



## IMPORTANT NOTICE

### Rent Payments:

We have entered into a partnership with allpay.net Ltd. You are now able to make rent payments free of charge over the counter at Woolworths, the Post Office or anywhere you see the Paypoint symbol.



In addition, debit and credit card payments can be made online or via an automated telephone payment system.

The new rent payment cards from allpay.net will replace the existing payment cards issued by Alliance and Leicester which should no longer be used from 10 June 2008. The new payment cards will be available for pick up from our main office at no extra cost.

If you have any queries about this new card or about its use, please refer to the enclosed leaflet or contact the main office for more information.

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### SPECIAL NOTICE:

**IF YOU CHANGE YOUR CONTACT NUMBERS PLEASE LET US KNOW**

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## Makeda Weaver Project

Before setting up the project, Shian decided to look at all the factors that draw young men into lives of crime and were not surprised to find that homelessness is as much a cause of crime, as is lack of education, positive environment and peers.

It is no surprise that, unlike other projects, the Makeda Weaver Project is accommodation based. It aims to offer young men housing along with a programme of support, rehabilitation and mentoring.

A dedicated staff team are now working with 42 young men to provide them with a comprehensive package of support which will lead to their reintegration into mainstream society with good prospects of well paid, skilled employment.

As the number of deaths from gun and gang related crime escalates, it is clear that the need for this kind of innovative and caring approach has never been more important.

The Makeda Weaver Project aims to

provide housing outside the main area of gang involvement, while still trying to maintain any existing family ties. We treat each case individually, looking at the needs of the client as well as the needs and safety of the community. We are working in line with the local authority's crime and disorder reduction strategies.

More recently the Project has expanded and we are now working on estates in Hackney as well as four schools in Waltham Forest. The team is growing and, more importantly, making a difference in the community. We now have a female volunteer working with the team, as well as an ex-gang member working with young people to help change their lives.

We will highlight some of our personal stories in future issues of the newsletter.

*To be accommodated under the Makeda Weaver Project, young people would need to meet Shian's strict eligibility criteria.*

## Summer Football Competition

Shian Special Projects are proposing to hold a football tournament during the summer holiday period. This will be a five a-side competition, held in Hackney Downs Park. There will be two age groups 12-14 yrs and 15-18yrs

Any interested young people fill out the form attached. Young people under 18 yrs will need to have permission from their parents/guardians.

## Youth & Gangs Steering Group

We are currently looking for members of our community to join our steering group and help us at Shian develop our work to help the community.

To express your interest please phone or e-mail Steve Joseph  
Email: [sjoseph@shian.org.uk](mailto:sjoseph@shian.org.uk) ~ Tel. No: 020 8525 7655.

## Tenants' Participation



Shian is continuously reviewing its service provision to ensure value for money and efficient services.

We invite and encourage tenants involvement in the way services are provided and recognise the importance of their input as end users.

As a result, we have developed and agreed a range of flexible approaches to resident involvement. *The current methods for involvement include:*

- **Service Improvement Panels:** Made up of tenants and representatives to review policies and procedures, performances, and contribute to service improvements.
- **Tenant Board Members:** Two spaces are reserved on the board for Tenant Members. **Application forms can be obtained from Karen Lindsay on 020 8985 7120.**

The Tenant Board Members should be willing to take an active role in the management board to ensure we meet the Best Value and provide a high standard Service.

- **Tenant Associations:** Tenants are actively encouraged to form groups to influence services, estate improvements and general issues.
- **Estate Inspections:** Joint monthly estate inspections with staff, contractors and tenants.
- **General Surveys:** These will be carried out both in-house or by appointed consultants in respect of particular issues. Tenants who have contacted Shian will have the opportunity to give feedback on the experience and how they feel the service could be improved.

The results of surveys will be used to review processes, benchmark improvement in services, set service standards and assist the association to programme reviews of policies and procedures

## Thank You for Taking Part

We would like to take this opportunity to thank you for taking part in various forms of Tenant Participation. It has been 19 years since Shian started its journey and your involvement and contribution has been one of the most important factors in reviewing and improving our service standard.

FBHO (Federation of Black Housing Organisation) has carried out a prize draw on our behalf.

We are delighted to announce that the three winners of Status Survey 2007 which are as follows:

<b>1<sup>st</sup> Prize</b>	<b>Ms Sophie Theophilus</b>	<b>(Nintendo Wii)</b>
<b>2<sup>nd</sup> Prize</b>	<b>Mr Allison Ome-Uka</b>	<b>(Television)</b>
<b>3<sup>rd</sup> Prize</b>	<b>Ms Ana Carnlengue</b>	<b>(Digital Camera)</b>

The prize distribution ceremony will take place at the Service Improvement Panel Meeting which is scheduled to take place on 10th June 08 at St Olaves Vicarage, Woodberry Down Estate, Seven Sisters Road, London, N4 2TW 5:30 – 8:00 pm (Close to Manor House tube station).

As a huge thank you to those of you who did not win prizes, we are planning a seaside trip during the school holidays, watch this space!!



*“Prize Giving Ceremony for the winners of the Status Survey”*

## Invitation for Service Improvement Plan

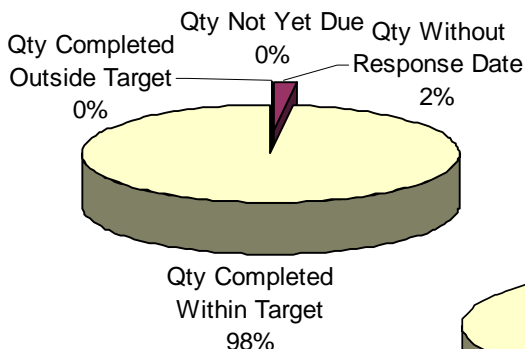
We are delighted to invite you to attend the first “Service Improvement Panel” meeting which is scheduled to take place on Tuesday, 10th June 2008 at Venue: St Olaves Vicarage, Woodberry Down Estate, Seven Sisters Road, London, N4 2TW from 5:30 pm to 8:00 pm. Refreshments and a finger buffet will be provided prior to the meeting.

Our intention is to hold quarterly “Service Improvement Panel” meetings to review Shian’s performance and contribute towards service improvements.

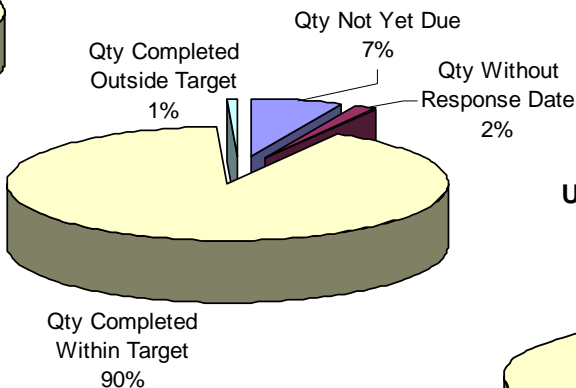
However, we would like to seek your views on the frequency and location of future meetings.

At the end of June’s meeting we will be hosting a prize giving ceremony for the winners of the Status Survey.

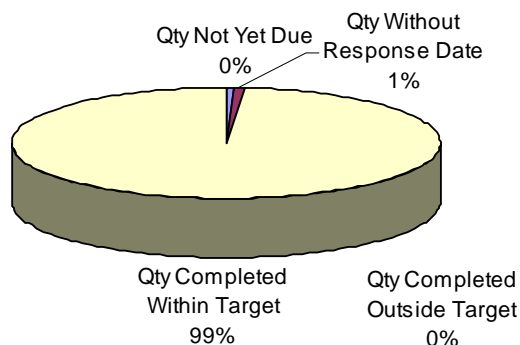
### Emergency Response Analysis



### Routine Response Analysis



### Urgent Response Analysis



**SHIAN STAFFING**

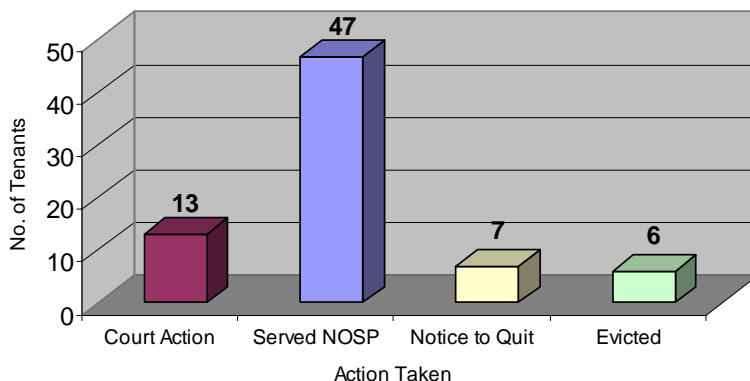
*Sampson Kwabiah is back!  
New faces: Bridget Katongo,  
Supported Housing Officer,  
Karen Lindsay Senior Admin,  
Bianca Foster, Customer  
Services Assistant*

### Legal Action ~ Apr 2007 - 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 Tenants - Legal Action



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

*4 tenants have voluntarily surrendered their tenancy when Shian found out they had purchased their own properties and were sub-letting Shian's property. In the past, when we have proceeded to court, we have recovered full costs including rent arrears in excess of £6,000.*

### Forthcoming Events

#### Islington Affordable Home Ownership Day

**21 June 2008 – 10:30am – 4:00pm  
Legends Suite, Emirates Stadium N5**

Find out more about affordable home ownership including Social HomeBuy. You can also talk to solicitors and financial advisors about buying a home.

**Info: Email [stephen.nash@islington.gov.uk](mailto:stephen.nash@islington.gov.uk) Tel. No: 020 7527 4290.**

#### Laburnum Street Party June/July 2008

This is the fifth year of the street party which is held in the heart of Haggerston E2

**Info: Haggerston Pool Community Trust ~ Tel: 0777 300 2646**

#### Shian Seaside Trip

**Summer 2008**

An organised day trip to the seaside, during the school holidays. Details will be sent to you at a later date. However, you can call to pre-register by contacting us at our main office.

**Info: Shian HA Ltd ~ Tel: 020 8985 7120**

#### Shian Housing Association Football Tournament

**Summer 2008**

Shian will be holding a football tournament in Hackney Downs Park this summer, if there are enough tenants who are interested. Please register your interest on the enclosed form and return to us.

**Info: Makeda Weaver Project ~ Tel: 020 8985 7120**

## A Tenants' Story



Earlylna Edwards

*"Having a grounded home, helped me to look to my future and think about what I wanted to achieve"*

**We're on the Web!**

See us at:

[www.shian.org.uk](http://www.shian.org.uk)

Shian Housing Association Ltd  
76 Mare Street  
London E8 3SG

Phone:  
020 8985 7120

Fax:  
020 8985 7031

E-Mail:  
shian@shian.org.uk

Emergency Maintenance  
07717 726 279

Central Heating Repairs  
MIDAS: 01865 884 920

## A Former Supported Housing Tenant: Earlylna Edwards

*My name is Earlylna Edwards and this is my story that started with nothing, but involved me moving from strength to strength. It was the year 2000 and I needed accommodation as soon as possible. I had no fixed abode and home had become the streets and abandoned vehicles. I lived like this for a period of a year, as the days grew shorter it was apparent that winter was fast approaching. I was getting desperate, I needed a place to stay. I had an appointment to see my housing officer in St Giles Trust, I hoped he had good news. St Giles Trust was an organization, based in South London, that helped homeless people into property.*

*That day I had to visit my temporary housing officer, he told me that at the present time there was only one housing association available, called Shian, that had move-on facilities. I was very happy with the news, but before anything could take place, I had to visit their offices and then view the property. On seeing Room 4, 25 Gunton Road I fell in love with it. The room was so large and, although I had nothing, the irony was not lost on me. My journey of a new life had just begun.*

*I was with Shian for a period of 6 years and although it had its ups and downs it taught me valuable life skills, this involved cooking and the interaction with other cultures.*

*Having a grounded home helped me to look to my future and think about what I wanted to achieve and how I was going to*

*get there. As time went on, I realised I wanted to go to university. However, getting there took a process of re-taking GCSE's taking an access course and then finally my goal of going to university.*

*During this journey, I was to meet my final housing officer, DeLucia, she really assisted me with my arrears, and helped me to form mutual agreements that I could adhere to. She also supported me with my degree. I had a great number of housing officers whilst at Shian, however, DeLucia was one of the best. She pushed and helped towards me acquiring my flat and gave me all the necessary references so I could move.*

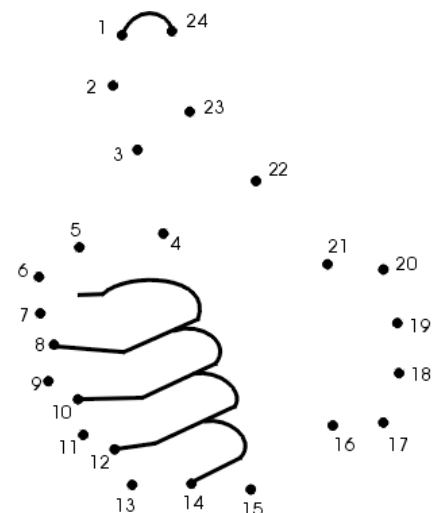
*April 2007 was the month I was to view a property that I had bid for with DeLucia, that was the final time I went to Shian.*

*Since then I have graduated with honours and I am now in the process of making my one bedroom flat a home. I fully appreciate Shian's help and involvement in my transition from someone that entered Shian with nothing, only now to have accumulated so much.*

*To my dear brothers and sisters I pray that this shows you "when you persevere, anything can be achieved". It may not be easy, but it can be done. It took me years to get where I am now, and believe me there was a lot of hardship along the way. But, I can truly say that it was all worth it.*

## Take A Break - This is No Kit-Kat

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Solutions in the next edition