

# 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.

**Happy New Year to you all.**

## HOW TO CONTACT US

**Mail:** Shian HA Ltd  
76 Mare Street  
Hackney  
London  
E8 3SG

**Tel:** 020 8985 7120  
**Fax:** 020 8985 7031  
**Email:** shian@shian.org.uk  
**Web:** www.shian.org.uk

**Out of Hours Repairs:** 07717 726 279

**Central Heating/Boiler Services:** Trenchwood  
01865 393 774

## Central Heating Contractor

Our new contractor for central heating servicing and boiler inspections commenced in December. If you have any problems, **Trenchwood Services** can be contacted on **01865 393 774**.

## Safety information about Hot Water Systems

This information is to raise awareness of a rare scalding risk from domestic hot water systems.

The hot water systems are usually fixed all-electric or part-electric immersion heater in conjunction with a plastic cold water storage cistern or tank located in the roof.

We have listed the following warning signs for your information:

- Excessive noise or bubbling from the hot water cylinder
- Excessive hot water coming out of the hot water taps
- Hot water coming out of certain cold water taps
- Steam/moisture in the roof space.

Should you notice any of the above signs then please switch off the immersion hot water system and contact Shian HA to report this matter on: 020 8985 7120.

## New Staff—Supported Housing

Please meet our newest staff member, Victoria Nassozi. Victoria has replaced Bridget Katongo as a Supported Housing Officer and has over eight years experience in this field of work.



## Tenant Board Members

Interested in joining Shian's Board? Why not contribute and support your housing association, by offering your skills and enthusiasm to assist with ensuring tenants views are positively represented.

Shian is a diverse and vibrant organisation that seeks to help your communities through its operations.

As a Tenant Board Member you will need to be able to attend our Board Meetings which are held once every two months.

**To find out more, call Karen Lindsay on  
Tel: 020 8985 7120 or Email: shian@shian.org.uk**

## Individual Highlights:

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## Can you help?

### Your chance to have your say about standards in social housing

The **Tenant Services Authority (TSA)** is the new regulator for homes owned by housing associations and co-ops. From spring 2010, they are likely to be responsible for local council and arm's-length management organisation (ALMO) landlords too.

The first thing the TSA needs to do is draw up a brand new set of standards for all social landlords. These standards are very important, as the TSA will be monitoring how landlords do in achieving them – and taking action against any who don't.

The Tenant Services Authority is going to listen to tenants across England to help them understand what you want to see in the new standards. It is calling this the **National Conversation**, and it will start on 19 January 2009.

This is your opportunity to help set the standards for all social landlords and make sure that services for tenants continue to improve. So do get involved.

There are lots of ways tenants can take part in the **National Conversation**. We will be holding a series of regional events for a number of tenants and other events for landlords. We are asking landlords to nominate tenants to the regional events and they will have details of how you can get involved.

We'd also like tenants to get involved in **Local Conversations**. To find out about events in your area, **contact your landlord**. Local Conversations don't have to be formal – they could be a group of tenants getting together over a cup of tea in somebody's home or in a community centre. If you'd like to organise your own event, from 12 January onwards, you can order a resource pack from the TSA on **0845 230 7000** (Option 1) and get more information on the website: [www.nationalconversation.co.uk](http://www.nationalconversation.co.uk)

## Thank You

To all tenants who took part in lobbying the MPs with regard to unfair energy prices. Following is an update from the National Housing Federation

## ENERGY PRICES



Prepayment meter customers have seen £100m slashed from their bills since the start of the year, following a high profile campaign by the National Housing Federation, its members, and other organisations.

The energy regulator Ofgem today announced energy companies were on track to remove more than £500m in unfair bill premiums, which includes a £100m saving for the nation's 6m prepayment meter customers, many of whom come from most vulnerable sectors of society, including those on low incomes and single parent families.

Prepay tariffs, which are the most expensive in the market, have been steadily falling over the last few months as the Federation and its members have turned up the heat on the energy companies through a series of high profile national media stories - and lobbying of MPs across the country.

Federation Chief Executive David Orr said: "The fact the energy companies have been pressurised into reducing the prepayment meter premium is a great victory for the Federation, its members, and those other organisations who have been working so hard on this shocking injustice.

"Two years ago, prepay meters were hardly ever mentioned in the mainstream media or Parliament - but now the prepayment meter premium is a political hot potato.

"The success of this campaign shows how the housing association movement can be a real force for good in our society."

Despite the progress made, three of the six big energy firms still refuse to lower their prepay charges for gas. British Gas, EDF and Scottish and Southern Energy are continuing to charge their prepayment gas customers up to £50 more a year than those who pay their bills on a quarterly basis .

The Federation welcomed the £100m savings for pre-payment meter customers, but insisted that Ofgem - which made a raft of announcements today - should have gone much further and categorically outlawed the prepayment premium.

The Federation's assistant director, Paul Rees, was interviewed today on Radio 5 Live and Radio 4 on Ofgem's failure and David Orr said: "Ofgem has today condemned hundreds of thousands of vulnerable households to having to pay more for their energy than those who are more affluent - simply because they use a prepayment meter.

"This was Ofgem's big chance to bring some festive cheer to vulnerable households across the country, but they have quite simply sided with the pinstripe pirates once again.

"We have had talk all year long that the practice of charging prepayment meter customers more for their energy would be outlawed, and yet we will be going into the New Year with this disgraceful practice still being allowed.

"Ministers must now step in and ensure that prepay customers are not charged a penny more than those who pay by quarterly bill."

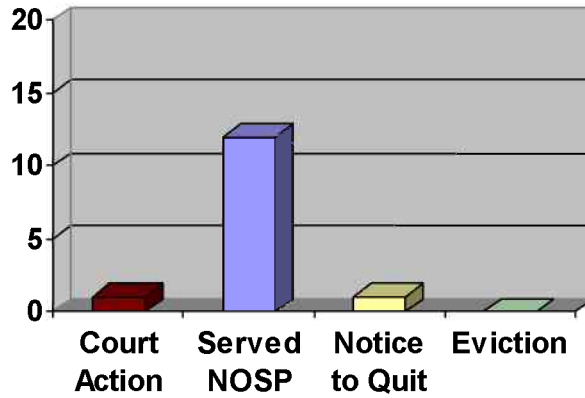
Legal Action ~ December 2008



*“Your Home is At Risk if you do not keep up with your rent payments!*

*If you are having difficulties paying your rent please contact us as we may be able to help”*

**Shian HA Ltd - Legal Action Against Tenants - December 2008**

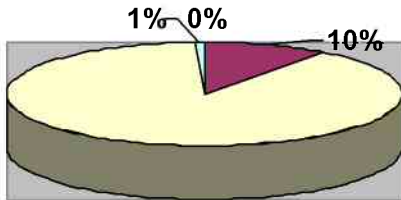


*“Shian will take legal action against tenants who illegally sub-let our properties”*



Repair Response Analysis: December 2008

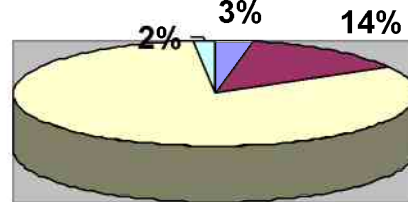
**Emergency Response Analysis**



- Not Due
- No Response Date
- Within Target
- Outside Target

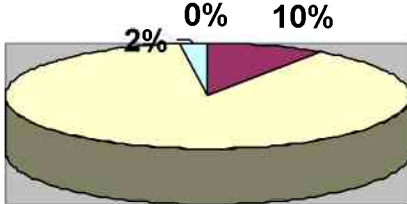


**Routine Response Analysis**



- Not Due
- No Response Date
- Within Target
- Outside Target

**Urgent Response Analysis**



- Not Due
- No Response Date
- Within Target
- Outside Target

## Goodbye Letter from Tracey Changor



Tracey Changor  
Former Shian Tenant

I was a tenant with Shian Housing Association in a Supported Housing Hostel

Before receiving the tenancy I had been homeless, sleeping rough and staying with friends. I was even sexually abused by those whom I thought I could trust. I went to the Grove Project who dealt with homeless young people. I was fortunate as, although they no longer provide this service, the Project provided me with a referral to Shian, who then gave me the opportunity to regain control of my life. Not only did they provide me with accommodation but they also provided me with support in dealing with stress anxiety and depression. They gave me lots of support on financial budgeting and how to support myself.

While at the hostel, I studied BTEC National Print and Video Production at the College of North East London. This enabled me to gain entry to Middlesex University. As a result of my hard work and the dedication of my support worker, I have now gained self confidence and I am renting my own self-contained 1 bedroom flat. I wish to give encouragement to those who experience difficulties with re-housing by sharing my story with them.

In the event of all my struggles, I wanted to just give up, I didn't want to take the time to go through the process, but I am glad I did because all the hard work has paid off. The choice I made have enabled me to gain confidence within myself, to trust people and to finally state that I'm independent.

Life is about choices! Sometime you make good ones and sometimes you will make bad ones. The whole point of making choices is to ensure that you learn from the good ones and especially the bad ones.

I most certainly have learnt from mine. I've also learnt from the mistakes of others.

***"So whatever choice you make in life, ensure that the repercussions will be good whatever the cost."***



## TAKE A BREAK — BRAINTEASERS

1. A blind beggar had a brother who died. What relation was the blind beggar to the brother who died? "Brother" is not the answer.
2. Two girls are born to the same mother, on the same day, at the same time, in the same year and yet they're not twins. How can this be?
3. A girl who was just learning to drive went down a one-way street in the wrong direction, but didn't break the law. How come?
4. A man lives on the tenth floor of a building. Every morning he takes the elevator down to the lobby and leaves the building. In the evening, he gets into the elevator, and, if there is someone else in the elevator - or if it was raining that day - he goes back to his floor directly. Otherwise, he goes to the seventh floor and walks up three flights of stairs to his apartment. How come?

Answers: 1. Sister. 2. They are two children of a set of triplets. 3. She was walking. 4. The man was of short stature and could not reach the button for his own floor. If someone was in elevator with him he could ask them to press the number of his floor or he could use his umbrella when it had been raining.

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