

# We start with our people at heart



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

We are in the first year of a new 5-year strategic plan. Our vision is to co-create homes and communities where everyone can flourish so that “if people could choose, they’d choose us”

The plan has 5 pillars:

**Safety first** – ensuring our homes are safe

**Service and satisfaction** – being a consistent & quality landlord, building service delivery that drives satisfaction in partnership with residents

**Security and growth** – setting residents off on a secure footing & helping create the conditions for people to flourish in their homes

**Somewhere** – anchoring ourselves in North London, especially Islington, Hackney and Waltham Forest

**Supply** – building quality homes for social, London Affordable Rent and Shared Ownership

**Sustainability**

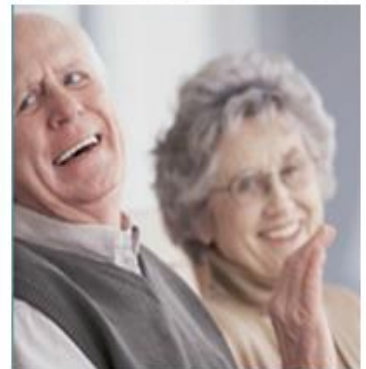
- building green and actively seeking to reduce the environmental harm caused by our stock, our building and business practices

- stewarding ISHA’s assets and finances and taking the long view

**Staff** – engaging with inspired, high performing staff

**Systems** – maintaining robust IT and business systems that support the business and its ambitions

We are ambitious: Our two biggest priorities are safety, and service and satisfaction. Co-creation is central to our vision. We have a proud history of resident engagement and we are building on and innovating in that area. We believe that for people to flourish, they need not only to have safety, security and a sense of belonging. They need to be able to contribute to and shape their environment. We believe that for everyone, our residents and staff.



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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. We recently merged with Lien Viet Housing Association after a longstanding relationship. ISHA is committed to continue delivering culturally sensitive housing services to Lien Viet residents. ISHA employ two outreach and support officers to meet the needs of Lien Viet and ISHA residents from Vietnamese and wider South East Asian communities.

This epitomises our work in a multi-cultural and diverse society and commitment to ensure 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.

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. Today we employ 68 staff and have over 2,400 homes.

We work in close co-operation with our local authorities, the social housing regulator Homes England, the Greater London Authority and other local Housing Associations, including Black and Minority Ethnic, special needs Housing Associations and co-operatives. Investment in development is provided by the Homes England. ISHA leads the North River Alliance (NRA), which is a consortium of North and East London community-based housing associations.

We have a G1 Governance rating and V2 Financial Viability rating.