

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



## I'm looking for a new Boss!



***No, I'm not leaving Innisfree – but we are recruiting for new Board Members, and one part of their role is to be the Chief Executive's employer! You'll see a more detailed description of the role on the next page, but I wanted to make sure that you knew that the current Board are very keen to have a tenant on the Board too, so we would be delighted if you would consider applying.***

I've recently been appointed Chair of the Board of another small housing association (in my spare time!) and they have tenants on the Board – like we used to have here at Innisfree. It has reminded me of the different understanding the Board had about our services when we had tenants around the table; hearing about it from someone who has used the service is not the same as reading about it in a report.

We want to make sure all our tenants know about this opportunity, so you can give it serious consideration.

And who knows, but the next time you're reading words that I've written, it might be around the Board table from the Board agenda!

Irish writer Maeve Binchy said, ***"The most important thing to realize is that everyone is capable of telling a story."***

Let's hear those around our Board table.

Best wishes

**John Delahunty,  
Chief Executive**



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## Resident Engagement

# Could you be an Innisfree Board Member?



Full training and support and a warm welcome awaits our next resident Board member. We are encouraging applications from residents to fill vacancies at Board level. We will support you to apply and with all aspects of the recruitment process.



We are looking for:

- **your voice**
- **your experience of being a resident**
- **your commitment to help us improve Innisfree to provide the best services to all residents**
- **a variety of individual skill sets.**

It will be a rewarding challenge knowing you are bringing the experience of being a tenant. The role could also improve your CV, skills and knowledge. This opportunity is open to ALL Innisfree residents.

We pay an annual allowance of £1500 (subject to tax and national insurance), meet reasonable expenses costs – and would invest in the training you need to be effective in the role.

Full training and support and a warm welcome awaits our next resident Board member. Why not find out more about it and see if it is for you? Contact George Kirby at [residentengagement@innisfree.org.uk](mailto:residentengagement@innisfree.org.uk) or call **0207 625 1818**.



## Resident Engagement

# Resident engagement opportunities



### How to get involved

Getting involved makes a difference to you and your local community and will help Innisfree to keep improving and deliver better services to all residents.

Here is the opportunities menu for getting involved:

- Help us review our policies when they are updated
- Become an estate champion
- Get involved in your local resident forum
- Join the BME Residents London Landlords Forum – open to residents of black and minority ethnic landlords in London (including Innisfree residents) to join this high-level strategic influencing forum which has included meetings with the Deputy Mayor and National Housing Federation.
- Join our involved resident’s group and attend meetings to influence how we do things.
- Become an Innisfree Board member and help to oversee how the organisation is run.

Contact George Kirby for more details, mobile no. **0207 625 1818** or email: [residentengagement@innisfree.org.uk](mailto:residentengagement@innisfree.org.uk).

### Residents Rights

Four Million Homes is a government sponsored organisation set up to deliver free training services on resident’s rights and how to stand up for them. Regular online training is available – recent training has included ‘Handling your complaints’ and ‘Your landlord and your money’. Check out their website for more details and forthcoming free training opportunities – [www.fourmillionhomes.org](http://www.fourmillionhomes.org).



### TPAS

TPAS are England’s leading tenant engagement experts. They promote, support, and champion tenant involvement and empowerment in social housing. They offer training and skills sessions, finding solutions together, bringing lasting change to communities.

Check out their website: [www.tpas.org.uk](http://www.tpas.org.uk).



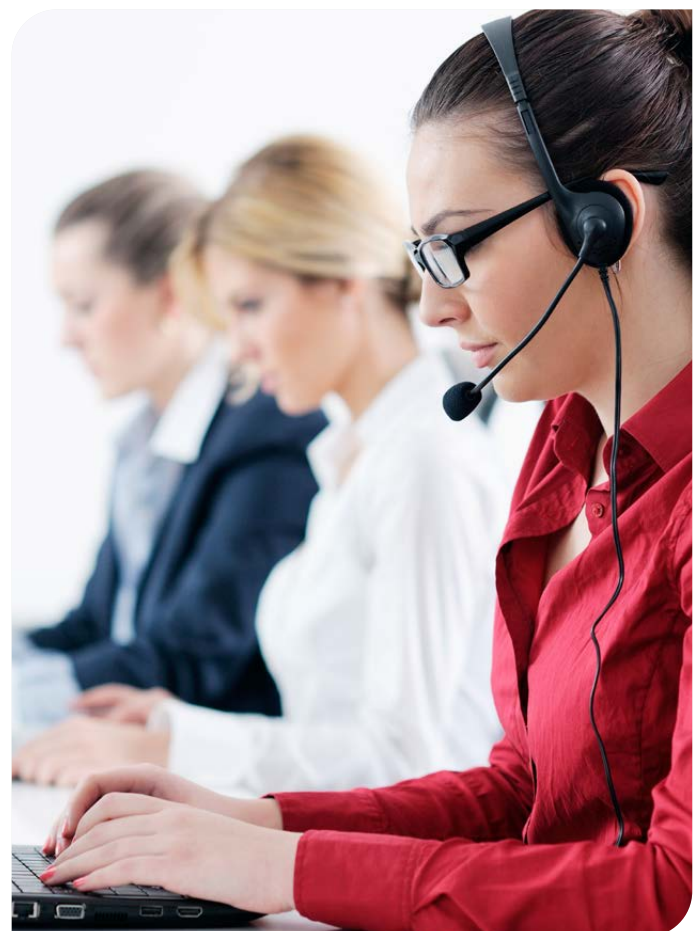
### Resident satisfaction surveys



Every three months Acuity our survey contractor carryout a telephone resident satisfaction survey on our behalf and interview around 60 residents to find out about your experiences of being an Innisfree resident and how satisfied you are with the services we deliver.

A very big thank you to all residents who take the time to undertake a survey, it really does help us to find out how you are feeling and in what areas we can do better.

**Could it be a scam call?** We all know the dangers of scam telephone calls so if you are worried in any way when Acuity telephone you and think it could be a scam, please call this number to check the call is legitimate – **0207 625 1818**.



## Our News

# Our Community – Clochar Court

We're proud to launch a new feature in our newsletter: **Our Community**. In each edition, we'll be shining a light on residents who are making a positive difference – helping to build a safer, friendlier and more welcoming place for everyone.

This summer, we're highlighting:

### Denis from Clochar Court.

Denis has quietly taken time out of his days to spruce up the communal areas at Clochar Court. He's repainted the white parking lines and kerbing in the car park, touched up the outside of the men's shed, and added decorations to the garden lattices — all to brighten up the space for his neighbours.

He didn't ask for recognition, but his efforts haven't gone unnoticed. Several residents have told us how fantastic the area looks, and how it reflects Denis's care for his home and community.

***Thank you, Denis — we appreciate you and your handiwork.***



## Help us test our Tenant Portal

We're getting ready to launch our new online tenant portal, **MyHome**, and we'd love your help testing it. MyHome is designed to make managing your tenancy easier. Through the portal, you'll be able to:

- View your rent account and payment history
- Report and track repairs
- Update your contact details
- Receive important messages from us

We're looking for residents to try it out and tell us what works well — and what could be improved. **Everyone who takes part in the testing will be entered into a raffle to win a £100 shopping voucher.**

You don't need to be confident with technology! We'll support you through the process and make sure you feel comfortable using the system. Whether you're online every day or just getting started, your feedback is really important to us.

If you'd like to take part, please contact us on **0207 625 1818 (option 4)** or email: [housing@innisfree.org.uk](mailto:housing@innisfree.org.uk). We're really keen to hear what you have to say.





## Our News

# Irish End of Life Care Project



Innisfree, alongside Irish in Britain, is co-sponsoring The Irish End-of-Life-Care-Project, which seeks input from all parts of the Irish community and particularly from Travellers, Survivors and the LGBTQ+ communities.

The aim is to develop a community informed response to improve practice in enabling dignified and responsive end of life care for individuals and their families. The initial stage of the project centred around three workshop sessions with interested parties in London, Liverpool and Leeds.

If you have a professional or personal experience of end of life care that you would like to share, please email [john.delahunty@innisfree.org.uk](mailto:john.delahunty@innisfree.org.uk).



# BME Landlords

**Innisfree work alongside 11 other BME led housing associations in London, with our shared experience of being founded to support communities who were marginalised because of our race.**

As well as making arrangements to reduce our costs by having group-wide purchasing of services like legal advice and training, we organise a BME Tenants Forum (mentioned in the Resident Engagement article) and have developed an anti-racism pledge for housing providers, called SHARP (Social Housing Anti Racism Pledge).

We have similar aims. For example, like our own project supporting end of life care, Bangla HA are leading a project to research the needs of the older Bangladeshi community (Bangladeshi elders are known as probins) and Agudas Israel HA run a successful sheltered housing scheme meeting the religious and cultural needs of the Jewish community.



## Community

# Gardening Competition Winners

**Congratulations to all the winners of our annual Gardening Competition! This year we had a record number of entries!**

Your beautiful gardens have brought colour and joy to your communities, and it was a pleasure to be able to visit all the gardens and meet all the gardeners. Thank you for your hard work and dedication.

And the winners are (drumroll please):



● **Clochar Court** – *Best Decorated Communal Garden*



● **Innisfree House** – *Best Communal Garden with Hanging Baskets*



● **West Hampstead** – *Best Edible Garden*

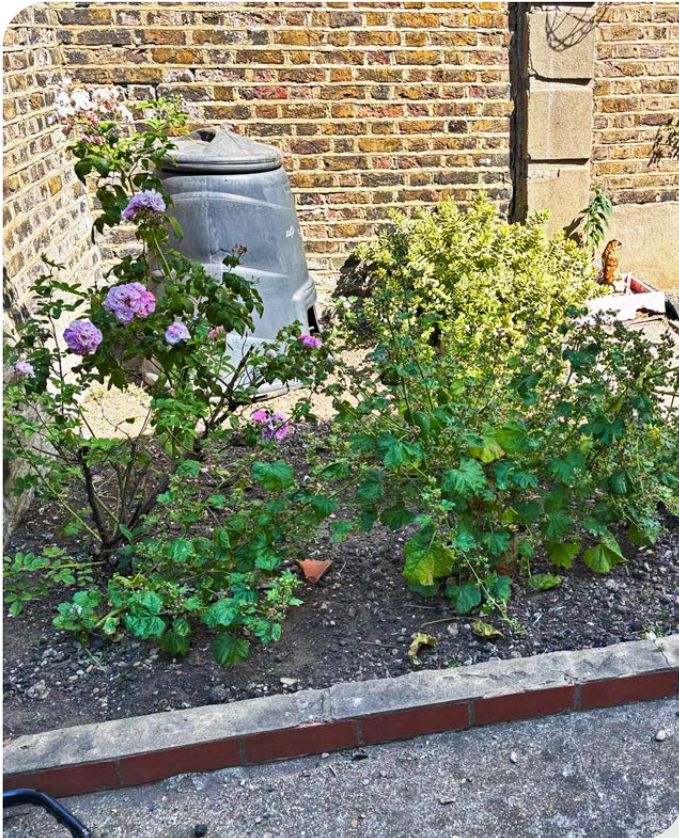


● **South Hampstead** – *Best Front Communal Garden*

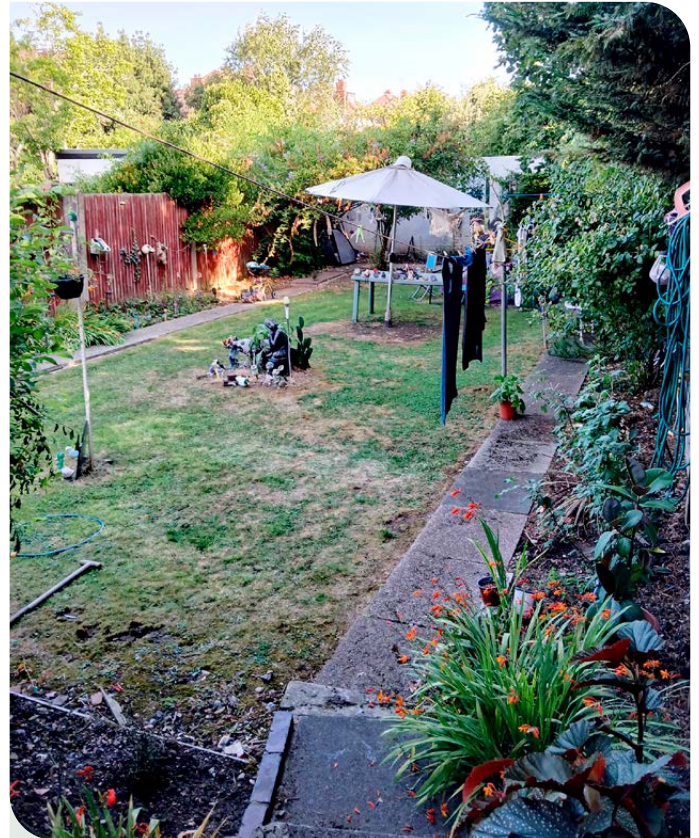


## Community

We hope you enjoy the photos of the beautiful gardens, and we look forward to seeing more stunning gardens next year.



● **Kilburn** – Best Small Shared House Garden



● **Cricklewood** – Best Large Shared House Garden



● **Hammersmith & Fulham** – Best Decorated Private Garden



● **Lambeth** – Best Private and Edible Garden

## Services

# Tech Corner

### We're excited to launch a new drop-in event this summer: Tea, Tech and Talk.

We'll be hosting relaxed sessions with tea and nibbles at Clochar Court and at our office in West Hampstead. These sessions are open to all residents who'd like a bit of help with technology – no question is too small.



Whether you're trying to:

- Access your NHS app for repeat prescriptions
- Set up or use an email account or get started with WhatsApp or video calls
- Report a repair online or use our website or tenant portal
- Complete online forms like Universal Credit applications

...we'll be on hand to guide you through it.

You don't need to be confident with tech; just bring your device (if you have one) and your questions. We'll support you step by step in a friendly, informal setting. To register your interest, give us a call on **0207 625 1818** (option 4) or email [housing@innisfree.org.uk](mailto:housing@innisfree.org.uk). We'll share dates and times closer to the event.

## Bulk waste and recycling

Summer is a popular time for clearing out the home or garden, but please remember to dispose of unwanted items responsibly. Most councils offer a bulky waste collection service for large items like furniture or appliances; these usually need to be booked in advance.

Please don't leave items in communal areas or outside your building, as this can be a fire hazard and may result in a fine if left on a public footpath. If you're unsure how to dispose of something, check your local council's website or speak to our Housing Team for advice.

Let's work together to keep our neighbourhoods clean and safe this summer.







# Your Tenancy Questions Answered



We know that questions can come up at any time – whether it’s about your rent account, antisocial behaviour, or how to report a concern. Here are a few updates and reminders to help you stay informed.

## What should I do if I witness antisocial behaviour or a crime?

Due to recent changes, Safer Neighbourhoods Teams are being reduced in some areas. This means it’s more important than ever to report concerns directly to the right agency.

- For emergencies, always call 999
- For non-emergencies, call 101
- You can also report anonymously to Crimestoppers at [crimestoppers-uk.org](http://crimestoppers-uk.org) or Fearless (for young people) at [fearless.org](http://fearless.org)
- For community concerns, Met Engage may also be able to help

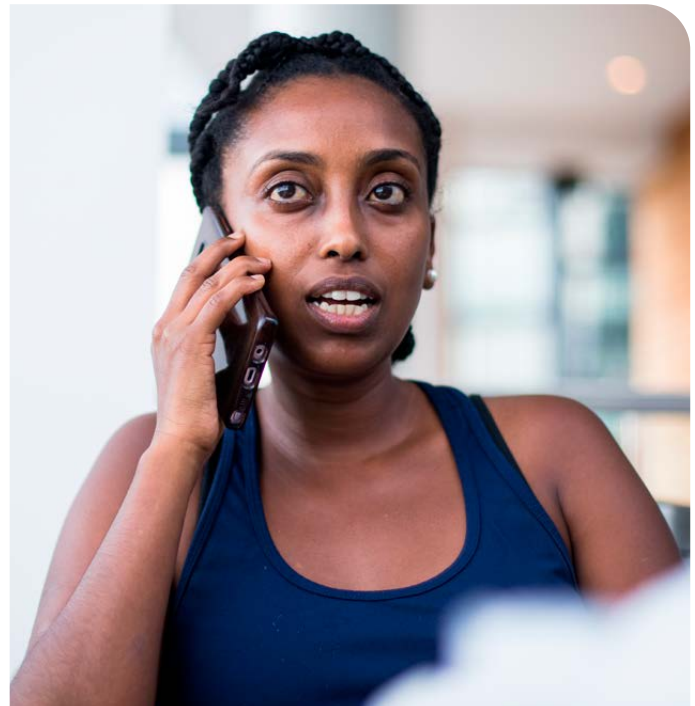
## What if I have a question about my rent account or tenancy?

Our Housing Team is here to help. Whether you need a rent statement, want to set up a direct debit, give us a call on **0207 625 1818** (option 3), or have a question about your tenancy, give us a call on **0207 625 1818** (option 4) or email [housing@innisfree.org.uk](mailto:housing@innisfree.org.uk).

## What is the STAIRS initiative?

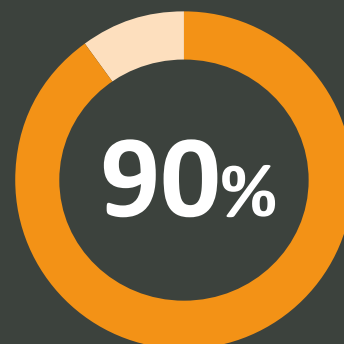
The government is introducing new rules under the Social Tenant Access to Information Requirements (STAIRS). This will give tenants more rights to access information about their home and the policies that affect them. We’re currently reviewing what this means for Innisfree and will be updating our website soon to reflect these changes.

If you have a question that isn’t covered here, don’t hesitate to get in touch. We’re always happy to help.



## Update on survey results

How satisfied are you?



90% of you are according to recent data.

The results of the April to June 2025 (Quarter 1) survey show that 90% of residents are satisfied with the overall service provided by Innisfree. Thank you for everyone that answered the survey.

## Advice

# Summer safety tips

**As the warmer months are here, it's a great time to enjoy the sunshine and spend time outdoors. But summer also brings its own safety challenges. Here are a few reminders to help you stay safe and support your neighbours this season.**


Fire safety is especially important during BBQ season. Please remember that BBQs are not permitted in communal areas or on balconies. If you have a private garden, you are welcome to use it responsibly. For those without outdoor space, many local parks offer designated BBQ areas. Check your local council's website for details before planning a cookout.

During hot weather, it's important to know where you can cool down. Libraries and leisure centres often provide air-conditioned spaces where you can relax. In Brent, Willesden Green Library and Kilburn Library are good options.

In Camden, Swiss Cottage Library, West Hampstead Library, and Kentish Town Sports Centre offer cool spaces. In Haringey, try Marcus Garvey Library, Hornsey Library, or Wood Green Shopping City.

Please also take a moment to check in on vulnerable neighbours. Older residents, those with long-term health conditions, or anyone living alone may struggle in the heat. A friendly knock on the door or a quick phone call can make a big difference. If you are concerned about a neighbour's wellbeing, and feel they need emergency assistance, call 999.

Summer also brings an increase in wasps and other pests. Wasps often build their nests in sheltered spaces such as roof eaves, wall cavities, sheds or even under decking. They are particularly drawn to small gaps or cracks in brickwork, vents, or roof tiles. Your local council may offer pest services at a reduced cost.



If you spot any gaps or holes forming in your home that wasps might use to build a nest, please let our Maintenance Team know on **0207 625 1818** (option 2). We can arrange for a contractor to inspect and seal any potential entry points.

# Community Events

**With the school holidays in full swing, there are plenty of ways to enjoy the summer across Brent, Camden and Haringey – whether you’re looking for free family fun, ways to get involved in your community, or simply something new to try.**



Many local libraries and community centres are running free activities for children and families. These often include craft sessions, storytelling, board games, and film afternoons. Parks across boroughs also host free

outdoor events, including sports days, nature trails and family fun days.

In Haringey, the council has published a Summer 2025 Holiday Fun booklet, packed with free and low-cost activities including sports, arts and crafts, and drama workshops for children and young people. In Camden,

Family Hubs like Agar Children’s Centre near Kentish Town offer free drop-in sessions, playgroups and support for parents and carers.

If you’re looking for something more hands-on, there are often opportunities to volunteer at local summer festivals, food banks, or community gardens. Volunteering is a great way to meet people, learn new skills and give back to your neighbourhood. Local charities and community centres are always grateful for an extra pair of hands – even if it’s just for a few hours.

For older children and teenagers, youth hubs and sports centres often run free or low-cost holiday programmes. Some schemes also offer free lunches as part of the Holiday Activities and Food (HAF) programme, which is open to families receiving certain benefits.

If you’re not sure where to start, your local council website is a good place to find up-to-date listings. You can also ask your Housing Officer for suggestions or help finding something suitable.

## Here are some links to explore:

**Haringey Summer Fun Booklet:** [www.haringey.gov.uk/holiday-fun](http://www.haringey.gov.uk/holiday-fun)

**Camden Family Hubs:** [families.camden.gov.uk](http://families.camden.gov.uk)

**Brent Council Events:** [www.brent.gov.uk/events](http://www.brent.gov.uk/events)

## Find volunteering opportunities:

**Brent:** [www.brent.gov.uk/volunteering](http://www.brent.gov.uk/volunteering)

**Camden:** [www.camden.gov.uk/volunteering](http://www.camden.gov.uk/volunteering)

**Haringey:** [www.haringey.gov.uk/volunteering](http://www.haringey.gov.uk/volunteering)

**National:** [www.ncvo.org.uk](http://www.ncvo.org.uk) (National Council for Voluntary Organisations)

## Community

# Calling Irish Residents – We’d Love to Hear Your Story!

Are you an older Irish person living in Brent? Brent Irish Advisory Service are working on a local project to record and celebrate the stories of Irish people in the borough – your memories of coming to London, everyday life, community, and everything in between.

As part of Scéalta (“Our Stories”), they are inviting Irish people who moved to London in the 50s,60s and 70s to take part in relaxed, informal conversations that will be audio-recorded. Later in the year, some of these stories may be shared, through creative projects like a short film, exhibition or community event.

Irish people, for generations, have helped to make Brent the borough that it is – on building sites, in hospitals, at churches, in schools and in their homes. That contribution hasn’t always been recognised. So, it’s vital that we take this opportunity to honour and celebrate your stories.

If you or someone you know might enjoy taking part, please get in touch with Maria from BIAS on **077 541 11020** or [volunteers@biasbrent.co.uk](mailto:volunteers@biasbrent.co.uk). They will be delighted to hear from you.



### 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

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

Tel: 020 7625 1818 | Email: [housing@innisfree.org.uk](mailto:housing@innisfree.org.uk) | [www.innisfree.org.uk](http://www.innisfree.org.uk)



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