results showed that a third of our residents were interested in finding out more about how Innisfree is run |



Mutual Exchanges do work!

Although we want all of our tenants to stay with us, we do recognise that there are times when you need to change where you live. We have recently had a number of tenants successfully swapping their homes so please do look at these websites to see if they can help you:

www.homeswapper.co.uk www.houseexchange.org.uk



Contact us on **0207 625 1818** or Innisfreehousingteam@innisfree.org.uk if you need any help. When you register, we will need to confirm that you are an Innisfree tenant.

You can also try registering on the London Mayor's Housing Moves website where you can bid on properties anywhere in London:

www.housingmoves.org

With the housing shortages we have in London, mutual exchange can now be the best way to move home. Innisfree does still have its own transfer list although we only have 550 properties in total and therefore a limited ability to transfer tenants within our own stock.

Finally a career path that could turn your life around!



Exciting volunteer and paid jobs in **HOUSING AND THE PUBLIC SECTOR!**
We are offering you **THE CHANCE TO BUILD A NEW CAREER** through our employment guidance and advice.
A service with free skill testing, CV writing assistance, career consultancy and much more!
Find out what we can do to help you!

Contact bme@prentissolutions.com



Innisfree

PATHWAY TO WORKING – Whether it is a Caretaker, Cleaner, Administrator, Customer Service Officer or any other position; WE HAVE VARIOUS OPPORTUNITIES AVAILABLE.



Home fire safety guide

KEEP YOUR HOME SAFE

Alarms

- Fit at least one smoke alarm on every level of your home and in any room where a fire could start.
- Remember to test all your alarms monthly.

Smoking

- It is safer not to smoke.
- Try to smoke outside and make sure cigarettes are put right out.
- Never smoke in bed, or anywhere else if you think you might fall asleep.
- Do not leave a lit cigarette or pipe unattended.
- Use proper ashtrays and never throw hot ash into the bin.
- Keep matches and lighters well out of the reach of children.

Candles

- Candles, tea lights and incense burners should only be placed in stable, heat-resistant holders.
- Keep candles well away from curtains, furniture and clothes.

Heating and electrics

- Sit at least one metre away from heaters.
- Keep heaters well away from anything that can catch alight.
- Don't overload electrical sockets.

TAKE EXTRA CARE IN THE KITCHEN

- Fit a heat alarm in the kitchen, they detect the increase in temperature caused by a fire but will not be set off by cooking fumes.
- Never leave pans unattended when cooking.
- Don't cook if you are tired, have been drinking alcohol or taking medication that might make you drowsy.

If the pan does catch fire:

- Don't tackle the fire yourself or try to move the pan.
- Never throw water onto it as this can create a fireball.
- If you can do so safely – turn off the heat.
- Leave the room and close the door. Shout to warn others to get out, stay out and call 999.

STAY SAFE WHEN YOU GO TO BED

- Close all doors as this helps to prevent fire spreading.
- Switch off and unplug electrical items such as TVs and avoid charging devices like mobile phones when you sleep.
- Only leave essential appliances switched on such as the fridge or freezer, turn all others off.
- Make sure candles are out before you go to bed.
- Check your cooker and heaters are turned off.



KNOW WHAT TO DO IN A FIRE

Plan your escape

- Make an escape plan and practise it regularly to make sure everyone knows how to get out safely.
- The best route is the normal way in and out of your home.
- Plan a second route in case the first one is blocked.
- Never store anything in communal areas including balconies. Items can block your escape route and be a fire risk.
- Always keep door and window keys where everyone you live with can find them.

ESCAPING FROM A HOME FIRE

- If any of your smoke alarms go off when you are asleep, follow your escape plan, get out and call 999.
- Shout 'FIRE' to warn others and don't stop to pick up valuables.
- Check closed doors with the back of your hand. Do not open the door if it feels warm – the fire may be on the other side.
- Smoke can kill, get down as low as possible where the air will be clearer.
- If your escape is blocked by fire it may be safer to stay put until the fire brigade arrives. Close the door and use soft materials to block any gaps to stop the smoke. If you have a phone call 999, go to a window, shout "HELP, FIRE" and wait to be rescued.

CARBON MONOXIDE

Carbon monoxide (CO) is a poisonous gas that has no smell or taste and can kill quickly. If you have a solid fuel burner, open fire or a gas boiler get them serviced regularly and fit a CO alarm.

FOLLOW THIS EXTRA ADVICE IF YOU LIVE IN A PURPOSE BUILT MAISONETTE OR BLOCKS OF FLATS

If your flat or maisonette is being affected by fire or smoke and your escape route is clear:

- Get everyone out, close the door and walk calmly out of the building.
- Do not use the lift.
- Call 999, give your address, the number of your flat and state which floor the fire is on.

If there is a fire or smoke inside your flat or maisonette and your escape route is NOT clear:

- It may be safer to stay in your flat or maisonette until the fire brigade arrives.
- Find a safe room close the door and use soft materials to block any gaps to stop the smoke.
- Go to a window, shout "HELP, FIRE" and call 999.
- Be ready to describe where you are and the quickest way to reach you.

If there is a fire in another part of the building:

- Purpose-built maisonettes or blocks of flats are built to give you some protection from fire. Walls, floors and doors can hold back flames and smoke for 30 to 60 minutes.
- You are usually safer staying put and calling 999. Tell the fire brigade where you are and the best way to reach you.
- If you are within the common parts of the building, leave and call 999.

PRODUCT RECALLS

Faulty electrical goods can cause fires. If you are concerned about the safety of a product; stop using it and let the retailer, manufacturer or your local Trading Standards office know. Take extra care with second-hand appliances, and ensure they have been safety checked. A list of recalled products is available at: www.london-fire.gov.uk/product-recalls



For more fire safety advice visit our website london-fire.gov.uk

Community



Allotments

If you want to join our keen allotment growers in Sudbury, please let us know on **020 7625 1818** or **info@innisfree.org.uk**

My tenancy

From 1 August 2017, you will be able to change your username and password. Please contact us on **020 7625 1818** or info@innisfree.org.uk if you want to know how to do this or if you just want to learn how to access your account.



Do you want to receive An Nuacht by email?

Let us know if you want an email copy rather than a printed copy of An Nuacht.

Gas and heating repairs

For all heating and hot water repairs,
please call our dedicated heating
contractor Liberty on **0330 333 8390**.



Out of hours emergency repairs

For all other emergency repairs call our dedicated out of hours call handling provider Pinnacle on **0800 678 3313**.



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**. Paras Haria will help point you in the right direction if he cannot answer your question.

www.innisfree.org.uk

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Fax: 020 7328 9943

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