



Services in your neighbourhood

Annual Report 2018-19



Feedback from residents

Our trip to Southend-on-Sea in August 2018 was very popular. Here's what some residents told us:

"I feel very privileged to be in Shian, because my friends in other social/council housing accommodation do not get this treatment. When I told my friends about this trip they were shocked and said 'No way!' Shian encourages engagement with neighbours and a wonderful trip, which cost nothing to my family."
Ms BE

"My family and I had a wonderful time. I would attend future events and I am very grateful that Shian takes their time to organise these events for the tenants every year. It is always very well organised. I prefer it when we go on a trip as opposed to an event."
Ms OE

"I enjoyed the trip and I am happy. Thanks for arranging the event."
Ms CW

"Thank you. It was amazing. My son enjoyed it and we had so much fun. We cannot wait for next year."
Mr NH

"Organisation of the trip was smooth and thoughtful. Shian taking into account the need of individual families was very thoughtful and I regret not coming in the past."
Ms JA

Shian residents enjoying their day in Southend-on-Sea in August 2018



Services in your neighbourhood

In this report, we review the housing and other services we provided you with during 2018-19. We recognise how important they are to you.

After a decade of austerity, we know that many of the other services you relied on in the past have been closed or cut back by cash-strapped local authorities and voluntary organisations.

Many of our residents are also coping with the introduction of Universal Credit.

For this annual report, we wanted to tell you that you aren't alone. You can rely on us to carry on providing good quality core services. But we can also still point you in the right direction for other sources of support.

We have compiled 12 short lists of mostly-local services for this year's calendar pages. They cover:

- housing advice
- money advice
- advice on Universal Credit
- help with food
- jobsearch advice
- study advice and support
- support for parents with under-fives
- support for young people
- protecting your family
- services for older and disabled people
- emotional wellbeing, and
- domestic abuse.

We hope you find this information really helpful.

The team at Shian



Shian's new website

Our new website went live on 1 August 2019 – after a major piece of work to make it more user friendly, with much more of the information you need.

From the home page, you can click directly to some of our key services, including paying your rent, reporting a repair and the login page for our MyTenancy service, where you can access your own rent account and repairs history.

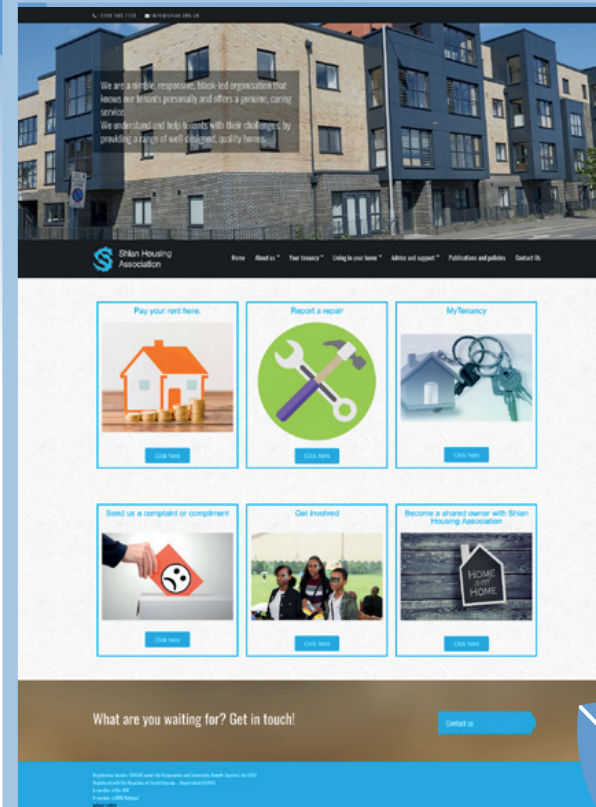
Through the rest of the site, you can choose:

- **About us** to find out more about Shian Housing Association
- **Your tenancy** to understand different tenancy types, your rights and responsibilities, and how to end your tenancy
- **Living in your home** for information about rents and repairs, compliments and complaints,

anti-social behaviour, how you should use your home, getting involved and your rehousing options

- **Advice and support** for useful information about getting housing, financial or energy advice, employment support, and access to our study grants and other awards
- **Publications and policies** to access or download our latest publications, policies, statements and forms, and
- **Contact us** to see the different ways you can get in touch

We hope you find this improved service really useful. Let us know if we should add anything. We will be pleased to get your feedback.



CEO/Chair's report

Welcome to Shian Housing Association's Annual Report for 2018-19.

We now have a new vision and mission, underpinning our work. They complement the new social purpose we agreed last year.

Financially, we have remained strong despite being in year three of 1% rent reductions imposed by the Government. We are also having to manage higher arrears levels as our residents move to Universal Credit.

During the past year, we have kept growth at the top of our strategic agenda. Developing new homes helps Shian remain sustainable, as well as providing much-needed new housing for London.

In the current climate, this is only possible if we raise enough funding through sales receipts. So, we are currently looking to develop homes for shared ownership, market rent and London Living Rent, which is a new form of rent to buy, where the tenant is expected to buy shares in their home within 10 years.

During 2018-19, we worked with development consultant Janet Mussington, together with Sanctuary Housing, to further a number of projects.

We are awaiting the result of our revised planning application to develop four residential units at our head office base in King Edward's Road in Hackney. The plans would involve demolishing a single-storey extension at the back of our current offices, to build a new four-storey block. The new buildings would contain three new flats with a ground floor office.

Another planning application would see us build a block of six new homes at Samuel Court in Pitfield Street, in an under-used section of the car park. We consulted residents on this and explained that we will use part of the income generated to make improvements to the remaining car park and estate.



CEO/Chair's report

Continued from overleaf...

We finally have permission to knock down Pembury Place Cottage in E5, which means we can now work up plans for four to six new homes on the site. We will shortly apply for planning permission to convert the former office at Reedham Close into a residential unit.

We are still looking to develop flats above some of our existing properties. We would consult residents first and make sure their homes benefited too. Our consultant is also assisting us to look at off-the-peg homes being built by private developers.

Meanwhile, we are one of the small housing associations in the Build London Partnership led by L&Q and backed by the Greater London Council. L&Q plans to start up to 1,000 new affordable homes for London by 2022. As partners, we will be able to purchase homes from them at cost. We have already begun looking at these projects.

Our existing homes remain just as important as any new developments. We now apply our 'gold standard' approach to the condition of all our homes. We are pleased that having completed our 10-year programme of major work, all our kitchens and bathrooms are significantly newer than is usual for our sector. This year, we have begun to replace windows.

There are many political uncertainties as we look to the year ahead. However, we are confident that Shian Housing Association has the right plans and strategies, and will emerge as solid and confident about the future as ever.

We would like to thank our Board and all our partners for their invaluable support during the year.

Terry Roque, Chair
Leslie Laniyan, Managing Director



October 2019

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Housing advice

If you, or your adult children, need to move, check out the 'Living in your home' section of our website at www.shian.org.uk

Other useful contacts

Hackney Council

Housing advice line: 020 8356 2929

Online advice: www.hackney.gov.uk/article/3531/Housing-options-and-advice

Apply for housing: www.hackney.gov.uk/housing-application

Haringey Council

Housing advice: www.haringey.gov.uk/housing/housing-advice

Phone: 020 8489 1000, then 62 – or drop in to:

Marcus Garvey Centre, 1 Philip Lane, N15 4JA, or
Wood Green Library, 187-197a High Road, N22 6XD

Islington Council

Online advice: www.islington.gov.uk/advice/housing-advice

Apply for housing: www.islington.gov.uk/housing/finding-a-home/council-housing/the-housing-register

Shelter national helplines: 0330 053 6091 (under 25), 0344 515 1540 (25+)

Citizens Advice national helpline: 0300 330 1187



Our vision, mission and values

This year we revisited our vision and mission.

Vision

Giving BME people equality, dignity and hope through fair access to decent housing.

Core mission

To provide quality homes to the BME and wider community. To know and understand our residents and to deliver services that respond to their needs and challenges.

Our values

Inspirational

Helping BME individuals and families to unlock their aspirations and realise their capability.

Selfless

Willingly helping our tenants and other organisations that support and serve the BME community.

Non-judgemental

We understand hardship and what it takes to overcome challenges. We won't judge you.

Willpower

We are determined to be a thriving, black-led, role-model organisation.

Family

An uncommon friendliness that makes you feel relaxed and comfortable.



November 2019

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Money advice

Go to the 'Advice and support' section of our website at www.shian.org.uk

Other useful contacts

Citizens Advice

National helpline: 0300 330 1187

Citizens Advice Hackney, 300 Mare Street, E8 1HE. Phone: 020 8525 6350

Drop-in: 10am-1pm, Mon to Weds

Citizens Advice Haringey, 20e Walthef Gardens, N17 7DN

Drop-in: Monday to Friday, 9am-1pm, 2-4pm

Citizens Advice Islington, 5th Floor, 6 St Andrew Street, EC4A 3AE.

Phone: 0344 488 9626. Online resources: <http://islingtoncab.org>

The Money Advice Service

National helpline: 0300 500 5000

Online resources: www.moneyadvice.service.org.uk

National Debtline

Helpline: 0808 808 4000

Online resources: www.nationaldebtline.org

StepChange Debt Charity

Helpline: 0800 138 1111

Online resources: www.stepchange.org



Delivering great customer service

The right staff

We actively promote strong customer service and as holders of an Investors in People silver award, we are recognised as good practice employers.

We see part of our role as providing good jobs in the community. So, we were pleased when Hannah Oderinde started in June 2019 as our new Housing Services Co-ordinator in the Housing team. Hannah is a local resident, who did six months with us as a work experience volunteer, before we offered her the job.



New-look website

When our website statistics showed that more and more people were looking at the site, we decided it was time to improve it. We have completely rewritten and updated the site to provide you with better services, accessible 24 hours a day.

During the year, we also upgraded our MyTenancy service, which provides you with a portal to pay your rent, report a

repair, pass on a compliment or file a complaint – at any time or day of the week.

Summer day trip

In August 2018, we took 80 residents on a day trip to Southend-on-Sea. With free rides for children and snack goody bags for all, it was a great day out.

Christmas hampers

In December 2018, we gave 43 of our residents over the age of 65 a hamper with tea, coffee and sweet treats including biscuits, cakes, mince pies and jam.

The residents were delighted.



"The Shian Shock! Merry Christmas and a happy New Year to all my Shian family. Your kind remembrance of me this Christmas season has delightfully shocked me!! Now I know there is a Shian type of shock – Shian shock – that's not brought on by pain or even pleasure, but by a surprise of the least expected act of charity and kindness. To say least expected, even means it's on a list of remote expectations. I was stomped and speechless when Daniel walked in bearing gifts. I'd thought earlier he was coming to inspect the property!!"

"The beauty of your sharing Christmas joy signifies the true meaning of the season – love and compassion. 'Peace on earth and goodwill towards men (all)'. To remember me in the midst of all you have to do is remarkable, especially this Christmas without my 'heartbeat' daughter around."

December 2019

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Advice on Universal Credit

Go to the 'Advice and support' section of our website at www.shian.org.uk

Other useful contacts

Hackney Information and Advice Consortium (HIAC)

Benefits advice provided in 10 GP surgeries by five organisations, including Citizens Advice. Phone: 020 8510 1970. Email: info@safh.org.uk

Haringey Advice Partnership

Phone: 0300 330 1187

Online resources: <http://haringeyadvice.org.uk/advice>

Partner organisations (including Haringey Citizens Advice) offer benefits support.

Islington Council Income Maximisation Team

Phone: 0800 731 8081 or 020 7527 8600

Email: Claimit@islington.gov.uk

Benefits and related advice.

Citizens Advice Islington

5th Floor, 6 St Andrew Street, EC4A 3AE.

Phone: 0344 488 9626.

Online resources at: <http://islingtoncab.org>

Citizens Advice national helpline: 0300 330 1187



Learning from feedback

Putting customers first, the Board's agenda now has our regular customer feedback report as its number one item. The report is supplied by Acuity – the company we use to get feedback from residents.

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If Acuity phone you, they will ask about your last repair and other areas of service. They will also ask if you would recommend us to your friends and family. If you answer 'yes', you add to our net promoter score.

After looking at last year's answers, we recently improved the questions we ask. We also changed our scoring system, so that we can compare our results directly with other landlords.

Our main findings were:

- 87% satisfaction with our overall service
- 75% satisfaction with our overall repairs service, and
- 75% satisfaction with your latest repair.

The Scrutiny Panel

Residents joined us twice last year for Scrutiny Panel events. We discussed our service standards, transfer policy, rent strategy, complaints system, tenant empowerment and rechargeable repairs. We also looked at our development plans.

Complaints and compliments

Last year, we processed 10 complaints. This was a huge improvement on 2017-18, when we dealt with more than 40 – mostly about a poorly performing contractor, we have since replaced.

Several of last year's 10 complaints were about repairs and two were about our policies. We resolved two of the complaints informally and five were resolved at stage one of our complaints process.

Three complaints went to the Housing Ombudsman. We apologised and gave compensation to one of these residents.

"I would like to thank Sam for her excellent support. Sam took care of all my family's queries as quick as possible. She also provided timely and helpful advice regarding the flat. Sam was extremely attentive and she listened to all my concerns with a great deal of patience. She also ensured that I received all the information I needed regarding the flat. I was very thankful we had Sam throughout this process. I would especially like to commend her for her professionalism and superlative skills. She has a caring approach and she is a true professional. Please accept my gratitude towards her."

The second complaint was withdrawn and the Ombudsman found in our favour in a third case.



January 2020

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Help with food

If you're struggling to feed yourself or your family, there is help available.

Hackney Food Bank

Phone: 020 7254 2464

Email: info@hackney.foodbank.org.uk

Website: <https://hackney.foodbank.org.uk>

Distributes food at five centres. You need a voucher from a referral agency.
Phone them for details.

Haringey: Holy Trinity Food Bank

Holy Trinity Church provides three-day food packages from 1.30-3.30pm on Sundays at their Church Hall in Stapleton Road, Stroud Green, N4 4RR.

Islington Food Bank

Highbury Roundhouse Youth and Community Centre

71 Ronalds Road, N5 1XB

Phone: 07753 222755

Email: info@islington.foodbank.org.uk

Open Mondays and Saturdays, 1-4pm.

You need a voucher from a referral agency.

Phone them for details.



Good quality repairs

Our repairs performance

In 2018-19, we spent an average of £763.75 per property making day-to-day repairs to tenanted and empty homes.

Performance reported to our regulator	Completed on target 2017-18	Completed on target 2018-19
Emergencies	100%	100%
Urgent (within five working days)	95%	98.4%
Routine (within 20 days)	96.5%	97.6%
Annual gas safety certificate	100%	100%
Repair completed at first visit	80%	78%

Repaired, re-decorated and ready to let. We set high standards for our empty properties.

Higher standards

As part of our internal key performance indicators, we also recorded that:

- 76% of urgent work met our internal target (three working days) – on average urgent work was completed in under two working days
- 48% of routine work met our internal target (10 working days) – on average, routine work was completed in just over six working days, and
- 83% of residents were satisfied with our contractors.



February 2020

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Jobsearch advice

RISE into employment

Our partnership with RISE benefits residents aged 16+. Six weeks of learning and support, a four-week work placement and post-job support.

Email: RISE@arhag.co.uk, or call Shian on 020 8985 7120.

Other useful contacts

Hackney Works

Phone: 020 8356 5700

Email: hackneyworks@hackney.gov.uk

Website: <https://hackneyworks.hackney.gov.uk>

Jobsearch support, apprenticeships and placements.

Haringey Employment and Skills Team

The Junction, 2nd Floor, Wood Green Library

High Road, Wood Green N22 6XD

Drop in: 9am-5pm, or phone for appointment: 020 8489 2852.

Islington Employment and Apprenticeship Support Service

Council referral service:

Phone: 020 7527 2706, or email iWork@islington.gov.uk

Or apply online: www.islington.gov.uk/jobs-and-careers/support-finding-work



Gold standard homes and estates

We aim to provide gold standard homes that are safe, properly maintained and in good condition.

Reinvesting in homes

The completion of our £8.9m, 10-year, major works programme means that almost all of our kitchens and bathrooms are now under 10 years old. Across the social housing sector, most landlords are working to a limit of 30 years.

In 2018-19, we spent £544,000 replacing:

- four kitchens
- four bathrooms
- 15 boilers
- the electrics in 23 homes, and
- the windows in 15 of our street properties.

We are now focusing on window replacements. So far, we have worked on 32 homes in Lee Conservancy Road (pictured), raising their energy performance rating to a category C, as well as on a few homes elsewhere.

Health and safety

We continue to prioritise your health and safety above all. During 2018-19, all our fire risk assessments were up to date. We will do them again this year. In between formal full risk assessments, our staff are trained to check for problems as part of our regular estate inspections.

We completed fire door replacements at 71 Queen's Drive. We will continue with this programme at other schemes, when the Government issues further guidance in the near future. We continued to upgrade heat alarms.

Please do your bit by remembering that we have a zero tolerance policy around leaving personal belongings in communal spaces.



March 2020

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Study advice and support

Go to 'Advice and support' at www.shian.org.uk to find out about our scholarship awards for residents in higher education.

Other useful contacts

Hackney Adult Education Support Service

Careers counselling: phone 020 8820 7172,

email: naina.kent@learningtrust.co.uk

For advice on further/higher education and planning/changing careers.

Haringey Adult Learner Service

Call in at 2nd floor, Wood Green Library, High Road, N22 6XD

Phone: 020 8489 2596/2523

Advice on local courses.

Islington Adult and Community Learning

Enrol on local courses at:

Arsenal Learning Centre, 56 Benwell Road, N7 7BA

Phone: 020 7704 4500

First Steps Learning Centre, Central Library, 2 Fieldway Crescent, N5 1PF

Phone: 020 7527 7002



Boosting employment chances

We know that getting the right support can make a big difference to your chances of getting a good job. That's why we offer access to the Rise employability programme and why we advertise any jobs we hear of by sending you text messages and tweeting about them.

Rise

Rise is an award-winning programme that offers six weeks of group learning and support, followed by four weeks in a guaranteed volunteer or work placement, chosen by you.

Because we are members of the London BME group, any resident over the age of 16 can take part at no charge. The programme is designed to work for everyone – whatever your situation.

Rise has an impressive successively high success rate, so this is a great opportunity to change your life for the better by finding work or starting training.

For information on the next available programme, email RISE@arhag.co.uk



Work experience

We gave several adults a month's work experience at our office during the year.

We also provided good quality work experience placements for 19 pupils from local schools and sixth form colleges. They all performed general admin duties – photocopying, scanning, filing, answering phones, greeting visitors face to face, attending court hearings and running general errands.

Jobs with Shian

We were very pleased to employ Hannah Oderinde as a Housing Services Co-ordinator, after she spent six months volunteering with us.

We are currently working with the Rise employment project to see about employing other local social housing tenants.



April 2020

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Support for parents with under-fives

Hackney Family Information Services

Phone: 020 8820 7590

Email: fis@learningtrust.co.uk

Website: www.learningtrust.co.uk/content/childrens-centre-services

For a list of Hackney children's centres and a list of weekly activities.

Haringey Family Information Service Directory

Online at: <https://fisd.haringey.gov.uk>

For information about local childcare options, support, groups and activities.

Bright Start Islington

<https://www.islington.gov.uk/children-and-families/childrens-centres-and-under-5s>

For local support and activities. You need to register before attending activities.

Download the form available on the web page.

Action for Children

National online parenting support for parents of under-fives:

<http://dots.actionforchildren.org.uk>

Facebook: /Actionforchildren

Online parenting information. Online chat or callback available.



Grants for your studies

We offer up a scholarship award of up to £500 to any of our tenants or their children who are currently studying.

In previous years, six residents benefited – helping them with their studies in business, politics, media studies, law, and health and social care.

Last year (2018), we were really surprised when not a single person applied for an award. No-one met our August application deadline this year (2019) either.

To apply, you only need to send us your details, including where and what you are studying, and set out how you would use the money to support your studies.

To find out more about our scholarship award, phone 020 8985 7120, or email info@shian.org.uk



May 2020

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Services for young people

Young Hackney

<https://www.hackney.gov.uk/article/3134/Young-Hackney>

Youth services for young people aged six to 19 (up to 25, with additional needs) delivered from five local youth hubs. Download a service brochure from the website.

Haringey Youthspace

<https://www.youthspace.haringey.gov.uk>

Services for young people aged 11-19 (up to 25, with additional needs).

Islington youth directory

izzy-info.com

Online tool to find advice and activities for young people in Islington.

Childline

National helpline: 0800 1111 (24 hours)

www.childline.org.uk

For children and young people up to 19.

Frank – national drugs helpline: 0300 123 6600

Unbiased, confidential advice and information about drugs.



A fresh start for young people

Shian's Makeda Weaver Project has been supporting young people at risk of crime and violence since 1988.

During 2018-19, we housed 26 clients in one of the hostels or self-contained flats we use for our Makeda Weaver work.

Our two hostels in Hackney have 14 bedspaces for low-risk offenders aged 18-24. These young people are referred to us by Hackney and Southwark Probation Services and Hackney Learning Trust. We provide them with a home for six months or so, while they gain basic life skills, and benefit from practical and emotional support.

We also have five self-contained flats for young men referred to us by Southwark Council's Anti-violence Unit (SAVU). We provide these young people with accommodation and additional mentoring, as they find a safe way to leave gang life behind and restart their lives. Most SAVU referrals spend up to 12 weeks with us.

During 2018-19, only two clients re-offended – which is very low for a project of this kind. Instead, six clients found work, 11 took up training or education and nine were actively seeking a job.

Jamal Smith (pictured) is a great example of how housing and support can help to turn someone's life around. His stay with us was so successful that we gave him a part-time job as a live-in caretaker at one of our hostels. The job comes with a self-contained flat.

Jamal said: "I feel the support I receive from Shian HA, from tenant in the hostel to my role as caretaker, is always fast and convenient and overall excellent.

"I really enjoy my caretaker role, as I get to help the tenants in the house on a day-to-day basis. Problem solving is hand-in-hand with co-operation. I feel that is excellent and rewarding, as I was once in their position – homeless and jobless."



June 2020

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Protecting your family

Shian's Makeda Weaver project provides hostel spaces and mentoring support to young people at risk of crime and violence.

Other useful contacts

The Crib (Hackney)

<http://thecrib.org.uk>

Phone: 07961 859921

Prevention work. Includes 'Sharp End' anti-knife crime workshops led by young people. Also Parents' Voice discussion groups.

Haringey Community Parenting Support Programme

Youth crime peer group support networks and mutual support groups for parents.

Call the Council for more details: 020 8489 1000

Islington Integrated Gangs Team

Multi-agency work with young people aged 10-24, at high risk of gang involvement, or victims of violence. To report concerns, call Children's Services on 020 7527 7400 (office hours) or 020 7226 0992.



What we expect from you

We rely on you to meet the responsibilities you agreed to when you signed your tenancy agreement.

Rent payments

After two years of reducing rent arrears (down to 3.26% by 2017), we have seen arrears rise again as more of you switch to Universal Credit. During 2018-19, our arrears stood at 3.87%.

Although this was below our 4% target, it was disappointing, because we are still managing the annual 1% rent reductions imposed by the Government. This situation will continue until at least 2021.

We know people are struggling and we will offer help and advice wherever we can. But we have to cover the costs of providing you with homes and services.

Despite offering arrangements to people getting behind with their rent, we had to evict one household last year for rent arrears.

Former tenant arrears pilot

Some tenants try to avoid paying the rent they owe by moving away. In the past, we have sometimes found it difficult to track people down to recover this debt.

We are one of a group of landlords that recently began working with a specialist provider to tackle this problem. We will have more to report next year on the Housing Partners in Former Tenants Arrears project.

Rechargeable repairs

During 2018-19, we recharged nine residents for a repair.

Some minor repairs are your responsibility. When our contractors carry out a repair that is really down to you, we recharge you the cost.

Be aware this happens most often when people call in repairs for blocked toilets and sinks. Another common recharge is when residents get us to check why their electricity keeps tripping out. This is usually caused by one of their appliances.

Anti-social behaviour

The majority of you live in your homes without causing a nuisance to your neighbours. However, during the year, we received 12 reports of anti-social behaviour.

Most of these were about nuisance – they included five complaints related to noise nuisance. However, three cases were about rowdy or threatening behaviour.

We eventually had to evict one household for anti-social behaviour.

Social housing fraud

Sub-letting your home is illegal. If you do this, you can lose your tenancy, receive a fine or even a prison sentence.

During 2018-19, we followed up on one household for illegal subletting and housing benefit fraud. We evicted them in May 2019.



July 2020

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Services for older and disabled people

For information on care, support, housing, leisure activities and advocacy, contact your council's adult social care service.

Adult social care – Hackney

Hackney Service Centre, 1 Hillman Street, E8 1DY

Phone: 020 8356 6262

Email: access@hackney.gov.uk

Online resources at: <https://www.hackney.gov.uk/article/3368/Adults-including-older-people>



Health and social care – Haringey

First Response Team, 2nd Floor, River Park House, Wood Green N22 8HQ

Phone: 020 8489 1400

Email: firstresponseteam@haringey.gov.uk

Online resources, and a form to access contact, at:
<https://www.haringey.gov.uk/social-care-and-health>



Social care and health – Islington

222 Upper Street, London, N1 1XR

Access and advice service, phone: 020 7527 2299

Email: access.service@islington.gov.uk

Online resources: <https://www.islington.gov.uk/social-care-health/im-a-resident>



Strength through partnership

Partnership working with the other landlords in BME London is helping us to procure goods and services at better rates.

We are one of more than a dozen BME London housing associations to sign up to HALA [the Housing Associations Legal Alliance]. Membership gives us access to considerable savings on our legal bills. We have also benefited from joint staff training programmes.

As members of the London BME Directors' Forum, we pool our knowledge and experience, and aim to benefit from getting better value for money. We are planning a conference for later this year, which will get the right staff talking to each other about how we can all improve our services.

Partnerships are also central to our growth ambitions. Working with the development team at Sanctuary Housing Association and Janet Mussington's Yve consultancy, we are now progressing four schemes at our existing sites that could yield up to 19 new homes. We are also looking at options to purchase homes from private developers.

Our membership of the Build London Partnership led by L&Q means that we will be able to buy completed homes at cost over the next four years or so.



August 2020

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Emotional wellbeing

If you're struggling emotionally, you can refer yourself to NHS psychological services.
Find your local service at: www.nhs.uk/Service-Search/Psychological

Other useful contacts

City and Hackney Wellbeing Network

Phone: 0800 612 6585

Email: SPOE@mindchwf.org.uk

Online information: <https://chwellbeingnetwork.london>

Partnership of seven specialist mental health organisations.

Contact the network to self-refer. Includes services for the Orthodox Jewish, Turkish/Kurdish/Cypriot and Vietnamese communities.

Haringey Wellbeing Network

Phone: 020 8340 2474

Email: HaringeyWellbeingNetwork@mih.org.uk

Partnership of three specialist agencies, led by Mind. Download a self-referral form:
www.mindinharingey.org.uk/haringey-wellbeing-network

Islington directory – emotional wellbeing

For online resources start at: <http://directory.islington.gov.uk>, then click on 'health and wellbeing'.
Includes links to iCope psychological therapies service and Islington Mind.



Efficiency and value for money

We are currently reviewing our value for money strategy to reflect new guidance from the Regulator of Social Housing.

We use our various partnerships and the Acuity London benchmarking group we have belonged to since 2015, to enable us to compare our performance and learn from best practice.

Our development plans are a key part of our value for money work – making the most of our assets to fund new homes and pay towards our social investment work.

We now have to report on seven value for money metrics.

Value for Money Metrics	2018	2019	Target	Peer group median
Reinvestments (Spend on existing homes)	£1,248	£1,105	£670	£0
New supply delivered (social housing)	-	-	-	-
Gearing (Our debt levels. Finance debt allows us to invest in existing homes or develop new ones)	30.26%	29.55%	29.40%	34.00%
EBITDA MRI Interest Cover (Measures our surpluses against the amount of interest we pay)	224.00%	193.00%	216.00%	194.30%
Headline social housing cost per unit	£5,385	£5,412	£5,621	£5,086
Operating margin (Demonstrates how profitable our operations are)	32.53%	32.18%	32.00%	33.10%
Return on Capital Employed (ROCE)	2.58%	2.59%	2.50%	2.32%

September 2020

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Domestic abuse

If you are suffering from physical, mental or coercive abuse, call us for advice. Dial 999 in an emergency.

Other useful contacts

National Domestic Violence Helpline

Phone: 0808 2000 247 (24-hour – women only)

Respect

People who hurt the one they love: 0808 802 4040

Male victims: 0808 801 0327.

Online: www.respect.uk.net

Workshops held in Dalston.

Broken Rainbow

Phone: 0300 999 5428,

or email: help@brokenrainbow.org.uk

Online: www.brokenrainbow.org.uk

For the LGBT community.

Hackney Domestic Violence and Abuse team

110 Mare Street, Hackney E8 3SG

Phone: 0800 056 0905,

or email: dvhct@hackney.gov.uk

Claudia Jones Organisation (Hackney)

Phone: 020 7241 2094,

or email: gbvinfo@claudiajones.org

For women of African and Caribbean heritage.

Hearthstone (Haringey)

Phone: 020 8888 5362.

Email: hearthstone.domesticviolence@homesforharingey.org

@homesforharingey.org

For all residents in Haringey.

Help via adult social care – Islington

Phone: 020 7527 2299

Email: access.service@islington.gov.uk



Focus on performance

We provide and own outright:

- 438 self-contained general needs homes
- 14 bedspaces in two hostels, for single people in need of support
- 20 flats let as supported housing to people with mental health problems and/or former rough sleepers
- six shared ownership homes
- three homes under the Rent to Homebuy scheme, and
- 26 homes that we let at greater than social rents, but less than 80% of market rent.

Key targets	2017-18	2018-19
Rent collected	102%	99.4%
Current rent arrears	3.26%	3.9%
Rent loss from properties standing empty	0.94%	0.52%
Management cost per home	£1,332	£1,227
Total repairs and maintenance cost per home	£2,198	£2,272

Lettings

On average, it took us 47 days to re-let our homes.

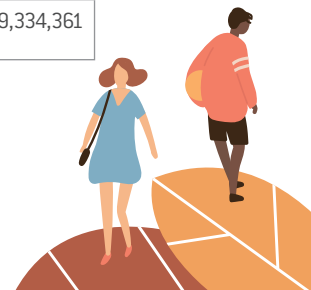


Balance Sheet - 31 March 2019

We made a surplus in 2018-19 of £692,386.

	2019 £	2018 £
Fixed assets		
Housing properties	46,805,219	46,855,478
Other fixed assets	668,675	674,866
Investment properties	1,965,000	1,965,000
	49,438,894	49,495,344
Current assets		
Debtors	342,346	363,337
Cash at bank and in hand	1,344,663	1,472,844
	1,687,009	1,836,181
Creditors: amounts falling due within one year	(1,606,395)	(1,703,036)
Net current assets	80,614	133,145
Total assets less current liabilities	49,519,508	49,628,489

	2019 £	2018 £
Creditors: amounts falling due within one year	(39,291,760)	(40,294,128)
Pension Liability	(409,000)	-
	9,818,748	9,334,361
Capital and reserves		
Share capital	14	13
Revaluation reserve	1,425,268	1,425,268
Retained surplus	8,393,466	7,909,080
	9,818,748	9,334,361



Statement of comprehensive income for the year ended 31 March 2019

	2019 £	2018 £
Turnover	4,143,468	4,071,087
Operating costs	(2,862,010)	(2,790,120)
Surplus on disposal of fixed assets	-	163,336
Operating Surplus	1,281,458	1,444,303
Interest receivable and other income	-	-
Interest payable and similar charges	(589,072)	(554,137)
Movement in fair value of investment properties	-	795,266
Surplus on ordinary activities before and after taxation	692,386	1,685,432
Actuarial loss on defined benefit obligations	(98,000)	-
Net impact of the initial recognition of multi-employer defined scheme	(110,000)	-
Total comprehensive income for the year	484,386	1,685,432



The Board of Management



Aaron Whitaker (Chairman)

Resigned 26 September 2018

Aaron has been self-employed since 1991 and is currently Managing Director of an international software company called AgentFile Ltd. He had been Chairman of Shian Housing Association since 1992 and Chairman of the governing body at Rush Croft Sports College since 2010.



Sandra Brown (Vice-chair)

Appointed 26 September 2018

Sandra is a senior legal secretary, having worked in several top city law firms over the past 20 years. She is the Chair of Odu-Dua Housing Association and a trustee for Barnet Citizens Advice Bureau.



Lexanna Anderson

Lexanna has a number of years' experience within the housing sector and currently works in the income management department of a large mainstream housing association.



Terry Rocque (Chairman)

Appointed Chair 26 September 2018

Terry is a Director with a management consulting organisation. He holds an MBA (Marketing) and a BA in Computing. Terry has previously worked as a housing manager for a local authority and as a director for a Registered Provider.



Bolade Odewale (Treasurer)

Bolade currently works as a Team Leader in a local authority housing needs department. She holds ACIB (Banking) and MBA (Finance) qualifications.



Vernon Clarke

Vernon is a principal policy officer working in tenant participation. He has an LLB(Hons) qualification and is also the author of Getting Black Tenants Back. Vernon's work focuses on tenants' rights and housing management.

The Board of Management



Anton Kumar

Resigned 26 September 2018

Anton is a civil/structural engineer. He holds an MSc (Structures) in structural engineering, a BE(Civil) degree, is a Chartered Engineer (CEng) and a member of the Institute of Civil Engineering (MICE) and the Association for Project Management (MAPM).



Vera Tama

Vera worked for a local authority in different capacities, including Race Relations Supervisor, Housing Estate Manager, Homelessness/Housing Needs Officer and Housing Advisor. Vera holds a Post Graduate Diploma in Housing Studies from South Bank University.



Indran Thavendra
(Executive Board Member)

Indran has been Shian's Finance Director since 1982. He is on the Board of Apna Ghar and the Tamil Community Housing Association (where he is also Treasurer), and a general Council member of the Standing Committee of Tamil Speaking People.



Dr Bola Odepidan

Bola is Training Director with Housing Advocacy, which is an international regeneration, renewal and training organisation.



Leslie Laniyan
(Executive Board Member)

Leslie has been the Managing Director of Shian Housing Association since 1989. He is one of the most experienced chief executives of a Black and Minority Ethnic housing association.



✉ info@shian.org.co.uk

☎ 020 8985 7120

🌐 07535 269 269



