

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.

Welcome to the Winter edition of our newsletter for residents of Innisfree – and another year nearly over!

I always enjoy looking back over the year and reflecting on the progress we’ve made. As ever, we’ve had some great successes but also some sadness as we’ve said goodbye to some residents, staff and Board Members. But then there’s the pleasure of welcoming the new – and I’d particularly mention Sam Connell our Operations Director and Laura McKee our Administration Officer who joined our staff team and Ciara Chivers who joined our Board during the year. We were also delighted to be recognised in the list of Top 50 Landlords in the summer.

I describe Innisfree as an organisation that is proud of our Irish roots, but one serving Londoners, regardless of their background. From our own experience of migration, we know how to welcome others – wherever they’re from.

Later in this newsletter you’ll see reports of connections with our

diverse community and during the year we were also able to help a local community group that welcomed a Syrian family to London under the Community Sponsorship programme. With other housing associations set up to meet the needs of different Black and Minority Ethnic community groups across the country, we held a reception in the House of Lords to mark all our contributions over the last thirty years to supporting new communities as they settle in their new homes.

Innisfree’s ambition is to do more of what we were set up to do – providing good quality homes and welcoming people to live in our neighbourhoods. We’ve been working hard this year to be in a position to build some new homes and I’m delighted to say that we’ll be able to make more announcements about this early in 2019.

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

The Board at Innisfree works in the background to make sure that our organisation stays strong and all decisions are true to our values.

Proud Londoners who celebrate our Irish heritage, we are inspired to welcome and support all our communities. I am delighted to report that this work was recognized earlier this year in the National Community Sponsorship Awards presented to John Delahunty, our Chief Executive, for his work with Syrian Refugees.

Much of our discussions in the Board are focused on making sure that our tenants have the best service possible from us. In the coming year we will be recruiting some new Board members and I would strongly encourage you to consider applying to join us (believe it or not – it’s fun sometimes too!).

If you’d like to know more, then please contact Jane Cameron on jane.cameron@innisfree.org.uk

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Green Hearts Challenge: show your heart some love



Irish in Britain's Green Hearts is a new initiative designed to address the heart health of Britain's Irish community. The aim is to develop a nationwide heart health campaign that improves the health, wellbeing and healthy years of life among the Irish community in Britain.



Show your heart some love!

Download your free heart health guide from Irish in Britain website today.

#KnowYourScore

Heart health is a sizeable concern for the Irish community with clear evidence of excess, and in some cases increasing, mortality among Irish men and women from coronary heart disease, hypertension and stroke.

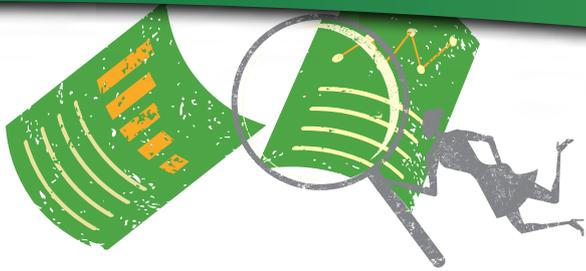
The good news is that it's never too early or too late to start making positive changes for your heart. Download their 30 Day Challenge Guide at www.irishinbritain.org/what-we-do/our-campaigns/green-hearts. It includes a whole range of tips and advice on how small changes can make big differences to your health. Go on, show your heart some love!

Don't forget our London Irish Centre Older person's outreach service



If you are having a problem with things such as housing, health, benefits, passports and financial issues, don't forget you can come along and meet Mary for advice sessions in our office at 190 Iverson Road on Monday and Friday each week.

If you would like to pop along to see her, give her a ring on 020 7372 4389 or 07947 108 467, or email her at marygleeson@londonirishcentre.org to make an appointment. She is here to help, and you can say hello to your housing officer at the same time!



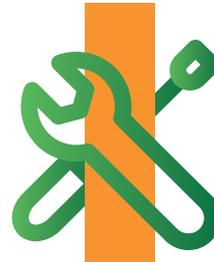
Measuring how well Innisfree is doing

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 2018. 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.

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 **88%**



Repairs satisfaction **86%**



Reactive repairs **99.7%** completed within target

Repairs

Repairs performance continues to be good, with repairs satisfaction at 86%. We work with and monitor our contractors and strive to improve our repairs satisfaction.

Your customer experience

We want to make sure that your contact with us is a positive experience. This year we began working with a company called Callerz to ask you to give your opinions and feedback more frequently.

Callerz 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.



Rent performance **100.44%**

Collecting rent

Our rent performance is good at 100.44% 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 four tenancies in the last year where rent arrears had reached a very high level in spite of all our support.



Complaints received **12**



Complaints resolved on time **75%**

Complaints

We received 12 complaints in the year with all but three of these being resolved on time. We take the opportunity with each complaint to try to improve our services. There were a number of examples during the year where we changed our procedures as a result of a complaint.



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.

News & Views



Please respect our people

We understand that at times we get it wrong and that you may sometimes feel frustrated with us, but this is no excuse for taking it out on Innisfree staff.

If you are unhappy about something, please talk to us and we will try our best to help you and restore your faith in us. We all know what it's like to be a customer when things have gone wrong, and also what we look for when an organisation is trying to fix it for us – and that's what we try to do for you.

Solidarity and community spirit at Irish in Britain AGM

Delegates from Irish organisations across Britain gathered in London on 24 November for a packed Annual General Meeting of the national charity, Irish in Britain.



Janet Daby MP for Lewisham East opened the meeting and pointed to the common experiences of the Windrush generation and the Irish community here. She gave examples of the traditions of volunteering, community activism, having a voice and how to build resilient cohesive communities.

Among the motions put by members included the campaign for the right of Irish citizens in Britain to be able to vote in referendums and elections in Ireland,

Brian Dalton, CEO of Irish in Britain, said:

“We have the longest history as immigrants in Britain; within the unique story that is the Irish experience there is a requirement, in fact an obligation, to lead & show leadership ... solidarity with & the celebration of other immigrant contributions”.

LGBT Equality and Ireland – Past and Present



The London Irish LGBT Forum held a very successful conference jointly with Irish in Britain on 1 November. The conference examined the current issue of marriage equality in Northern Ireland and Conor McGinn MP, Chair of the APPG on Irish in Britain was one of the speakers, linked to his tabling of a private member's bill in Parliament for marriage equality in Northern Ireland.

The conference also explored the history of Irish LGBTQ people in Britain – the problems they faced in trying to recognise both their sexuality and nationality in Britain and the issues that led them to leave Ireland in the first place.





Holiday season opening hours and emergency service

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|-----------|-------------------------------|--------|
| Monday | 24th December - Christmas Eve | Closed |
| Tuesday | 25th December - Christmas Day | Closed |
| Wednesday | 26th December - Boxing Day | Closed |
| Thursday | 27th December | Closed |
| Friday | 28th December | Open |
| Monday | 31st December | Open |
| Tuesday | 1st January - New Year's Day | 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/



Like us on Facebook

www.facebook.com/InnisfreeHousingAssociation/



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.



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

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190 Iverson Road, London NW6 2HL

Tel: **020 7625 1818**

Fax: **020 7328 9943**

Email: info@innisfree.org.uk