

# An NÚacht “The News”

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

## Welcome

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

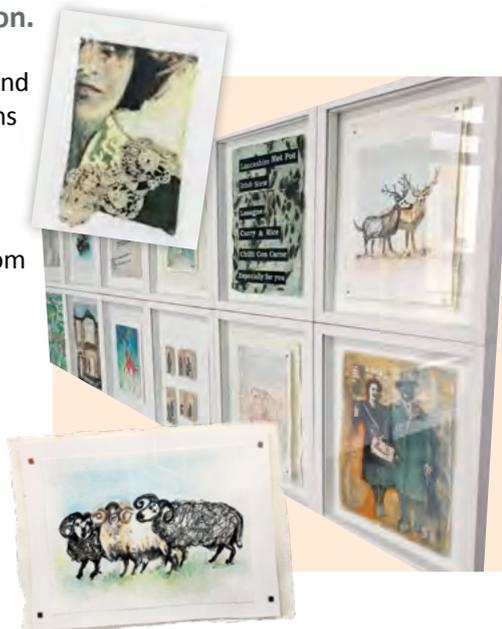
## The Art of telling our stories

Artist Fiona Wallace spent time with Innisfree residents over several months in 2017 and 2018, looking for ways to capture some of their experiences of coming to London.

Using some material from archives and research, Fiona got into conversations and reminiscence – with people sharing their memories of times, people and places in their lives.

The pictures that she made came from the themes and reflections in those sessions. Each one has its own story.

We have the pictures on permanent display in our office reception area now. Please come and look at them when you next visit us and we’ll be including close-up images of some of the beautiful work in future newsletters.



## We are a Top 50 Landlord!

Innisfree is celebrating after being ranked 43 in the ‘Top 50 Landlords’ list by industry magazine 24housing. The list was compiled by 24housing to try to find the nation’s top landlords and to recognise best practice in the sector.

The competition works by landlords being nominated for recognition and Innisfree were nominated by another housing association, Connswater Homes, based in East Belfast. Innisfree and Connswater have known each other for a few years and have been sharing best practice ideas for delivering our services.

Chief Executive, John Delahunty, said ‘We are delighted our work at Innisfree has been recognised by our inclusion in 24 Housing’s Top 50 Landlords list. This is a great achievement! We would like to thank our colleagues at Connswater Homes for nominating us.’

### Inside this issue...



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Our Services

# Gas safety testing, servicing, repairs and maintenance – change of provider

As your landlord we have a legal obligation to carry out a gas safety check on each appliance and flue in your home annually. This is to ensure the installation is safe to use and performing efficiently, therefore ensuring your continued safety in your home. We also have an ongoing repairs and maintenance liability for the heating and hot water system in your home.

Previously carried out by Liberty Gas, from the **1st of October** our new contractor J O'Connor Ltd will be doing the work.

As from Monday 1st October, all calls for heating and hot water repairs will need to be directed to our main office number

**020 7625 1818** then, by selecting Option 1, you will be able to report your heating or hot water repair directly to J O'Connor's servicing and repairs team.

Remember, you should always ask to see ID when any contractor comes to your home.

To accommodate the new service, from **1 October** we will be changing our call handling service, so please listen carefully to the new options to ensure your call reaches the right people who will be able to assist you.

- to report a fault with your heating or hot water system please **press 1**
- for all other repair and maintenance enquiries please **press 2**
- to discuss your rent account or make a rent payment please **press 3**
- for all other tenancy matters and general enquiries **press 4**



## Standing up to domestic abuse

We believe a home should provide safety and security, but for many people home is anything but safe because they are one of many victims of domestic abuse across the UK.

Developed by the Chartered Institute of Housing, in partnership with the Domestic Abuse Housing Alliance (DAHA) and Women's Aid, Innisfree has become one of over a hundred housing associations who have signed up to the Make a Stand pledge to make a commitment to support people who are experiencing domestic abuse.



There are four focused commitments to provide support which Innisfree has signed up to. This means we will be reviewing our approach, policies and procedures, ensuring these are fit for purpose, and will provide us with the framework and tools to

support anyone we work with that is experiencing domestic abuse.

If you need to talk to someone, you can speak to your own Housing Officer or to a member of the Innisfree team, in confidence, on **020 7625 1818**.

# Brent & Camden residents – are you ready for **Universal Credit**?



The full roll out of Universal Credit will come to Brent from November 2018 and Camden between June to December 2018.

This means that all new claimants or those with a change in circumstances will have to apply for Universal Credit, and the benefits you currently get will be rolled into one single payment. Unlike many of the existing benefits, Universal Credit will be paid once a month (in arrears), rather than weekly or fortnightly, and will be paid directly into your bank account. This is particularly important if your Housing Benefit is currently paid to Innisfree, because under Universal Credit, you will instead receive this money as part of your single payment.

This means you will be responsible for paying your rent out of your monthly Universal Credit payment. Therefore, it is really important that you start planning now to prevent your rent account from falling into arrears.

If you are concerned about managing your rent account, please speak to, Sean Cogan our Income Management Officer on **020 7692 1249**.

The government intends for all Universal Credit claims to be both made and updated online. If you do not have access to the internet then you can use the facilities in Brent and Camden libraries, Job Centres or Citizens' Advice (CAB).

If you need help with your claim, call the Universal Credit helpline free on:

Telephone: **0800 328 5644**

Textphone: **0800 328 1344**





## Do you need a community alarm?

Community alarm services (also known as Telecare or Careline) are perfect for anyone who could be vulnerable at home, including older people, disabled people, people with health problems or those who have been a victim of crime or harassment.



A community alarm is a quick and reliable way of raising a call for help when it is most needed. This may help you to feel safer, more secure and independent in your own home, whilst providing comfort and peace of mind for friends and loved ones. In most cases there is a small monthly charge, however you may be entitled to the service free of charge subject to your care needs, if you are on a low income or have recently been discharged from hospital.

To find out more about Community Alarm/Careline services or for an assessment please contact your local authority:

**Haringey:** 020 8489 2365 or [woodside.control@haringey.gov.uk](mailto:woodside.control@haringey.gov.uk)

**Camden:** 020 7974 1491 (option 4) or [carelinetelecareadmin@camden.gov.uk](mailto:carelinetelecareadmin@camden.gov.uk)

**Brent & Harrow:** 020 8861 3242 or [careline@harrow.gov.uk](mailto:careline@harrow.gov.uk)

**Enfield:** 020 8803 1524 or [safeandconnected@enfield.gov.uk](mailto:safeandconnected@enfield.gov.uk)

**Hammersmith & Fulham:** 020 7386 8763 or [careline@lbhf.gov.uk](mailto:careline@lbhf.gov.uk)

**Lewisham:** 020 8314 3141 or [linkline@lewisham.gov.uk](mailto:linkline@lewisham.gov.uk)

**Please note:** if you are a resident of the Clochar Court sheltered housing scheme a Community Alarm is already provided.

# 20th Return to Camden Town 2018

FESTIVAL OF TRADITIONAL IRISH MUSIC, SONG AND DANCE

TUESDAY 23rd – MONDAY 29th OCTOBER 2018

7 Days of concerts, céilís, workshops, album launches, sessions and more  
At venues in and around the Borough of Camden



**Featuring:** Buttons and Bows ♦ Tulla Céilí Band ♦ Mairtín O'Connor, Cathan Hayden and Seamie O'Dowd ♦ Mary Bergin and Mick Conneely ♦ Roaring 20s Tribute to the Flanagan Brothers (feat. Frankie Gavin, Emma Corbett, Martin Murray, Carl Hession) ♦ Garadice (feat. Eleanor Shanley, Pdraig McGovern, Dave Sheridan, John McCartin) ♦ Mairéad Casey ♦ Neansaí Ní Choisdealbha and Tommy Mellett ♦ Kelly and Colm Gannon ♦ The Dublin Lasses (feat. Mary Corcoran, Aoife O'Connor and Majella O'Beirne) ♦ Órlaith McAuliffe, Daithí Gormley, Dylan Carlos and Catherine McHugh ♦ Socks in the Frying Pan ♦ Landless ♦ Theresa O'Grady (album launch) ♦ *and more tba*

For more info visit: [www.returntocamden.org](http://www.returntocamden.org)

[facebook.com/returntocamdentown](https://facebook.com/returntocamdentown)

[@ReturntoCamden](https://twitter.com/ReturntoCamden)

[irishmusicdanceinlondon](https://instagram.com/irishmusicdanceinlondon)

The Festival would like to thank its sponsors and funders:



## Looking to find a job or change career?

Are you struggling to find a job? Finding work can be a job in itself! Especially if you've been unemployed for a while and your confidence has hit rock bottom. Don't worry, we can help, whatever your personal situation.

- if you are returning to work after a break (maybe after you took time out to raise a family, or due to health reasons)
- if you are looking for your first role or apprenticeship
- if you have just graduated and don't know where to turn
- or even if you have a job already but you really want to retrain and do something different



**The RISE into Employment Programme is FREE of charge and open to all of our residents over the age of 16. You will benefit from:**

- relaxed and informal training sessions
- learn lots of useful job-hunting techniques, interview skills and CV tips

Armed with experience and new skills, you'll have a much better chance of finding a job. In fact, most RISE graduates go on to successfully change their lives and find work or embark on training. For more information, contact your Housing Officer on **020 7625 1818** or email [RISE@arhag.co.uk](mailto:RISE@arhag.co.uk). Applications are open until 15 October.

**rise**  
in to employment

- boost your confidence and get job-ready
- gain hands-on experience in a work placement
- get a reference and learn new skills

## ESP funding for Clochar Court

We are very pleased to announce that we have been awarded another year of funding from the Government of Ireland's Emigrant Support Programme to support the Men's Shed at Clochar Court, in Harlesden.

The grant of £5,000 will be used to enhance the programme of events in the Men's Shed such as craft workshops, woodwork and upholstery for the shed users. Although we call it the Men's Shed, it is open to all! The Men's Shed movement started in Australia and has spread to countries around the world, with lots of sheds in the UK and Ireland. It's based on the very simple idea that being active and busy is good for us – and can be therapeutic – and a shed provides opportunities to make things and repair things, as well as being creative and productive.

We've already had great support for the shed from members of the wider community, with donations of tools and equipment. Do get in touch if you are interested in the shed and have skills to share or ideas about activities.



