**About ISHA**

Islington and Shoreditch Housing (ISHA) is a community and neighbourhood-based housing association, managing and developing quality affordable housing for people in North and East London, and building more homes in Hackney, Islington and Waltham Forest.

We work in close co-operation with our local authorities, the Greater London Authority and other local housing associations. We are a major provider of truly affordable housing in North London, with over 2,400 homes.

We lead the North River Alliance (NRA), which is a development consortium of North and East London community-based small and medium sized housing associations with whom we’ve developed 3,500 homes in 15 years.

And we are on track to meet our ambition to have built 400 more homes in the five years to 2020.

Our Mission is to provide excellent services because we believe that everyone is entitled to a quality, affordable safe home. We offer a wide range of housing choices: social rented, shared ownership, intermediate rent, market rent, supported housing and options for the frail elderly. We also provide homes and support for the Vietnamese, South East Asian and wider communities. In April 2019 we merged with our subsidiary Lien Viet Housing Association and covenanted a lump sum (from the merger savings) to deliver Lien Viet’s community sustainment ambition. ISHA remains committed to continue delivering culturally sensitive housing services to Lien Viet customers.

We 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 and action plan and work within this framework.

ISHA is smaller and more local than many other housing associations operating in London. The roots of ISHA go back to 1933 when we were involved with tackling slum clearance, poverty, overcrowding, ill health and high rents. We have grown rapidly in recent years and now employ 71 staff and have over 2,400 homes. We have a £40m revolving finance facility with Barclays Bank and received £15m in funding from M&G in late 2018.

We want ISHA to stand out from the crowd as a special housing association, that: consistently provides excellent services, listens and acts upon feedback from our customers, continually improves the efficiency quality and value of our services and goes the extra mile to make sure things get done quickly. We also want to support our customers to increase their independence, offer truly affordable homes and lifetime tenancies.

We share our offices with our repairs contractor Mears, called and branded ISHA Home Team. The objectives of the contract are:

**Partnership** – the team is co-located at ISHA’s offices, and branded as ISHA Home team

**Value for** **Money** – continuously working to work more efficiently to demonstrate reduced costs and value for money to all our customers

**Customer Satisfaction** – It is a core objective to provide a service that meets our customers’ expectations

**Social Value** – The partnership will create more training, job and community opportunities in our neighbourhoods

Our **First class service delivery** will be based on the efficiency and effectiveness of our services from our customers’ viewpoint. We want to make sure our customer service is right every time, and when we get it wrong, we fix it to the delight of our customers. We have work to do to realise this ambition.

ISHA is a registered society under the Co-operative and Community Benefits Society Act 2014.