

# An NÚacht “The News”

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



## Welcome

Season’s greetings and a happy new year to you all

Welcome to the Winter edition of our newsletter for residents of Innisfree. It’s hard to believe that 2017 is nearly over and it’s been another year of some significant events.

For the whole country, and especially for housing organisations like Innisfree, the fire at Grenfell Tower in June was a shocking and sad event. Although we don’t have any tower blocks, we did take the opportunity to check all our safety arrangements and they are all in place as they should be. We will be thinking of all the families directly affected by the tragedy at this first Christmas season since the fire.

We have been paying close attention to the discussions around Brexit, in particular, to be aware of the impact on the Irish community as well as other people from the EU. It looks like we

will need to continue to be vigilant into 2018 as the detail of the arrangements being made becomes clearer.

A real highlight for us during the year was the launch of our Men’s Shed, based at Clochar Court in Harlesden. We were delighted to welcome the outgoing Irish Ambassador Dan Mulhall to officially open the Shed and since then we have been building up a programme of activities to make use of the tools and equipment now available there.

Innisfree remains strong as we add another year to our history and we are looking forward to 2018 with an ambition to do more of what we were set up to do – providing good quality homes and welcoming people to live in our neighbourhoods.

We would like to wish everyone a very peaceful and Happy Christmas and New Year.

Nollaig Shona Duit

**John Delahunty**, Chief Executive



## Message from the Chair of the Board, Anne McLoughlin

I would like to add my own season’s greetings to all our tenants.

The Board at Innisfree works in the background to make sure that the organisation stays strong and continues to be true to our values. As a London Irish person myself, the stories in my family of what it’s like to come to London from another place are still told and retold today. That personal experience is part of what I bring to the Board at Innisfree, alongside the skills to help govern the organisation.

And we are looking for new Board members at the moment too. Do you think you might be interested and would have the time and energy to commit to help us? If you’d like to know more, then please contact Jane Cameron on [jane.cameron@innisfree.org.uk](mailto:jane.cameron@innisfree.org.uk) and she’ll get back in touch with you on one of her part-time working days or ring Paras Haria **020 7625 1818** and leave a message for Jane.

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# Performance

## Measuring how well Innisfree is doing

As we do each year, we wanted to let you know how we are doing and this summary is taken from our key performance indicator results for the year to the end of March 2017. It isn't a list of everything we measure, but it does help us compare how we performed against other housing associations and also to help us ensure the service we provide to you is really good.

This year, there has been a new approach piloted across the country for housing associations to compare our performance against other landlords. Innisfree was involved in that initiative, which is called the Sector Scorecard, and we have seen some areas where we seem to be really strong compared to others and some where we think we could improve.



Overall satisfaction **83%**

### Your customer experience

We want to make sure that your contact with us is a positive experience. Until recently, we asked you to give us your opinion on our services in a survey we called the STAR survey every two or three years. However, we decided it might be better to get your opinion much more often, and so earlier this year, we asked a company called Callerz to carry out monthly telephone satisfaction surveys on our behalf. Please talk to them when they phone you. It will only take a few minutes of your time and we have planned the calls so you will only get called once a year. This regular feedback will help us to improve our services so that we can be more responsive to you.



Repairs satisfaction **97%**



Reactive repairs **98.1%** completed within target

### Repairs

Repairs performance continues to be good, with repairs satisfaction at 97%. In the STAR survey last year you asked us if our subcontractors could provide appointment times for repairs and be kept informed of progress of any additional works. This is now in place and is being monitored.



Complaints received

Complaints

We received 40 complaints in the year with all but four of these being resolved on time. We take the opportunity with each complaint to try to improve our services and there were a number of examples during the year where we changed our procedures as a result of a complaint.



Complaints resolved on time 90%



Rent performance 103.44%

Collecting rent

Our rent performance is good at 103.44% and is in the top bracket compared with other housing associations of our size. We were on target with the collection of rent arrears but did have to end one tenancy in the last year where rent arrears had reached a very high level in spite of all our support.



Empty properties

Our empty properties re-let time has improved but still requires improvement. We are undertaking a review of our lettings process to help us speed up reletting our properties and are in more regular contact with local authority lettings teams and referral agencies. Tenant satisfaction with moving home has already increased by 5%.



# New Broom, sweeping clean?

We are pleased to announce that we have signed a contract with NewGreen Services who have 14 years' experience delivering grounds maintenance services and work with several other housing organisations in the area.

They have a very good reputation for service delivery and so we hope that you will see improvements in the grounds maintenance and communal areas where we provide these services for you.

When their staff visit they will attend in work wear, have ID badges and vehicles with the NewGreen logo. In addition to your specified service, they will also deep clean your floors annually, remove bulk rubbish and graffiti, along with other services as required to keep your block looking clean and tidy at all times.

We would like to thank the tenants who gave us feedback on the draft contract in the last year. If you would like to help us further, you can be part of the monitoring of this new service.

Call us on **020 7625 1818** or email [info@innisfree.org.uk](mailto:info@innisfree.org.uk) and we send you some Tenant Monitoring Forms and SAE's for return – all of this will help us to ensure you are receiving the best quality service.

# Are you struggling with condensation and mould?

**In most cases the cause of mould in homes is due to excessive condensation and not with any structural fault or lack of repairs in the property.**

Condensation occurs mainly during cold weather and comes from cooking, cleaning, bathing, and even breathing. If there is a problem in your home and no structural issues are likely, then please try the following:

- Make sure you have adequate ventilation to your home [opening windows or vents]
- Make sure you have a consistent temperature throughout your home
- Use your extractor fans
- Ventilate your kitchen area and use pan lids when steaming food

- Ventilate your bathroom to prevent steam from washing/bathing and close the doors to contain moisture
- Don't dry wet clothes on or in front of radiators or heaters
- Make sure your tumble drier is correctly vented
- Don't place large items of furniture against an exterior wall as this will prevent air circulation
- Open your curtains or blinds to improve circulation around windows and frames
- Keep air bricks open and clear

Remember, the only cure for severe mould is to get rid of the dampness caused by condensation. If after 4 weeks there is still no improvement, please call us on **020 7625 1818** to discuss the issue.

## ASB ASB Enjoying your home in peace

**Anti-social behaviour (ASB) is anything that causes nuisance or annoyance to others and interferes with the ability to enjoy a home peacefully and safely.**

It includes things like using a home for criminal activities, drug dealing, noise nuisance, vandalism, harassment and dog fouling.

If you are having problems with your neighbour, you should talk to them first and try to resolve the matter, but only if it is safe and you feel comfortable doing so. This is often the best way to sort out issues and can stop things getting worse. Your neighbour may not realise they are causing you problems, and may be happy to change their behaviour.

If this is not an option, tell your housing officer or email [info@innisfree.org.uk](mailto:info@innisfree.org.uk). Keep detailed records of what happened, with dates and times of incidents. (We can provide diary sheets.) This information will help us to take action against people who behave anti-socially and also to prevent future incidents. We will not close a case until we have spoken with you first.

# Who looks after your home?



Aisling McDowell joined us earlier this year as one of our Housing Officers. Prior to joining us, Aisling has worked in housing for almost 9 years, with her last role in another Irish Housing organisation based in Tottenham. You can see which homes are managed by Aisling, Juliet and Saoirse, our three housing officers, below.



Cecilia Greene has returned to Clochar Court as Scheme Manager after a break. During her time away she worked for several large housing associations, gaining valuable additional experience of Sheltered Housing management before returning to Innisfree earlier in the year.

## Your Housing Officer



### Saoirse Keating

Aerynn House, Belmont Street, Belsize Road, Charterhouse Avenue, Claddagh Court, Cotleigh Road, Hemstal Road, Inkerman Street, Kilburn Lane, Linsted Street, Lir House, Lowfield Road, Salusbury Road, Maldon Road, Manfield Road, Medley Road, Messina Avenue, Mowbray Road, Parkhill Road, Vale Grove, West End Lane.



### Juliet Salt

Airco Close, Alloa Close, Belsize Square, Brocklehurst Street, Carlton Vale, Castle Road, Cheviot Road, Claremont Road, Corcoran House, Ealing Road, Erconwald Street, Finch Avenue, Gladys Road, Glynn Court, Gravesend Road, Greenway Gardens, Hemlock Road, Hillfield Road, Hirst Crescent, Holly Park Gardens, Iver Street, Jeddo Mews, Jerningham Road, Kylemore Court, Loveridge Road, Marlborough Road, Maybank, Newdene Villas, Philip Lane, Sellons Avenue, Shakespeare Drive, Skiffington Close, Starfield Road, Sudbury Croft, Sundew Avenue, Talcott Path, Tivoli Road, Tookey Close, Waldo Road, Westfield Close, Whitton Avenue, Woodgrange Close.



### Aisling McDowell

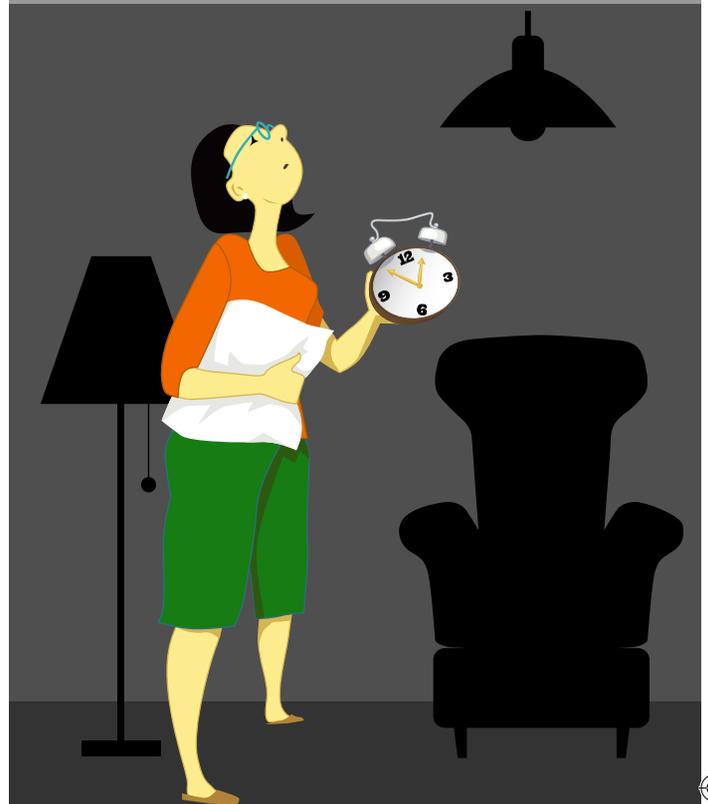
Anson Road, Boyne Court, Brandon Place, Brook Road, Buller Road, Burren Court, Bysouth Close, Cambridge Close, Cambridge Road, Church Road, Dawlish Road, Dunloe Avenue, Elmhurst, Ferndale Road, Frinton Road, Gospatrick Road, Greyhound Road, Harrington Close, Innisfree House, Julius Nyerere Close, Kenmare Court, Kimberley Road, Lagan Court, Liffey Court, Nore Court, Paul Daisley Court, Seymour Avenue, Shannon Court, Sherringham Avenue, Slaney Court, Tenby Close, Vicarage Road, Warren Way, Waterford Way, Welham Close, Whitbread Close, Winchelsea Road, Yeats Court.

# Don't forget to pay your rent at Christmas

We all know that Christmas can be an expensive time of year. Presents, celebrations, and children being on holiday from school all means spending more money and can easily mean you struggle to pay all your bills.

Please remember how important it is that you don't miss your rent payment. Your rent should be prioritised above other payments you have to make because the consequences of not paying your rent are so serious – you could lose your home.

If you need help with debt or managing and budgeting, you can get advice from the Money Advice Service on **0800 138 7777**. If you are worried about making your next rent payment, please contact Sean Cogan on **020 7692 1249** or pop along to the office to see him.



## Make it a good time for everyone!

With the party season, we hope that everyone enjoys themselves and has a good time. However, consideration for your neighbours is still important.

If you have a few friends round, don't let noise levels get too loud and quieten things down as it gets late. Make sure your guests leave quietly when the party winds down.

If you are disturbed by excessive noise during the holiday period, you can report the matter to your local authority noise team, who will investigate and have powers to take action in certain cases.

## Holiday Season Opening Hours and Emergency Repair Service

Sat	23rd December	Closed
Sun	24th December - Christmas Eve	Closed
Mon	25th December - Christmas Day	Closed
Tues	26th December - Boxing Day	Closed
Wed	27th December	Closed
Thurs	28th December	9.00am – 5.00pm
Fri	29th December	9.00 am – 5.00pm
Sat	30th December	Closed
Sun	31st December	Closed
Mon	1st January - New Year's Day	Closed
Tues	2nd January	9.00 am – 5.00pm

Whilst the office is closed emergencies will be dealt with by our out-of-hours repairs service. For repairs regarding gas fired heating and hot water please call our dedicated heating contractor Liberty on **0330 333 8390**.

For all other emergency repairs call our dedicated out of hours call handling provider Pinnacle on **0800 678 3313**. We will deal with non-urgent repairs when the office re-opens.

To find out which repairs qualify as an emergency please see our webpage [www.innisfree.org.uk/tenant-services/repairs/](http://www.innisfree.org.uk/tenant-services/repairs/)

Season's greetings and a happy new year to you all!



**Do you want to receive An Núacht by email?**

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



### Who to contact

If your call is about: 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. For repairs calls, use the same number and speak to Emma.



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

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