

An Núacht

Summer 2026

The News

Innisfree

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



Welcome

It was great to be out and about recently, looking at the gardens entered in the Garden Competition.

We were joined on the day by some of our Board members, including two who have been recently appointed to the Board. They had never visited any of your homes before, so they brought fresh eyes that day.

It was interesting to hear from them how useful it was to see some of the different locations and types of homes we have at Innisfree, but they particularly remarked on the people they met and the conversations we all had – and that helped them to understand better what we mean when we talk about trying to provide a personal service.

Being out on your doorsteps also led them to ask some questions about why we do some things the way we do and how we might be able to improve our service – which is part of the value we get from having our Board Members!

It reminded me of the old Irish Proverb:

***A friend's eye is a good mirror
Is maith an scáthán súil charad***

We often ask you to consider getting more involved with us at Innisfree – and there's a piece later in the newsletter about the work that Judy, our new Resident Engagement Officer, is doing to offer you a range of ways that could happen.

I always think that each of us is the expert in "our home" – what makes it the place we want it to be. Would you consider sharing your expert opinion with us?

You could think of it as being a friend's eye?

Enjoy the rest of the summer and it'd be great to meet you and hear your views on our services.

Best wishes

**John Delahunty,
Chief Executive**



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Our Community

Working Together

Across Innisfree, we continue to see fantastic examples of residents and staff coming together to improve shared spaces — and it's these moments of teamwork that really bring our communities to life.

At Belsize Square, our Resident Engagement Officer Judy, and Housing Officer Kathy recently worked alongside residents to take part in a community garden day. It was a great opportunity to encourage residents to spend time together, share ideas, and build a stronger sense of community.

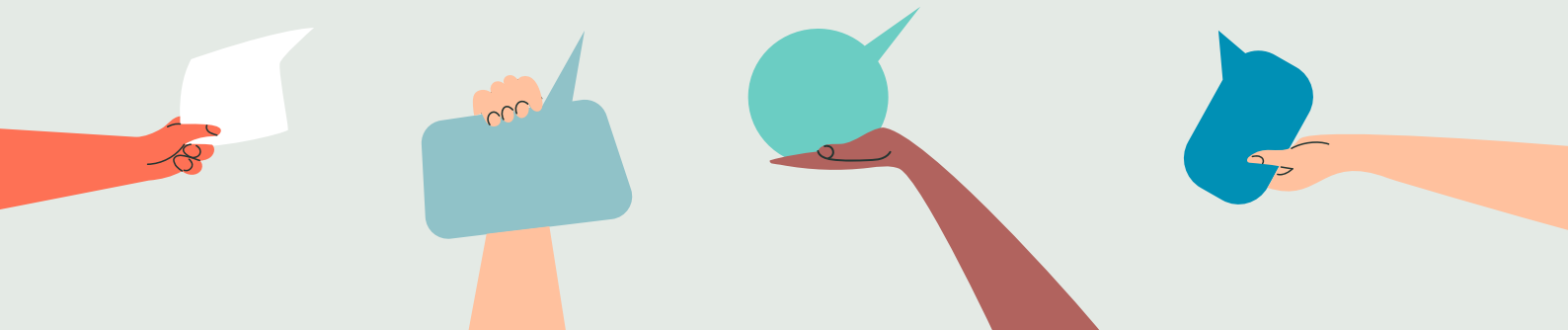
The results speak for themselves — a brighter, more welcoming space for everyone to enjoy. We hope that holding community days each season will encourage and build a strong community!

We've also seen great efforts in one of our shared houses at Kilburn Lane, where residents have been getting stuck in to transform their garden into a space that works for

everyone. Although they didn't quite meet the deadline to enter this year's Gardening Competition, we were so impressed by their enthusiasm and commitment and look forward to their entry next year!

These examples show that it's not just about competitions or outcomes — it's about the pride, effort and collaboration that goes into creating shared spaces. When residents and staff work together, even small actions can make a big difference.

We're always keen to support initiatives like this, so if you have an idea for your communal space, please do get in touch — we'd love to hear from you.



Estate champions

Keeping our communities clean, safe and welcoming is a shared effort. By combining regular maintenance, on-the-ground checks, and your feedback, we can make real, lasting improvements.

Consider becoming an estate champion to accompany your Housing Officer during their inspection can help ensure that the issues that matter to you are picked up and acted upon. It could be cleaning that has been missed, grounds maintenance that needs attention, fly tipping or waste concerns.

Thank you to everyone who takes the time to share their experiences with us — it really does make a difference.

If something doesn't look right, contact us:

Call **020 7625 1818** (option 4)

Email housing@innisfree.org.uk





You said, we did together...

Your feedback is one of the most important ways we understand what's working well – and where we need to improve. This section is about showing how your comments lead to real action, and how we can continue to work together to keep our homes and communities looking their best.



Cleaning and Grounds Maintenance – How it works

Cleaning and grounds maintenance across our housing blocks are carried out by our contractor, New Green, who attend on pre-agreed schedules. These visits are planned to ensure regular upkeep of communal areas and outdoor spaces. While this structure works well overall, we know that things don't always go exactly to plan between visits – and that's where your feedback is essential.



You Said: Windows weren't being cleaned as expected

Recently, a resident let us know that some communal windows were looking dirty and were not being cleaned regularly.



We Did: Took action with our contractor

We acted on this straight away by speaking with New Green inspected the site and arranged a follow up joint meeting on site with the Housing Officer. This gave us the opportunity to review the issue together and look closely at what was happening in practice. During the visit, we identified that some windows were difficult to access, which was affecting how well they could be cleaned. We are now working with the contractor to find practical solutions to get the windows cleaned!



Estate Inspections – Useful, But Not the Full Picture

We also carry out regular estate inspections, where staff visit schemes to check standards and identify any issues. These inspections are important, but they only give us a snapshot of how things look on that day. Conditions can change quickly – which is why your input between inspections is so valuable.



You Said: Concerns about fly-tipping

We've also heard concerns about fly-tipping across our communities. Fly-tipping is an issue seen across London and can quickly impact how safe and welcoming your spaces feel.



We Did: Act quickly and worked with partners

We are actively working with other scheme landlords, our contractors and local authorities to remove waste quickly, investigate repeat problem areas and look at ways to discourage future dumping, including improved monitoring and reporting.

News

Procurement Act 2023 – What this means for Innisfree

Like all housing associations, we must follow the guidance set down in the **Procurement Act (2023)**. This Act is designed to encourage innovation, efficiency and fairness in the procurement of contracts.

Parts of the Act give us greater flexibility, but there are also requirements for greater transparency and an increased focus on social value – making sure contracts benefit our communities as well as providing good quality services.

As our existing contracts come up for renewal, we will review them in line with the new rules and share any updates on how this may affect services.



Your Right to Information – What's Coming Next

You may remember that we recently shared information about new rules called the **Social Tenant Access to Information Requirements (STAIRS)**. These are designed to give residents greater access to information about how their landlord operates and makes decisions.



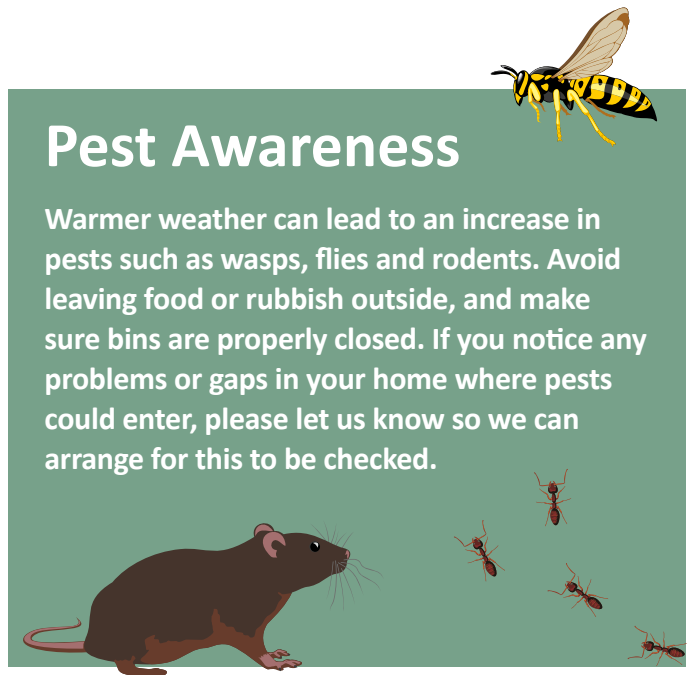
The new requirements will come into force in October 2026, with phase 2 starting in April 2027, and will give tenants stronger rights to request information about things like services, policies and how decisions are made.

Over the coming months, we are continuing to prepare for these changes by reviewing our processes and making sure we can respond clearly and efficiently to any requests.

We will share more detailed guidance closer to October, including how to make a request and what you can expect.

Pest Awareness

Warmer weather can lead to an increase in pests such as wasps, flies and rodents. Avoid leaving food or rubbish outside, and make sure bins are properly closed. If you notice any problems or gaps in your home where pests could enter, please let us know so we can arrange for this to be checked.



Keep Communal Areas Clear

Please help keep our buildings safe by ensuring communal areas such as hallways, stairwells and entrances remain free from personal belongings. Keeping these areas clear is particularly important in the event of an emergency, as clear escape routes help ensure the safety of all residents, visitors and emergency services.

Please ensure that all personal items are stored within your property. Any items left in communal areas may need to be removed in accordance with our policies. Thank you for helping to keep our shared spaces safe for everyone.



Money Matters

Making a difference

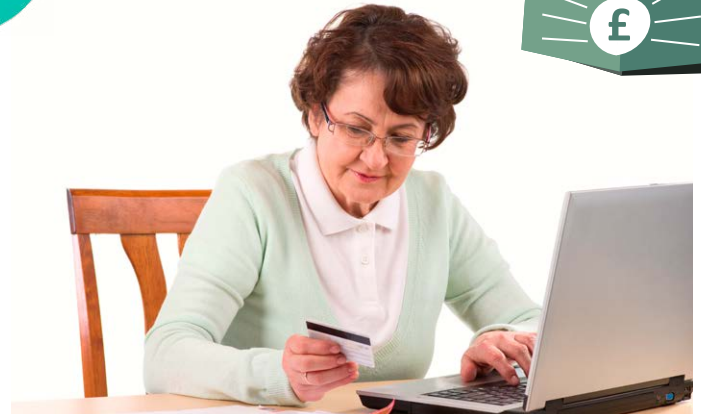
We work with a range of trusted partner organisations to provide practical support to residents – and these partnerships are making a real difference. We partner with organisations such as Pocket Power and Four Million Homes, both of which offer additional support and advice to residents.



If you feel you would benefit from a Pocket Power referral, speak with your Housing Officer for full information: housing@innisfree.org.uk or call 0207 625 1818 (option 4).



Pocket Power provides a free telephone service to help reduce household bills. This includes support with switching suppliers, accessing social tariffs, and applying for grants. The impact can be significant – in one recent case, one of their customers saved £534 after reviewing their bills, showing just how effective the service can be. In the last month, Pocket Power have helped three of our residents make **a combined annual saving of over £700!**



HACT Fuel Fund: Help with Energy Costs

The HACT Fuel Fund is still open and available to support residents who have a prepayment meter and are struggling with the cost of gas, electricity or other household energy bills.

So far this year, Innisfree has helped our residents access around £3,800 in fuel vouchers through the fund, giving practical help to households facing pressure from rising energy costs. The support is designed to provide short-term relief for residents who are finding it difficult to top up meters, manage energy bills or keep their home warm and safe.

Who can apply?

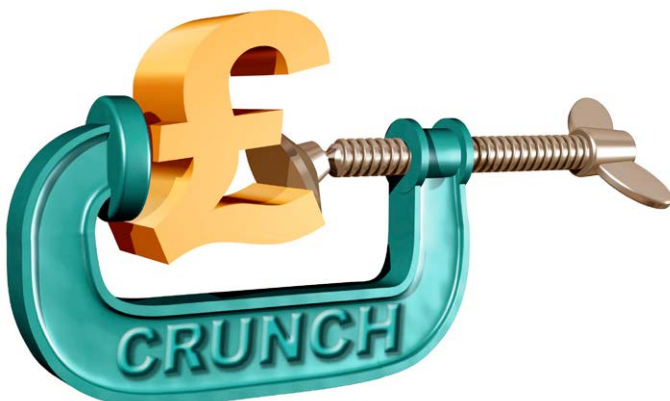
- You're finding it difficult to keep up with energy costs
- You use a prepayment meter and are in financial hardship
- You have rent arrears

How to apply

- Get in touch with our Resident Engagement Officer
- We'll talk through your circumstances and check whether you may be eligible
- If appropriate, we'll help submit a referral or application for support

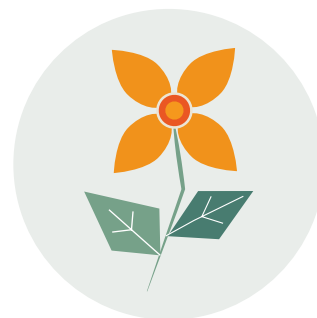
Please have any relevant details about your energy costs or circumstances available when you contact us, as this can help us understand what support may be suitable.

If you're unsure whether you qualify, please still contact us – we're here to help and happy to talk things through: residentengagement@innisfree.org.uk or call 07484 900 639.



Community

Garden Competition Winners 2026



We are delighted to announce the winners of this year's Innisfree Gardening Competition — and what a fantastic year it has been!

Across all our communities, residents have once again shown incredible creativity, dedication, and pride in their outdoor spaces. From vibrant communal gardens to flourishing edible pots, the standard this year has been exceptionally high.

Our judges had the pleasure of visiting entries across our homes, meeting residents, and seeing first-hand the care and effort that goes into maintaining these spaces. It was not an easy task to choose the winners!

A huge thank you to everyone, whether you entered the competition or simply enjoy the green spaces around your home, your contributions help make our communities more welcoming, colourful and enjoyable places to live.

Gardening is about more than just planting – it brings people together, supports wellbeing, and creates spaces we can all take pride in.

This year's winners are:

- **Margaret, Clochar Court** – Best communal garden
- **Sue, Belsize Square** – Best communal garden with shrubs
- **John, Innisfree House** – Best communal garden with flower baskets
- **Colin, Anson Road** – Runner up – shared house garden
- **Jennifer, Aerynn House** – Best small edible garden
- **Liz, Belsize Road** – Runner up – front patio garden
- **Mary, Erconwald Street** – Best small individual garden
- **Alan, Finch Avenue** – Best large individual garden
- **Andrew, Belsize Road** – Best front patio garden
- **Thomas, Charterhouse Avenue** – Best shared house garden

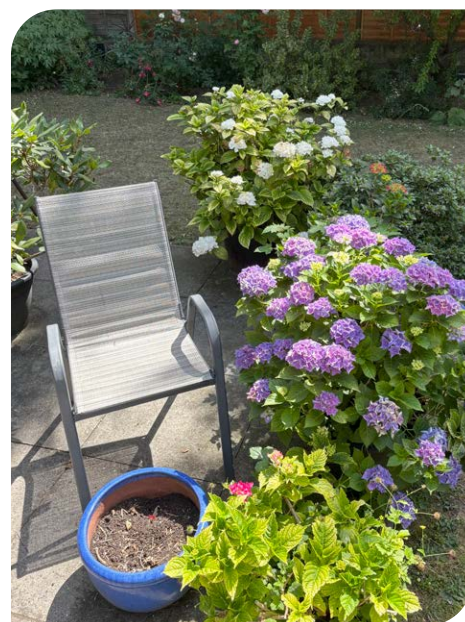
Congratulations to all our winners and runners-up!



Margaret, Clochar Court –
Best communal garden



John, Innisfree House –
Best communal garden
with flower baskets



Sue, Belsize Square – Best
communal garden with shrubs



Community



Mary, Erconwald Street –
Best small individual garden



Jennifer, Aerynn House –
Best small edible garden



Andrew, Belsize Road – Best front patio garden



Liz, Belsize Road – Runner up – front patio garden

Why not enter in 2027?

We're already looking forward to next year's competition! Whether you're an experienced gardener or just getting started, we'd love you to take part. Keep an eye out for details in early spring – and don't forget to take photos of your garden throughout the seasons.



Involvement

Getting involved



In our last newsletter, we introduced Judy, our Resident Engagement Officer. While she was new to the role, Judy is not new to Innisfree – and she has already made a fantastic impact.

Since stepping into the role, Judy has been working closely with residents across our communities, building relationships and making sure your voices are heard.

One of the key ways she does this is by following up on survey feedback. If a resident tells us they are dissatisfied with an aspect of our service, Judy will give them a call to talk things through, better understand the issue, and take action where we are able. This helps us turn feedback into real improvements.

She has also been:

- **Hosting Resident Forum meetings across different blocks and schemes, giving residents the chance to raise local issues and share ideas**
- **Joining Housing Officers on visits, meeting residents in their homes and communities**
- **Working with other organisations, attending meetings and webinars to learn from best practice across the sector**



At the heart of Judy's role is making sure residents have meaningful opportunities to share their views and help shape the services they receive.

We know that everyone's time, interests and circumstances are different, so there are lots of ways to take part. You might complete a survey, attend a local resident meeting or forum, help review policies and procedures, or join our Involved Residents group.

Whether you have a few minutes to spare or would like to play a more active role – simply choose the

opportunities that suit you. Our Resident Engagement Strategy is focused on giving residents a genuine voice, providing clear ways to participate, and ensuring opportunities are open and inclusive for everyone.

If you'd like to find out more, get involved, or discuss an issue that matters to you, Judy would love to hear from you. Please contact us at residentengagement@innisfree.org.uk or on **07484 900 639**.

Your home, Your community, Your voice

Our residents are at the centre of everything we do, and we believe your voice should be represented at the highest level of the organisation.

We are looking for tenants who are passionate about helping to shape the future of our homes and services. Having tenant representatives on our Board ensures that decisions are informed by real-life experience, making them stronger, more relevant, and more responsive to residents' needs. Becoming a Board member is also a valuable personal development



opportunity. You'll gain experience in leadership, strategic decision-making and governance, while building confidence, learning new skills and meeting people from a range of backgrounds.

"I grew up in social housing, and today I'm proud to serve as an Innisfree Board Member. I'd love to see more residents apply to join the Board and help shape the decisions that matter most to our communities." N'jaindeh, Innisfree Board Member.

If you are interested in improving services, influencing decisions and representing fellow residents, we encourage you to apply and help make a positive difference in our communities.



Advice and Information

Staying Cool During Hot Weather

Many of us have recently experienced the challenges of very hot weather. During periods of high temperatures, there are simple steps you can take to stay comfortable at home.

Keeping curtains or blinds closed during the hottest part of the day can help keep rooms cooler, while opening windows in the evening allows fresh air to circulate.

Staying hydrated and limiting time in direct sun can also make a big difference.

If your home becomes too warm, you may wish to visit a local “cool space”, such as a library or community centre, where you can rest in a cooler environment. These are often provided by local councils during hot weather. We also encourage residents to check in on neighbours who may be more vulnerable during extreme heat, or share your concerns with Innisfree or support services.

If you are considering making improvements to your home – such as installing air conditioning – please remember that permanent fittings may require planning permission and must be approved under our Home Improvements Policy. If you're unsure, our team is here to help on **0207 625 1818 (option 2)** or at maintenance@innisfree.org.uk.



As temperatures continue to rise during the summer months, we want to better understand how hot weather affects our residents and homes. In the next round of Acuity surveys, we will be asking residents to share their experiences by answering the following questions:

- During the recent hot weather spells, how well did your home cope with the heat?
- What impact, if any, did the hot weather have on your health and wellbeing?
- In your opinion, what changes need to be made to your property?

Your feedback will help us understand the challenges residents face during periods of extreme heat and identify where improvements may be needed in the future.

Keeping You and Your Neighbourhood Safe in Summer

With the warmer weather here, it's a great time to enjoy outdoor spaces – but it's also important to stay safe and look after our communities.

BBQ and Fire Safety

Please remember that BBQs are not permitted in communal areas or on balconies, as they can pose a serious fire risk. If you have access to a private garden, BBQs can be used safely and responsibly – or you can check if your local park has designated BBQ areas.



Waste and Disposal

Summer is a popular time for clearing out homes and gardens. Please dispose of waste responsibly and avoid leaving items in communal areas, which can be a fire hazard and attract pests. Local councils such as Brent and Camden often run skip days and bulky waste collections, which are a great way to safely get rid of larger items – keep an eye on your council's website for upcoming dates.

www.brent.gov.uk/bins-rubbish-and-recycling/community-skips
www.camden.gov.uk/local-skip-event

What's On

What's On This Summer



With the summer holidays here, there are plenty of free events and activities taking place across the boroughs where many of our residents live. Whether you're looking for something fun to do with family, trying a new hobby, or simply getting out and about, there's something for everyone.



Camden – Getting Out and About

Camden offers a wide range of free activities throughout the summer, from creative sessions to outdoor events.

Highlights include:

- Free activities in local parks and community spaces, including sports and family sessions
- Library-based events such as storytelling, crafts and learning activities
- Community events and pop-up activities across the borough

Find out more: Explore Camden events:
www.camden.gov.uk/getting-out-and-about-in-camden



Haringey – Holiday Fun Programme

Haringey offers a wide range of free activities for children and young people throughout the summer.

Highlights include:

- Free sports, arts and creative workshops for children and teenagers
- Holiday programmes with activities and meals for eligible families
- Events and activities held in parks, libraries and community centres

Find out more: Haringey Holiday Fun:
<https://haringey.gov.uk/leisure-parks-culture/holiday-fun>



What's On

Celebrate Kilburn's Stories This Summer

This summer, The Kilburn High Road Festival celebrates the people, cultures and stories that have shaped Kilburn, with free events taking place from 31 July to 15 August. Featuring theatre, live music, exhibitions and public art, the festival shines a spotlight on the community at the heart of the High Road.

The festival is the culmination of Celebrating Our Stories: The Kilburn High Road Project, a three-year heritage initiative developed with local residents, artists and community organisations. Since 2024, the project has engaged more than 2,000 participants through nearly 300 workshops and events.

For many residents, particularly those with Irish roots, the festival may also be a trip down

memory lane. Kilburn has long been recognised as one of London's most important Irish communities, and the stories, memories and heritage celebrated throughout the festival reflect the rich cultural legacy that generations of Irish families have helped build in the area.

Visitors can enjoy four original theatre performances, 12 hours of live music, three exhibitions and 11 specially commissioned artworks, all inspired by the people and histories of Kilburn High Road. Best of all, all events are free to attend.



For more information, visit the Kiln Theatre website: <https://kilnthatre.com/whats-on/kilburn-high-road-festival/>



Enfield – Parks, Play and Family Days Out

Enfield offers fantastic opportunities to enjoy the outdoors, learn new skills and explore local history.

Top picks include:

- Meridian Water Adventure Playground – A brand-new free outdoor space with skate park, sand and water play
- Step Back in Time at Elsyng Palace – A free family day exploring local history at Forty Hall
- Art in the Park – Outdoor sketching and creative workshops
- Myddelton House Gardens – Free access to beautiful historic gardens
- Free youth programmes offering sports, arts and dance activities



Brent – Festivals, Workshops and Active Play

Brent is packed with free, family-friendly activities this summer – from creative workshops to outdoor sports and wellbeing events.

Highlights include:

- Summer Fun Festival – Weekly themed activities across Brent Libraries, including arts, storytelling and robotics (running until early September)
- Brent Cross Town – Free skateboarding, basketball, yoga and interactive outdoor experiences
- Flourish Summer Sessions – Drop-in creative workshops such as clay, animation and nature activities at Barham Park Studios
- Brent HeatWise – Free advice and support sessions on staying safe and well during hot weather

Recipe

Can Classic Irish Ingredients Tell a New Story?

Irish food is often associated with familiar favourites such as brown bread, potatoes, seafood, butter, and seasonal fruit. These simple ingredients have been part of Irish cooking for generations, but many chefs are now finding different ways to use them while keeping their connection to home.

Meath-born chef Paddy Maher is one example. His cooking often uses well known Irish ingredients, but in dishes that feel lighter and more modern. Traditional flavours are combined in new ways, showing that Irish food can be both familiar and fresh at the same time.

Recipe for Smoked Trout and Brown Bread Salad – Serves 4

A simple summer dish inspired by two classic Irish ingredients.

Ingredients

- 200g smoked trout
- 4 slices brown soda bread
- Mixed salad leaves
- 1 small cucumber, sliced
- 4 tbsp crème fraîche
- 1 tbsp chopped chives
- Juice of half a lemon
- Salt and pepper

Method

1. Toast the brown bread lightly.
2. Mix the crème fraîche, chives, lemon juice, salt, and pepper.
3. Arrange the salad leaves and cucumber on a plate.
4. Flake the trout over the top.
5. Add spoonfuls of the dressing.
6. Serve with the brown bread on the side.



This recipe shows how a few traditional Irish ingredients can come together in a simple, fresh dish that's perfect for summer.

Do you have a recipe that conjures fond memories of your homeland? Please get in touch and share them with us!

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 | www.innisfree.org.uk

