

Shian News

Shian Housing Association Ltd ~ 020

Supplement



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 TO CONTACT US

Dial 020 8985 7120 and
then our extensions no.
Ext

Housing Issues

Sampson Kwabiah..... 115
Minara Sultana 103

Maintenance

Bianca Foster 100
Rudolph Rutherford... 112

Supported Housing

DeLucia Weil..... 102
Victoria Nassozi 114

Special Projects

Amina Marshall..... 104
Gwenton Sloyer..... 109
Jennifer Lowe 109

Shian General

Funke Osikoya 108
Karen Lindsay..... 110

Senior Managers

Leslie Laniyan 110
Indran Thavendra 110
Oluremi Omokorede... 110

Shian Housing Association Ltd

76 Mare Street
Hackney
London E8 3SG
Tel: 020 8985 7120
Fax: 020 8985 7031
Web: www.shian.org.uk

Individual Highlights:

Disabled Facilities Grant 2
Controlled Parking 2

The National Conversation

The Tenant Services Authority (TSA) is the new regulator for homes owned by housing associations and co-ops. The TSA believe that housing matters, and that good housing improves lives. They want to make sure that tenants get a better standard of service from their landlords.

The National Conversation is your chance to tell the TSA what services are most important to you as an housing association tenant.

Speak Up!

It's all about you, your neighbourhood and your community and you can make a real difference to the future of all three.

Have your say!

You can tell the TSA what services provided by Shian, as your landlord, are most important to you? You can do this by filling out a short questionnaire.

Events

The TSA are holding an event at the Emirates Stadium in Islington on Thursday 26th February 2009. If you would like to attend please contact Minara Sultana, Senior Housing Officer on 020 8985 7120 ext 103

Shian are also holding a National Conversation event along with our Service Improvement Panel on **Tuesday 3rd March 2009 starting at 6:00 pm in 1 King Edward Street, Hackney, E9 7SF**. Your views are important to us and you can also fill out a questionnaire which will be forwarded to the TSA. Please let us know if you are interested in attending.

PARKING PERMITS EXPIRE 31st MARCH 2009

We would like to remind you that your parking permits are due to expire on 31st March 2009.

If your car is parked on the estate without a valid permit it will be clamped/or towed away. It will be the car owner's responsibility to arrange for unclamping of their vehicle or recovery if the vehicle is towed away and payment of all fines associated with these.

You can contact us via telephone 020 8985 7120, email shian@shian.org.uk or website www.shian.org.uk to request an application form for a new permit* which will be valid for a further year until 31st March 2010.

* Terms & Conditions Apply

A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable you to continue to live there. The decision to award a Disabled Facilities Grant is made by your local council and is paid when they consider that changes are necessary to meet your needs, and that the work is reasonable and practical.



Who Can Claim

You can claim if you, or someone living in your property, is disabled and:

- You, or the person on whose behalf you are applying, are the owner or tenant (including licensees) of the property
- You can certify that you, or the person on whose behalf you are applying, intend to occupy the property as your/their only or main residence through the grant period—currently five years.

What you can use it for

A grant can be used for adaptations to give you better freedom of movement into and around your home and/or to provide essential facilities within it.

If you are disabled, acceptable types of work include:

- widening doors and installing ramps
- providing or improving access to rooms and facilities - for example, by installing a stair lift or providing a downstairs bathroom
- improving or providing a heating system which is suitable for your needs
- adapting heating or lighting controls to make them easier to use

improving access to and movement around the home to enable you to care for another person who lives in the property, such as a child

How to Apply

Contact the housing or environmental health department of your local council and ask them to send you an application form.

You will need to notify Shian before you start any work to our properties - you won't normally get any grant if you start work before the council approves the application.

The local council must notify you of the result of your application, in writing, within six months of the date of application.

If you would like more details about the grant please contact your local council or look on the web at www.direct.gov.uk

CONTROLLED PARKING

Our current parking contract with Newline is due for renewal. We would like to hear your views on the services you have received over the past year.

Please complete the below tear off slip, send us your views by email or via our website.

Your views are valuable to us, so please let us know and help us to make improvements to the services you are receiving.

Your Name: _____ **Address:** _____

- | | | | | |
|--|-----|--------------------------|----|--------------------------|
| 1. Do you think controlled parking has helped on the estate? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| 2. Are you happy with the current contractors, Newline? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| 3. Do you think Newline has provided a good service? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

If no, then why _____