

An NÚacht “The News”

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



Welcome

The very best of the season’s greetings to you all!

With the natural opportunity to look back on the calendar year, I’m conscious again that nothing stands still!

Elsewhere in the newsletter you’ll see about changes to our Board at Innisfree, with a new Chair and two new Board members. Carolina Cabral joined us in the summer as our new Customer Services Assistant – you might hear her voice when you ring in to the office.

You might have seen the Innisfree staff team around your scheme more this year too? We haven’t got round everywhere yet, but we’ve brought the minibus out with a crowd of us on it - just to chat to you on your doorsteps and find out, in conversation, how things are going for you. I’ve had some great chats at Unity Close, Innisfree House, Slaney Court and Paul Daisley Court to name a few. Do get in touch if you want us to knock on your door when we’re out and about.

Finally, after a number of years of work, we are very close now to having some brand-new homes to add to our Innisfree portfolio. We’ll share details soon, but we are really excited about being able to help more families settle into high quality, affordable homes. We know it will make such a difference to their lives.

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

Nollaig Shona Duit

John Delahunty, Chief Executive



Introducing our new Chair – Kevin Hartnett

We are delighted to introduce our new Chair, Kevin Hartnett, who was elected Chair of the Board in October. Kevin has many years’ experience in housing, design and construction, having worked for several local authorities and housing associations as well as spells in the private sector. This ranged from large-scale inner-city regeneration projects through to small rural schemes.

Kevin commented on his appointment, “Being the Chair of Innisfree provides a great opportunity to lead a very special organisation which is highly regarded both in the Irish community and the wider housing movement. I am looking forward to building on that profile and helping Innisfree provide more truly affordable homes for our communities and new migrants. My father was an Irish immigrant and I saw first-hand the issues faced by the Irish diaspora, so I have a personal commitment to Innisfree’s work.”

Kevin takes over from our outgoing Chair, Anne McLoughlin, who left the Board after 9 years of service, with our grateful thanks for her leadership at the helm of Innisfree. She will not be forgotten!

We are also pleased to welcome two new Board members, Nick Yandle and Brian Brady. Nick works at the Infrastructure and Projects Authority in the Cabinet Office as a Senior Policy Advisor, having previously worked at the National Housing Federation. And Brian is the Managing Director at Eco World International Ltd and has extensive residential development experience for leading national housebuilders and developers.

Kevin is pictured (front right of picture above) with the rest of the Board at our recent Board Strategy Event.

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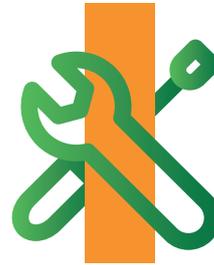
Our Performance – at a glance

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 2019. 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 a good quality service.

The Housing Sector Scorecard measures our performance against other landlords, 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 **86%**



Repairs satisfaction **85%**



Reactive repairs **99.5%** completed within target

Repairs

Repairs performance continues to be good, with repairs satisfaction at 85%. We work with and monitor our contractors and strive to improve our repairs satisfaction.

Your customer experience

Your feedback is important to us. To help us get your opinions and feedback more frequently, a company called Callerz carries 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.



Rent performance **101%**

Collecting rent

Our rent performance is good at 101% 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.



Complaints received **6**



Complaints resolved on time **83%**

Complaints

We received 6 complaints in the year with all but one of these being resolved on time. We recognise when we get things wrong, and we take the opportunity with each complaint to try to improve our services.



Empty properties

Our empty properties re-let time has improved. We have undertaken a review of our lettings process which has helped us speed up reletting our properties.



Our Services

How to use your online account

Home – here you will find a summary of all your personal information.

Personal information – here you will find all personal and household details linked to your account.

Statement of account – here you'll find a breakdown of payments made and due.

You can also click **pay online** to make payments. You will need your Allpay password to access the payment section.

Repair history – here you will find the last 12 months of your repairs history.

You can also click **Request a Repair** to report (see graphic below) any new repairs. Select an option in the repair wizard, attach photos, and tell us more about the issue.

Bath and Showers	Cookers and Extractors	Cupboards, Drawers and Wardrobes	Doors
Electrics	Gas Services	Heating	Hot Water
Kitchen Sinks and Bathroom Basins	Laundry Items and Clothes Lines	Outside of Home	Pests
Toilets	Walls, Floors, Ceilings and Stairs	Water Meter	Windows

Upload Images/Videos
 No files selected.

Contact us – here you will find our contact details and links to our email addresses relating to your tenancy.

Files – here you can download documents relating to your tenancy, such as your tenancy agreement.

Sign out – make sure you click sign out when you are finished to protect your personal information.

You can still report a repair by phone and request a paper rent statement. If your repair is urgent or is an emergency then please call us on 020 7625 1818.

If any of your contact details change, please email housing@innisfree.org.uk



Pay your rent first!

As Christmas nears your expenditure will increase as you buy gifts and food for the festive period.

It is important that you ensure that your rent is paid first!

Don't risk losing your home...

If you are struggling with your rent payments, please contact our Income Management Officer, **Sean Cogan** on **020 7625 1818** or pop along to the office to see him.



Standing together against domestic violence



If you think you or a friend may be a victim of domestic abuse you can access support over the telephone.

These helplines are strictly confidential, and most are available 24/7:

National Domestic Violence Helpline – 0808 2000 247

The Men's Advice Line, for male domestic abuse survivors – 0808 801 0327

The Mix, free information and support for under 25s in the UK – 0808 808 4994

National LGBT+ Domestic Abuse Helpline – 0800 999 5428

Samaritans (24/7 service) – 116 123

In an emergency situation always call the police on 999.

Health and Safety

Warning over Whirlpool danger dryers

Over the summer, you may have heard about the recall of Whirlpool appliances which are a potential fire risk in homes. As of July, there were still 800,000 faulty dryers in homes around the UK. More than 100 Creda, Hotpoint, Indesit, Proline and Swan tumble dryer models (all brands owned by Whirlpool) made between April 2004 and October 2015 could pose a fire risk.

Whirlpool has said if you have an affected machine you must unplug it immediately and do not use it until it's been fixed.

If you own an affected dryer and have not already had it modified by Whirlpool, we urge you to contact them immediately on 0800 151 0905, or visit www.which.co.uk/consumer-rights/advice/whirlpool-tumble-dryer-safety-alert for more information.



Healthy start for children

Low-income families with young children could be eligible for food vouchers.

Healthy Start vouchers can pay for essentials like fruit, fresh or frozen vegetables, plain cow's milk and 'first-stage' infant formula milk.

Only registered retailers can accept the vouchers, but this includes corner shops, pharmacies and supermarkets. If you qualify you can also apply for green vouchers which you can swap for Healthy Start vitamins. Your midwife or health visitor will be able to tell you where you can swap your coupon for vitamins in your area.

You can apply if you're on a low income and are pregnant, are a new mother or have children under the age of 18. To apply, visit www.healthystart.nhs.uk or call 0345 607 6823.



Combatting loneliness

Millions of older people will wake up this festive season feeling lonely and isolated and with no one to turn to.

The Silver Line charity was founded by Dame Esther Rantzen in 2013 to offer support to the 1.2 million older people in Britain believed to be struggling with loneliness and social isolation.

The Silver Line is a confidential helpline. Callers are free to express their feelings, and describe their lives honestly, and can trust us to respect their privacy. In cases of abuse or neglect, with the callers' permission, The Silver Line will involve specialist safeguarding organisations such as Action on Elder Abuse or the appropriate social services team.

The Silver Line is the only confidential, and free helpline for over 55s that's open 24 hours a day, seven days a week, 365 days a year.

To contact The Silver Line, call freephone 0800 4 70 80 90 or visit thesilverline.org.uk



Holiday season opening hours and emergency service

Tuesday	24 th December	Open
Wednesday	25 th December	Closed
Thursday	26 th December	Closed
Friday	27 th December	Closed
Monday	30 th December	Open
Tuesday	31 st December	Open
Wednesday	1 st January	Closed

Whilst the office is closed emergency repairs will be dealt with by our out-of-hours repairs service. Please call **020 7625 1818** and select **option 1**. Please note, non-urgent repairs will be dealt with 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/



#fixthehousingcrisis

Leading up to the general election, the National Housing Federation (the umbrella body for housing associations in England) asked us to take part in a social media campaign to ensure that housing is a priority in the election. We hope you like our take on it!



Welcome to Carolina!

We are pleased to welcome Carolina Cabral who joined us in August in the role of Customer Service Assistant. Carolina is a great asset to the housing team and has already completed an Housing Quality Network Introduction to Social Housing. She will be your first point of contact when you call or email us.

Like us on Facebook

Have you liked our Facebook page yet? Keep up-to-date with activities and opportunities offered through Innisfree. You can also use the page to send an email to a member of our team.



www.facebook.com/InnisfreeHousingAssociation/



Who to contact

When contacting us, please dial **020 7625 1818** and select one of the following options:

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

www.innisfree.org.uk

Innisfree Housing Association,
190 Iverson Road, London NW6 2HL

Tel: **020 7625 1818**

Email: housing@innisfree.org.uk