



Let's Get Your Repair Sorted

If something has gone wrong in your home, such as damp and mould, a leaking roof, a broken boiler or another repair, please let us know as soon as possible. Keeping your home safe and in good condition is our responsibility, and we want to work with you to put things right quickly.



Our Promise to You

We will listen and take every repair report seriously.
We will respond as quickly as reasonably possible.
We will keep you informed throughout the process.
We will work with you to find practical solutions.
We will treat you with respect, fairness and understanding.



Why early reporting matters

Repairs can be stressful and disruptive. Reporting problems early helps us act faster, reduce inconvenience and stop issues from getting worse. Our preference is always to resolve repairs directly with residents wherever possible.



Being Open About the Costs

Over the last two years, five disrepair claims handled through solicitors have cost Shian Housing Association a total of £89,377.*



An average payout to date for tenants from disrepair cases is £250.



These costs could have been used to invest in your homes and community.



By working together and reporting issues early, we can resolve problems sooner and avoid unnecessary costs.

**Figures are provisional as one case is still being finalised.*



Approximately
14–17
kitchen replacements



Approximately
17–20
bathroom replacements

Every pound spent on legal fees is money that cannot be invested in improving residents' homes. We share this information to explain why early communication benefits everyone – not to discourage anyone from exercising their rights. These figures are approximate comparisons based on the same cost benchmark.

How You Can Help

If you notice a repair, please contact us straight away. If you have already reported a repair and feel it is not progressing, please contact us again so we can review it and keep you updated. Keeping a note of when you contacted us and who you spoke to can also help.



Email: repairs@shian.org.uk



Telephone: 020 8985 7120



Log repairs online: www.mytenancy.co.uk



WhatsApp (photos and videos only): 07703 882701

What Happens After You Report a Repair?



Working Together Works

Open communication can often lead to quicker, more positive outcomes for everyone involved. By working together, we can focus on resolving repairs and invest more of our resources in improving residents' homes.

Thank you for helping us keep your home safe, comfortable and well maintained.



Understand the Possible Costs

You have the right to get legal advice and take legal action. Before signing with a solicitor or claims company, ask them to explain what fees you may have to pay, what may be deducted from your compensation, whether you could pay costs during or after the case and what could happen if the claim is unsuccessful. Legal fees can sometimes be higher than the compensation a tenant receives. Unexpected costs may also cause financial hardship.

These options do not affect your right to seek legal advice.



Your Rights

Nothing in this newsletter changes your rights. You always have the right to seek independent legal advice, make a complaint or contact the Housing Ombudsman if you believe a repair issue has not been dealt with appropriately. We are simply asking that, wherever possible, you give us the opportunity to resolve the issue first.



The Shian Housing Association Team
Here for you, here for your home.