



A PROFILE OF ISHA

ISHA is a community and neighbourhood-based Housing Association managing and developing quality affordable housing for people in Hackney, Islington, Waltham Forest and adjoining areas. The ISHA Group includes Lien Viet Housing Association which provides good quality homes and support for the Vietnamese, SE Asian and wider communities.

Our Performance

Regulatory Ratings*

ISHA has the highest ratings from its regulator for both financial viability and governance:

- **Properly Governed: G1** "The provider meets the requirements on governance set out in the Governance and Financial Viability Standard."
- **Viable: V1** "The provider meets the requirements on viability set out in the Governance and Financial Viability Standard and has the capacity to mitigate its exposures effectively."

Every 3 years ISHA carries out a detailed resident satisfaction survey. The headlines from the most recent survey in September 2014 (compares with 2011 results) were:

- **80% fairly or very satisfied with landlord services (3% decrease)**
- **66% very or fairly satisfied that resident views were taken into account (1% decrease)**
- **78% fairly or very satisfied with repairs and maintenance (3% decrease)**

Communication and how services are delivered to leaseholders are the key drivers for improvement in the resident satisfaction action plan.

Our Housing

The roots of Islington & Shoreditch Housing Association (ISHA) go back to 1933. Thanks to a strong presence in local communities, the Association has grown rapidly in recent years and now has over 2,000 homes in management and development .

ISHA is a major provider of affordable housing in North London and leads the North River Alliance, a development consortium of small-medium BME and supported housing associations working across North and East London. We work in close co-operation with Local Authorities, the Homes and Communities Agency, and local community organisations.

We offer a wide range of housing choices including social rented housing both in new build and refurbished accommodation, Shared Ownership housing, some intermediate rent and market rent housing, supported housing and frail elderly options.

Working with residents and our local community

We aim to provide a locally-based and efficient housing management and maintenance service. ISHA's repairs contractor is Chigwell, and we are pleased to have a proactive partnership that seeks to continuously improve the repairs service to residents. The Association regularly collects monitors and publishes information on its performance as a social housing landlord.

The Association is committed to resident participation, and is always interested in looking at how we can improve our services to residents. All staff have a responsibility to ensure that residents are listened to in terms of our services, and to work with residents to improve our services.

The Residents' Forum is open to all residents, and it works with ISHA to give residents' concerns and ideas to achieve the best possible service for residents. The impact of resident involvement is measured across the organisation yearly.

Organisation

ISHA is a charitable Private Registered Provider of social housing governed by a Board with a wide variety of skills and backgrounds. The senior officers report directly to the Board and are responsible for the management of the Association and the efficient performance of all its activities.

Equality and Diversity

Islington and Shoreditch Housing Association (ISHA) and Lien Viet Housing Association (LVHA) work in a multi-cultural and diverse society and uphold that no person should suffer disadvantage by reason of their race, colour, ethnic origin, religion, gender, sexuality, disability, marital status, social class, age, responsibility for dependants or HIV/AIDS status. We have a Diversity Strategy & Action Plan and work within this framework as well as all current legislation and codes of practice.

Development Opportunities for Staff

None of the above would be possible without the recruitment and retention of high-quality staff. A high priority is placed on good communications and development of staff. Through the use of training plans and competency frameworks the Association will identify with you development opportunities to benefit your career and ISHA's services to residents.

ISHA has also adopted family-friendly policies which facilitate the balance of family life-work. ISHA undertook a review of its benefits in 2010 and 2012, and on both occasions was externally validated as being in the top quarter of best terms for staff compared to other housing associations.

ISHA attained London Living Wage accreditation in December 2012. This means that ISHA has certified that none of its directly employed staff are paid below London Living Wage (currently £9.15) and also no contractor who regularly works on ISHA's business is paid less than the London Living Wage. This accreditation is important to ISHA as another way of validating our commitment to providing good quality services.

USEFUL LINKS

- [Organisation Chart](#)
- [2015 Annual Report](#)
- [2014/15 Financial Statement](#)
- [Value For Money Self-Assessment July 2015](#)
- [ISHA and Lien Viet News Summer 2015](#)
- [ISHA Homeowner News Summer 2015](#)