

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



Season's greetings (no, not Christmas)!



There's blossom on the trees and we've had another St Patrick's Day – so spring is on the way. In a way, we're still "emerging" from lockdown at Innisfree, so we want to work harder at being in company with you all.

We've had a few meetings with tenants in some blocks online and have followed up with coming to meet people in person too. What would work best for you? Would you be interested in coming into the office or to another venue to meet up with other tenants? Do let us know.

As you'll see from the newsletter, there's quite a bit going on. We've connections with a whole range of organisations who provide other support and advice – for example there's mention of Brent Irish Advisory Service later. Do you know of organisations in your area that you think we should get to know better? We are always open to making new connections.

Looking ahead, we expect it to be a busy year for Innisfree, with new homes expected in Mill Hill, Neasden and West Hampstead and new types of works we'll be trying out to improve energy efficiency in some of our current homes. You might also have seen news stories about problems with damp and mould in housing association homes across the country – and we have had more of you contact us in the last few months with similar concerns. We are putting a lot of extra effort into dealing with all of these issues, so please do get in touch if you are worried about this in your home.

This is a great season for looking forward.

Reading the words of the poet Anthony Raftery, *Now Cometh the Spring*, there's great hope for what the season will bring – *"age would fall from me and I would be restored"*. So that's my season's greeting to you!

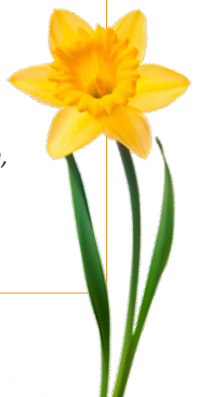
Now Cometh the Spring

*With the coming of spring the light will be gaining,
So after Brid's feast day I'll set my course –
Since it entered my head, I'll never rest easy
Till I'm landed again in the heart of Mayo.*

*I'll spend my first night in the town of Claremorris
And in Balla I'll raise my glass in a toast,
To Kiltimagh then, I could linger a month there
Within easy reach of Ballinamore.*

*I testify here that the heart in me rises
Like a fresh breeze lifting fog from the slopes.
When I think on Carra and Galen below it,
On Sceathach a' Mhíle or the plains of Mayo.*

*Killeadan's a place where all good things flourish,
Blackberries, raspberries, treats by the score,
Were I to stand there again with my people
Age would fall from me and I would be restored.*



Best wishes

John Delahunty, Chief Executive

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Working together – We are delighted to have the team at **lamIrish** using the offices alongside us at Iverson Road – with this base helping them in delivering their exciting project work. This young community organisation connect, support, advocate and empower Irish people of mixed ancestry/ multi ethnicity. Welcome!

Irish in Britain is 50 project



To celebrate its 50th anniversary, Irish in Britain is listening to, and capturing, the life stories of its community.

We would love to get involved by listening to your stories so they can be jointed together with those of other Irish people. If you are interested, do get in touch.

By telling the story of 50 Years of the Irish in Britain, this project will help to educate the public in migration and the modern history of Britain and Ireland.

New Homes

And finally! After mentioning the possibility of new homes in Mill Hill in the Spring newsletter last year, we are just about to have the finished new homes handed over to us!

We have worked in partnership with L&Q Homes on the lovely new development, Ridgeway Views, in Mill Hill and will have 13 flats for rent and 3 flats for Shared Ownership – the first of these homes for us.

These flats are our first in the LB Barnet and will become home to people on the Council waiting list.

Watch this space as later in the year we expect to have more new homes in Neasden and West Hampstead.



Farewell Jane!



After 5 years we say our goodbyes to Jane Cameron (Executive Assistant).

Jane has been instrumental in ensuring our communications is first class be it updating our website, managing our

social media or co-ordinating the production of our publications. Jane has also supported our Board and senior management team. Thank you Jane!



Our news

Maple Walk primary take a trip down memory lane

On St Patrick's day the students of Maple Walk primary school gave a delightful performance for the residents of Clochar Court.

Under the expert directorship of their music Coordinator Hannah Larkin they performed all our musical favourites including The Sally Gardens, Molly Malone, Whiskey in the Jar and Danny Boy. We're very grateful to Hannah and the lovely students of Maple Walk school for making the time to perform for us and taking us on a musical journey down memory lane!



Keeping in touch

Each site with a communal noticeboard will see new updates appearing over the coming quarter. If you want to know who your Housing Officer is, useful contact numbers, information on rent, resident engagement or maintenance this is where you'll find what you need.

Money Matters

Since joining Innisfree Taj Oyedeyi our Tenancy Sustainment Officer has been assisting you with maximising and applying for benefits and cost of living allowances and referring those who need advice to specialist agencies regarding debt management. If you would feel that it would be helpful to speak to Taj please contact your Housing Officer who can refer you.



Two free allotments on offer

Innisfree are offering residents use of 2 FREE allotments located at the Brent Council Sudbury Court Road allotments, Harrow, HA1 3SD.

This is a great opportunity to grow your own veg and join a great community of gardeners on the allotments. No previous experience needed, just enthusiasm and effort to get things growing.

If you are interested, please contact George Kirby, Resident Engagement Officer email george.kirby@innisfree.org.uk and mobile **07879 818 645**.



Resident Engagement

Dealing with condensation, damp and mould



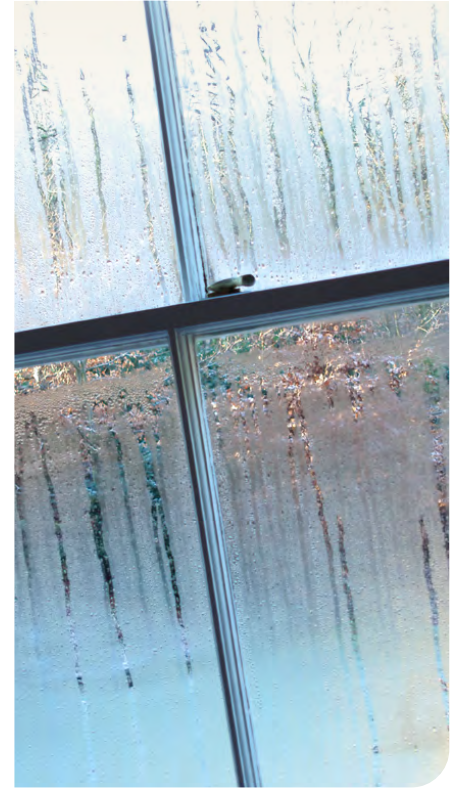
We know it's a problem a lot of people experience so we have reviewed and updated our leaflet and guide to identifying causes and preventing condensation damp and mould in your property. It's available now on the web site www.innisfree.org.uk/publications/condensation-and-mould/

It's a practical guide and has easy to follow steps that can make a real difference to preventing and managing condensation, damp and mould. The guide also helps to identify causes and where there is a problem with the property that requires a repair.

To help us review our policy and leaflet guide in January 2023 we held a consultation exercise to consult our involved residents on the revised

Condensation, Damp, and Mould policy & leaflet. We wanted to make sure we got your experiences and input into this.

As you can see from some of the comments below, we had a very positive response and residents particularly found the information leaflet very useful. A big thank you to all our involved residents for taking the time to participate in the consultation.



- "The leaflets are handy to have, and I can always read them if I need any guidance or answers I may need in the future."
- "I have read through the proposals and agree in principle, however I would emphasise the need for ventilation, as anybody here who has had problems rarely opened windows."
- "I do all of the recommended things in the leaflet to combat having any issues, such as turning on the heating in all of the rooms for approx. 1 hour twice a week, and I open the windows every morning for a half hour when I notice any condensation on them. I use the fans in the kitchen and bathroom when showering and cooking and I do try to keep condensation to a minimum."

If you are experiencing any condensation, damp and mould issues please check out our guide on the website, it is there to help you identify the causes of damp, mould and condensation and how to prevent it going forward.

Fire door safety

From January this year, the Government's Fire Safety rules have been updated to advise landlords to check flat entrance doors at least once a year for fire safety.

Many of you will have the spring-loaded door closers, which make the door close behind you as you go through – and they are there so that the door is always closed to smoke and fire. Seeing that the door closers

work properly will be one of the new checks. We'll be telling everyone more about how we are doing the checks soon but do let us know if you have any concerns before then.





Resident Engagement

Local Resident Forums have arrived

In February this year we held a Local Residents Forum on a small estate in Enfield. The forum was all about giving residents a collective voice on what's important to them and how residents experience living in the block and sharing communal areas. The forum also gave Innisfree the opportunity to listen to residents in a new and more direct way.



What happened?

The biggest issue residents raised was about the communal bin store and how messy it was. A few residents had individual concerns like someone who was smoking in the block and one resident raised the standard of cleaning. A few residents mentioned they were happy in the block and had no concerns they wanted to raise.

Following the meeting we looked at all the issues raised at the meeting and in all the telephone calls. We considered what we could do about the issues raised where we were responsible for something or what advice we could offer such as where we needed residents to take some responsibility like keeping the bin stores in better order.

How did it work?

Residents were invited to an online afternoon meeting with the local Housing Officer and Resident Engagement Officer. On the day of the meeting all residents were telephoned to see if they would be attending the meeting and any residents who were not able to attend were able to give their views and raise any issues of concern to them, that way every resident had an opportunity to contribute to the topics discussed.

The residents who attended the meeting found it a very useful forum to raise issues and concerns and have a direct conversation with the Housing Officer.



The Resident Engagement Officer then sent a follow up letter detailing all the issues raised at the forum meeting and during all the telephone calls to update residents on the current position and any actions that would be taken.



More Local Resident Forums are on their way

We will be having more Local Resident Forums for individual blocks in the coming months and look forward to speaking with more residents at a local level about what's important to you where you live. Together we can address the issues and concerns that are important to you.

Resident engagement

Just Launched: Innisfree Creative Gardens Competition 2023

It's that time of year when we ask you to showcase your beautiful gardens and outdoor spaces – it's one of the Innisfree diary highlights and we can't wait to hear from you! Early Bird entries that are received by 31 May 2023 can receive a small grant to help buy plants and materials.



Grants available are £15 for hanging baskets or window boxes, £20 for a small space patio or balcony edible garden, £25 for an individual garden/wildlife garden, and £25 for a communal garden. To enter you will need to contact Innisfree for application details and terms and conditions. Please contact George Kirby, Resident Engagement Officer by email george.kirby@innisfree.org.uk and mobile **07879 818 645**.

You can also contact us by email at: housing@innisfree.org.uk or you can find competition details on our website here: www.innisfree.org.uk/news. The final closing date for ALL entries is 30 June 2023, the judging day will be at the end of July.

The voucher prizes and categories are as follows:

- Best individual garden – £100
- Best hanging baskets or window boxes – £50
- Spectacular small space patio or balcony – £75
- Best garden for wildlife – £100
- Best community project or communal garden (with proof of communal working) – £100
- Best edible garden – £75

We look forward to receiving your entries and please remember to take photos so we can show your gardening in its prime.

Volunteering at BIAS



At Innisfree we encourage our staff to undertake volunteering days with our partner organisations. Emma Howe, our Maintenance Administrator did just that with the Brent Irish Advisory Service who if you don't know work towards improving the quality of life of Irish people and people of Irish heritage.

Emma was asked to support the coordinator for the social afternoon club which is held weekly at St Andrews Church Hall, Dollis Hill. The club was set up to connect people, combat loneliness, and provide light refreshments whilst enjoying some activity.

When Emma was there, they had a one-man band so plenty of dancing was had and Bingo to boot. In Emma's words "I'm not sure I should say this, but I had so much

fun dancing and chatting with the group and was made to feel very welcome. it was a great experience, and I was glad to have the opportunity to do it".

Looking back Emma felt she had made a difference to the people she met and would love to visit again perhaps taking a few Innisfree residents with her. If you would like to join Emma, why not give her a call on Tel: **020 7625 1818**.

Our services

Review of Home Improvement Policy

We are reviewing our Home Improvement Policy which sets out how you can make improvements to your home, and we would like to hear your views on this.



Although we operate a planned maintenance programme which allows for the replacement of building components and things like bathrooms and kitchens when they reach the end of their economic life, we recognise that tenants may wish to personalise their homes in their own way.

Before making improvements and alterations to your home such as installing a bathroom or kitchen or making a structural alteration, you should first discuss your plans with us and seek permission to do so. We will permit all reasonable requests to do home improvements.

Whilst the majority of tenants are eligible to make home improvements there are some exceptions if you are a new tenant or hold a shorthold tenancy, so this is another reason why it's always best to check. In reviewing the policy, we hope to make the process clearer to help you make the improvements you want.

The draft policy is available on the website: www.innisfree.org.uk/residents/resident-consultation please have a read and let us know what you think by contacting George Kirby, Resident Engagement Officer email george.kirby@innisfree.org.uk or Tel No **07879 818 645**.



If you want to make an enquiry now about doing home improvements, please email maintenance@innisfree.org.uk or call **0207 625 1818**.

Review of Aids and Adaptations Policy

The aim of the Aids and Adaptations Policy is to ensure your home meets your needs as your personal circumstances may change. For example, when you moved into your home it may have been just what you wanted but now your mobility is such that you need some aids and adaptations like a handrail or stair lift to continue to live there.



All tenants have a statutory right to access services relating to the provision of aids and adaptations to their homes through your Local Authority. Innisfree work with our tenants and the Local Authority's Occupational Health Department in partnership to ensure there is a range of aids and adaptation services that are available to you.

The Aids and Adaptations Policy is different from the Home Improvements policy which is about residents making improvements to their home and need to be approved by Innisfree.

In reviewing the policy, we hope to make the process clearer to ensure you get the aids and adaptations you need to live comfortably in your home.

The draft policy is available on www.innisfree.org.uk/residents/resident-consultation/ along with a very useful leaflet, please have a read and let us know what you think by contacting George Kirby, Resident Engagement Officer email george.kirby@innisfree.org.uk or Tel No **07879 818 645**.

If you want to make an enquiry now about aids and adaptations to your home, please email housing@innisfree.org.uk or call **0207 625 1818**.

Who is your housing officer?



Kathy

BRENT

- Innisfree House

CAMDEN

- Aerynn House
- Belmont Street
- Belsize Road
- Belsize Square
- Broadfield
- Claddagh Court
- Cotleigh Road
- Faversham House
- Gladys Road
- Hemstal Road
- Hillfield Road
- Inkerman Street
- Linstead St
- Lir House
- Loveridge Road
- Lowfield Road
- Mansfield Road
- Medley Road
- Messina Avenue
- Parkhill Road
- West End Lane



Felicity

BRENT

- Airco Close
- Cambridge Close
- Carlton Vale
- Claremont Road
- Corcoran House
- Ealing Road
- Harrington Close
- Hirst Crescent
- Kilburn Lane
- Maybank Avenue
- Salusbury Road
- Sellons Avenue
- Shakespeare Drive
- Sudbury Croft
- Tookey Close
- Waterfront Heights
- Westfield Close
- Woodgrange Close

EALING

- Castle Road
- Greenway Gardens
- Holly Park Road
- Newdene Villas
- Whitton Avenue

HARROW

- Glynn Court

HAMMERSMITH & FULHAM

- Erconwald Street
- Foliot Street
- Gravesend Road
- Hemlock Road
- Inver Court
- Jeddo Road
- Jeddo Mews
- Kylemore Court
- Starfield Road
- Sundew Avenue
- Waldo Road

HILLINGDON

- Marlborough Road

LEWISHAM & LAMBETH

- Alloa Road
- Brocklehurst Street
- Cheviot Road
- Finch Avenue
- Jerningham Road
- Skiffington Close
- Talcott Path
- Tivoli Road



Julie

BRENT

- Anson Road
- Boyne Court
- Brook Road
- Charterhouse Avenue
- Clochar Court
- Lagan Court
- Liffey Court
- Mowbray Road
- Nore Court
- Paul Daisley Court
- Shannon Court
- Slaney Court
- Warren Way
- Waterford Way

EALING

- Maldon Road
- Vale Grove

ENFIELD

- Burren Court
- Yeats Court

HARINGEY

- Brandon Place
- Buller Road

- Bysouth Close
- Cambridge Road
- Church Road
- Dawlish Road
- Dunloe Avenue
- Elmhurst Road
- Fenton Road
- Ferndale Road
- Frinton Road
- Gospatrick Road
- Greyhound Road
- Kenmare Court
- Kimberley Road
- Philip Lane
- Sherringham Avenue
- Seymour Avenue
- Tenby Close
- Vicarage Road
- Whitbread Close
- Winchelsea Road

HERTS

- Welham Close

ISLINGTON

- Julius Nyerere Close



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
- to discuss your rent account or make a rent payment press 3
- for all other repair and maintenance enquiries press 2
- for all other tenancy matters and general enquiries press 4



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

Tel: 020 7625 1818 | Email: housing@innisfree.org.uk | www.innisfree.org.uk



An Roinn Gnóthaí Eachtracha agus Trádála
Department of Foreign Affairs and Trade