

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



Raised on songs and stories



I was talking about you all recently. One of the things I do quite regularly is to talk about Innisfree to other people, groups and organisations – telling them about our history and what we think is important about the work we do today.

It was an important part of how we recruited new Board members recently (see details later) because we wanted to make sure that people coming to join us understood the emphasis we put on knowing our tenants so that we can provide the best service possible.

I'm a storyteller, so I find it easy to explain this by telling stories about some of the ways we do things and with examples of things we are proud of having done.

The Birmingham Irish Heritage Group had asked me to go up to give them a talk recently – and they persuaded me to include a few songs with my presentation too! Raised on songs and stories is the first line of a song "Dublin in the Rare Auld times", with the narrator fondly remembering the city from his youth and noticing the changes. It's an experience that most of us living away from the place we grew up will recognise.

Going back to Tyneside where I was born and brought up, for the weekend of St Patrick's Day, also reminded me of how small a world we live in - when I met the sister of one of our tenants at the Tyneside Irish Centre! (see later for some of the more local St Patrick's Day celebrations).

In our Innisfree team meetings, we always share updates about what's happening, and that often includes a mention of what's happened for one of our tenants, or in a block or on an estate. It's often when someone dies or moves away too.

We'd love to hear more about what's going on for you. Maybe it's gardening (see the Gardening competition later) or music or sport or something that you're involved with in your neighbourhood – and it'd be great to get some of those stories in a future newsletter...?

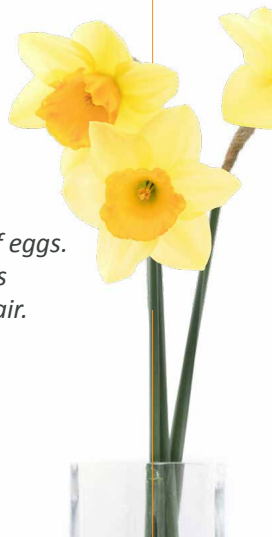
I'll sign off with some words marking my favourite, hopeful time of the year – Spring!

Best wishes

John Delahunty, Chief Executive

"The Daffodils" by Seamus Heaney

*The daffodils arrived, yellow and white.
It was a bright day, but not too bright.
It was a bright day, but not too bright
And breezy, in a way that wasn't light.
Their white and yellow made me think of eggs.
Each one sat upright on its stalk, like legs
Of a well-made bed, or a small green chair.
They made me think of things that were
not there,
Of things I'd like to do, or say, or see,
Of things that might have been, but
weren't, but could be.*



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Our News

New Board Members join

We are delighted to announce the appointment of three experienced new Board of Management members.



Aisling Conboy is a Senior Programme Director at Wilton Park, an Executive Agency of the UK Foreign, Commonwealth and Development Office which brings together experts and policy makers to address complex global challenges.



John Weir is Head of Real Estate for the Church Commissioners for England. He is responsible for the Commissioners' land and buildings portfolio within the overall endowment resources of the charity. John is a qualified Chartered Surveyor and Town Planner.



Rebecca O'Donnell is a Senior Investment Appraisal Manager at Places for London, the TfL property company. She is a chartered accountant and a fellow of the Association of Corporate Treasurers.

We had nearly 120 applications when we advertised the roles on the Board, so our three successful candidates came through a very strong field. The skills and experience these new members bring will be invaluable to us in the coming years.

Would you be interested in considering joining the Board in the future? If you want to know more or might be interested, contact George Kirby on **020 7625 1818**.

Celebrating more new homes



One of our main objectives is to provide more homes for those who need them and to make sure those homes are of a high quality. We are therefore very pleased to announce that two schemes are now complete.



The first involves 9 flats in John Pierce House, Aylesbury Street, near Blackbird Hill and the second is of 4 four flats at Liddell Road, part of a larger development near Maygrove Road in West Hampstead. Tenants will be moving into their new homes here shortly.

New systems

The software system we have used to run our housing management has come to the end of its useful life for us. We are now integrating a new system, called HomeMaster.

As with all new systems, there are inevitably going to be some teething issues, but nothing that will have a big impact on our service to you. In the future there will be real benefits to you as tenants and us as landlord.

A few tenants did previously use the Tenant Portal on our old system, and this isn't available anymore, as we move to the new system. Instead, we are planning to introduce a new Tenant Portal which will give you the option of an online one-stop-shop for rent, repair and housing management queries. We will be giving you more details on the system in the next newsletter.





Celebrating Irish History Month

March saw the arrival of Irish History Month, a time to celebrate Irish culture, heritage, and the contributions that people of Irish origin have made.

At Innisfree, with deep Irish roots, we take immense pride in our heritage and the values it embodies – resilience, community spirit, and a deep appreciation for tradition and storytelling.

Irish History month serves as a poignant reminder of the importance of diversity, inclusivity, and the power of community. It is a time to come together, share our stories, and foster a sense of belonging.

Exploring the Spud-tacular

Recently, some of our residents had the opportunity to get involved in a fun and tasty project with our friends from 'I Am Irish'.

Dubbed the Spud Project, this was all about celebrating the humble potato. Our residents had great fun getting their hands on some potato-centric recipes and discovering new ways to incorporate this versatile ingredient into their cooking.

Not only did residents get to flex their culinary skills, but they also had the chance to mingle, chat, and forge new friendships with their fellow neighbours and the team from 'I Am Irish'.

Six Nations Win

Congratulations to the Irish rugby union team for winning their second consecutive Six Nations championship, secured with victory against Scotland.

St Patrick's Day event

The residents of Clochar Court enjoyed a delicious St Patrick's Day lunch thanks to the kindness of Tony and Peter Conway. It was very much appreciated; a wonderful time was had by all.

Clochar Court residents were also honoured with a visit from St Patrick kindly organised by Clary at Mahogany Carnival Arts based in Harlesden.

St Patrick mingled with everyone in our beautiful garden and was even seen to do a little light footed Irish dancing!!!

It was a very joyful event and our house bound residents enjoyed a wave and a smile from the saint too... We only hope that he will grace us with his presence again next year!!



Our Services

Estate Inspections

Our next round of Estate Inspections is taking place, and we want you to be a part of it.

Led by your Housing Officer, these inspections take place at our blocks of flats every three months. They are your chance to walk around the block, chat with neighbours, and help us ensure everything is as it should be.

We will be checking communal area cleaning, grounds maintenance and overall safety issues like lighting and security.

Look out for an invitation from your Housing Officer before each inspection. Your input is invaluable in keeping our community clean, safe, and welcoming for all.

If you have any questions, contact your Housing Officer for more information.



Important Safety Notice

Your safety is our top priority, and we want to ensure that you are aware of potential hazards associated with the batteries used in e-scooters, e-bikes, and mobility scooters.

While these offer convenience and flexibility, it's essential to recognize the fire safety risks posed by their lithium-ion batteries. If not handled properly, these batteries can overheat, catch fire, or even explode, leading to serious injury or property damage.

We do not allow these scooters or e-bikes to be charged unattended within our homes. It is crucial to follow manufacturer guidelines for charging and storage, including:

- **Never leave batteries unattended while charging.**
- **Use only the charger provided by the manufacturer.**
- **Avoid charging batteries overnight or for extended periods.**
- **Store batteries in a cool, dry place away from flammable materials.**

If you notice any signs of damage or malfunction with your battery, such as swelling, leakage, or unusual smells stop using it straight away and seek help from a qualified professional.

If you have any questions or concerns regarding the safe use and storage of e-scooters, e-bikes, or mobility scooters, please do not hesitate to contact us.





Our Services

Complaints

We aim to always give an excellent service to our customers. However, we know that on occasions mistakes can happen or our services will not be of an acceptable standard. As a result, you may wish to complain. Wherever possible, we will aim to resolve your complaint at the first point of contact.

If you have a problem or are unhappy you can start by talking to a member of staff. We may be able to resolve the issue for you quickly if you tell us why you are unhappy and what you want us to do to put things right. Often we can resolve the problem on the spot, without the need to fill in forms or put your complaint in writing. It is much easier to resolve a complaint if you let us know about it as soon as possible.

You can help by:

- being clear and specific about your complaint
- telling us exactly what the key issue is and what went wrong
- telling us what it is you require to put things right

We want it to be easy for anyone to let us know that something has gone wrong for them. We will take a complaint from residents in writing, in person, over the telephone, by email, or online via our website.

Telephone: 020 7625 1818
Email: complaints@innisfree.org.uk
Website: www.innisfree.org.uk
Post: Innisfree Housing Association,
190 Iverson Road, London, NW6 2HL



Housing Ombudsman Service

We are committed to embedding the Housing Ombudsman's Guidelines for best practice into our policies and procedures. If you are not satisfied with how your complaint is being handled, or are dissatisfied with the outcome of your complaint, you can refer your complaint to the Housing Ombudsman Service at any time.

The Ombudsman can independently and impartially review a complaint and provide a decision that it considers fair in all the circumstances.

We will comply with any orders and recommendations the Ombudsman makes to resolve a complaint.

Their contact details are as follows:

Housing Ombudsman Service, PO Box 152,
Liverpool L33 7WQ.

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Advice

Bins, rubbish and recycling



We regularly receive reports of missed collections of household waste, mainly on schemes where there are shared bins, but these are out of our control.

Households are responsible for their waste management, and you pay for your council to remove rubbish through your Council Tax.

In most boroughs, you can report a missed collection on the council website. This is the fastest and easiest way to report an issue with your bins. We recommend that you report any issues as soon as possible – even if you think your neighbour may have already lodged a complaint.

The best way to check your recycling and rubbish collection days, order containers or report a missed collection is through your local council's website.

If you want your vote to count...

If you want to be able to exercise your right to vote in person, you will now need to show photo ID to vote at polling stations.

You can use any of the following:

- **Passport**
- **Driving licence or provisional licence**
- **Blue badge**
- **Identity card**
- **Certain travel cards**
- **Biometric immigration document**
- **Defence identity card**
- **National identity card**

If you have a form of accepted photo ID which is no longer in date, you can still use it at a polling station if you still look like the photo.

If you do not have a form of accepted ID or you're not sure whether your photo still looks like you, you can apply for a free voter ID document called a Voter Authority Certificate. Before applying, you must be registered to vote.

For further information visit electoralcommission.org.uk/voterID or call **0800 328 0280**.



*Don't forget
your Voter ID*



2024 Gardening Competition:



Get ready to roll up your sleeves and dig in because the annual Gardening Competition is back and better than ever!



Whether you are a seasoned gardener or just starting out, this is your chance to showcase your creativity, passion, and green finger skills.

We have a variety of categories to suit every gardening style and space. 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

How to Enter

Simply take some photos of your entry and send them to residentengagement@innisfree.org.uk by 31st May 2024. Be sure to include your name, address, and the category you are entering.

Judging: Our panel of judges will carefully evaluate each entry based on creativity, design, maintenance, and overall visual appeal. Winners will be announced by the end of July, so keep an eye out for the results.

So, whether you have a sprawling back garden oasis or a cozy balcony garden, we encourage you to unleash your inner gardener and join in the fun! Let's transform our community into a blooming paradise together.

Happy gardening!



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
- Humphrey House
- Inkerman Street
- Liddell Place
- 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
- Charterhouse Avenue
- 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