



Dec 2009
Issue 7 ~ 2009/10



SHIAN
HOUSING ASSOCIATION LTD



Shian News

Shian Housing Association Ltd ~ 020 8985 7120

Our Mission Statement

Shian is a housing organisation providing culturally specific services, primarily to vulnerable black and ethnic minority families and individuals in urban areas.

We promote cohesion, empower our communities, raise aspirations, improve the quality of lives and ensure our customers have the opportunity to access high quality services.

How do we compare with other HA's

Ever wondered if you are getting a fair deal from us or how we compare to other landlords in the area? Help is now at hand from the national social housing regulator, the Tenant Services Authority. Its new free web tool lets you compare the performance of housing associations in the area—all you have to do is enter your postcode.



IMPORTANT NOTICE

Be a good neighbour this Christmas

The season of goodwill is upon us so spare a thought for others during the festive celebrations.

Try **not** to make too much noise and if you have an elderly neighbour, check to see if they are okay!!

You will find us compared on six things that tenants have told the TSA they would find useful. They include comparing your rent with the local average and seeing how we rate in terms of our overall service and our repairs and maintenance in particular.

You can compare our performance with other landlords' via the TSA's website www.tenantservicesauthority.org

Just click on the Find and Compare Landlords link in the top right-hand corner of the website. No logins, passwords or subscriptions are needed.

TSA Chief Executive, Peter Marsh, said "We have received lots of feedback from tenants who find it difficult to compare landlord performance. This online tool gives you an easy way of challenging your landlord if their performance is worse than others' in the area."

The TSA is the regulator for social housing in England. Its role is to raise the standard of services for tenants. It is currently sounding out views on its plans for a set of standards that housing associations and local councils will have to meet from 1 April 2010.



EMERGENCY CONTACTS

Boiler, Heating & Hot Water Problems	0800 783 0833
Maintenance Problems	07717 726 279
Housing Problems	07803 270 012
Supported Housing	07803 270 010



Heating Contract: Robert Heath Heating Ltd



Our contractors provide a 24-hour, 365 days per year breakdown services.

Emergency Call Out Attendance is available in the event of any of the below and must be responded to within 4 hours:

- Emergency breakdowns including no heating/ hot water
- Gas or water leaks
- Elderly and infirm
- People with special needs
- Young children (five and under)
- Serious illness



We would like to remind you of the need to keep up with your rent payments over the Xmas period.

Normal Breakdown Attendance should be attended within the below deadlines:

- Reported before 1pm the contractor should attend the same day
- Reported after 1pm attend the next day by 12 noon



OFFICE CLOSURE

We will be closed from **Friday 25th December 2009** and will return on **Monday 4th January 2010**

Save Money by Saving Energy – Here's our Top 10

1. **Insulation** – Draw curtains at dusk to stop heat escaping and to reduce draughts. This can save you between £10-£20 per year.
2. **Fridges & Fridge Freezers** – New fridges, freezers and fridge-freezers sold by electrical retailers carry an energy efficiency rating label (A-G). Choose an A or B rated appliance to get the most energy efficient.
3. **Home Laundry** – Avoid drying clothes on radiators as it lowers the room temperature, making your boiler work harder.
4. **Lighting** – Install low energy light bulbs in rooms you use regularly – they last up to 15 times longer than a normal light bulb and provide the same lighting for a quarter of the running cost.
5. **Insulation** – Insulate your loft with at least 150mm (6") fibreglass or similar insulation.
6. **Cooking** – When boiling vegetables, use just enough water to keep them covered.
7. **Appliances** – Always use the television's on/off switch. Do not leave the television on standby as this wastes energy.
8. **Appliances** – Use a jug kettle that has a water level gauge to ensure you only heat the amount of water you need.
9. **Home Heating** – Turning room thermostats down by just 1° could cut up to 10 per cent off your fuel bill.
10. **Water Heating** – If you have an old thin lagging jacket, fit a new 80mm (3") jacket over it – it'll pay for itself in a matter of months.