

STAIRS

Publication scheme

October
2026



Shian Housing
Association Ltd

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Publication scheme



Introduction

In April 2027, the Regulator of Social Housing is introducing a new and developing transparency standard for landlords to meet, known as STAIRs (the Standard for Tenant Access to Information Requirements).

The Government has identified broad categories of information we should publish, but without specifying exactly which documents we have to provide, how long we should keep them for, or the format we should provide them in.

This Publication Scheme represents our current interpretation of the STAIRs requirements. It reflects our commitment to openness, accountability and transparency.

We will review our approach regularly, taking into account:

- changes in legislation
- Government guidance
- Housing Ombudsman determinations
- regulatory expectations, and
- emerging sector good practice.

Where we publish information

Shian Housing Association makes information available through our website, our Annual Report to Residents, Annual Complaints Performance and Service Improvement Report, Tenant Satisfaction Measures reports, audited financial statements, policies and other resident publications.

This Publication Scheme acts as a guide to that information. Where information is not routinely published, residents can ask us for it. We will provide information where reasonably possible, subject to legal, confidentiality, data protection, commercial and security restrictions.

REF01

See Government STAIRs
policy statement
(Appendix A)

Governance and decision making



Shian
Housing
Association
Ltd

About us

Shian Housing Association was founded in 1988. We are an independent, not-for-profit housing association, registered with the Regulator of Social Housing.

You can read about our history and our core purpose, values and mission, on our website.

Our organisational structure

Our senior staff

- **Leslie Laniyan** is our Managing Director
- **Indran Thavendra** is our Finance Director
- **Minara Sultana** is our Operations Director
- **Sam Bereket** is our Asset Manager
- **Uzoma Okpala** is our Health and Safety Manager
- **Funke Osikoya** is our Finance Manager

We are currently working in a strategic alliance with Odu-Dua Housing Association. Under the current arrangements:

- Shian's Managing Director, Finance Director and Finance Manager are each seconded to Odu-Dua Housing Association for one day per week, providing strategic leadership, financial management and governance support.
- Shian's Director of Operations provides operational oversight and line management to Odu-Dua's housing management staff based in the Odu-Dua office. Whilst not formally seconded, the Director of Operations is responsible for the management and performance of the housing management service.
- Shian's Asset Management Team delivers all property-related services to Odu-Dua's tenants, including repairs and maintenance, planned works, compliance and wider asset management functions.

In addition, we are the managing agents for Old Etonians Housing Association.

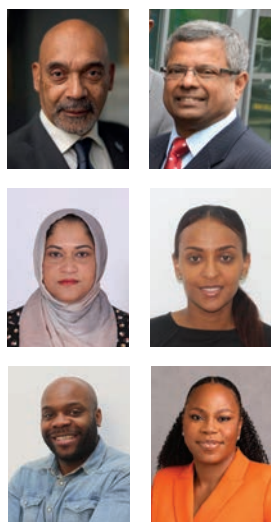
Our Management Board

Overall governance of our organisation is provided by our Management Board, which is made up of independent professionals, alongside our Managing Director and Finance Director.

REF02

Social Housing
(Regulation) Act 2023
(see Appendix A)

Our main contact details
are on the back cover



Left to right, top to bottom: Leslie Laniyan; Indran Thavendra; Minara Sultana; Sam Bereket; Uzoma Okpala; Funke Osikoya.

Aaron
Whitaker is
Chair of our
Board



There is a list of Board
members on our website

Our decision-making processes

We publish information that explains how we make decisions affecting residents.

We hold supporting reports, operational records and background papers that may be considered for disclosure where appropriate under the STAIRs information request arrangements.

The Management Board's role

The Management Board meets regularly to oversee our work and decision making.

Members approve our corporate strategy and business plan which sets the framework for our work each year.

Scrutiny Panel

Several times a year, we hold open meetings for all residents to discuss our services, comment on suggested policy changes and monitor our performance. We publish a summary of what is discussed at each meeting in our newsletter.

Keeping you informed about changes

Where we are planning major works, changes to the management of an estate or other significant service changes, we make sure that any residents affected are kept informed.

Depending on the nature of the works or change, we may communicate by letter, email, text message or through the MyTenancy portal. We will explain what is happening, why the work or change is taking place, the expected timescales and any impact on residents.

Where appropriate, we will give you the opportunity to ask questions, raise concerns or provide feedback. We will take your feedback into account where it is reasonable and practical to do so.

For more significant projects, we may hold resident information meetings or drop-in sessions at or near the affected estate, giving reasonable notice where appropriate. We may also contact individual residents where a change directly affects their home or tenancy.

Where legislation or regulatory requirements require formal consultation, such as consultation with leaseholders on qualifying works, we comply with those statutory requirements.



Finance and spending



Our accounts

Our latest professionally audited accounts are available to download from our website.

We also provide a summary of our financial information in our annual reports for residents.

Our rents

The majority of our homes are let at social housing rents. We also let a number of homes at intermediate rents (which can be up to 80% of market rents) and two homes at full market rents.

Our social rents rose by 2.7% from Monday 1 July 2025 – in line with the Government’s rent guidance. The rise represents CPI inflation as recorded in September 2024, plus 1%. This was a lower rise than for the past two years, because the rate of inflation had dipped.

Based on CPI in September 2025, plus 1%, our rent rise in July 2026 was 4.8%.

Our social housing rents	2023-24	2024-25	2025-26
Rent collected	98.03%	97.78%	98.65%
Current rent arrears	3.33%	3.06%	2.78%
Rent rise	7%	7.7%	2.7%

Procurement and contracts

To maintain good quality services, we make good, long-term relationships with trusted suppliers.

Our cleaning and gardening contractors and our main repairs contractor have worked with Shian over a number of years. The same applies to our out-of-hours repairs provider (Pinnacle), to the provider of our customer relationship management IT system (Omniledger) and our IT support provider (Accubiz).

In 2025-26, we have been using a firm of consultants (ACA Associates) to procure our major works contracts.

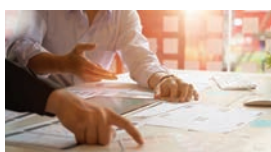
We are members of the BME London Landlords group, which subscribes to the Housing Association Legal Alliance Framework (HALA). This has allowed us to benefit from joint procurement of our solicitors.

If you require contract information, please write to us

Be aware that some of our contract information is held on our behalf by our contractors and professional advisers. Where appropriate, we will work with these partners to obtain relevant information in response to STAIRs requests



Housing stock management



Corporate plans and objectives

Our corporate strategy and business plan set out the framework for our work each year and our plans for the future.

Our ongoing works programmes ensure that we meet Decent Homes, and health and safety requirements.

Improving the energy efficiency of our homes

We are carrying out retrofit assessments to understand the energy performance of our homes and to identify the most appropriate improvements for each property.

The Government expects social landlords to improve the energy efficiency of their homes by 2030, although the detailed requirements are still being finalised and some properties may qualify for exemptions.

Many energy efficiency improvements involve significant investment, and the cost and suitability of measures can vary considerably depending on the type and age of each property. We will continue to assess the technical and financial viability of improvement works and invest in measures that improve the energy efficiency of our homes, reduce carbon emissions and help lower residents' energy costs where this is practicable and represents value for money.

If you wish to see our corporate strategy and business plan, please write to us

REF03
Government statement on improving the energy efficiency of socially rented homes in England (see Appendix A)



Our housing stock

As of 31 March 2026, our rented housing was made up of:

- 386 social rent general needs homes
- 91 affordable rent general needs homes
- 35 intermediate rent homes
- six shared ownership homes, and
- two homes at market rent.

Stock changes

In 2024-25, following the closure of our Makeda Weaver youth project the previous year, we sold our hostels on Bethune Road and Stoke Newington Church Street in Stoke Newington, to raise funds to reinvest in our other properties. We have no plans to sell other property in the next 12 months.

We are committed to providing further homes for Londoners and, in the summer of 2024, took handover of six new flats for affordable rent at Bolade House in Pitfield Street in N1. We achieved this in partnership with the New River Alliance and Hackney Council.

In May 2025, we took handover of our first scheme in Dagenham. The 36 mixed-tenure flats in Parsloe Road were developed for us in partnership with the Build London group, which is led by L&Q.

We are continuing to look for new development opportunities.

We report on stock changes in our annual reports





Repairs and maintenance

During 2025-26, we carried out 1,899 repairs of all types, including work related to health and safety.

We report on our repairs and maintenance work, as well as our major works programmes, in our annual report. We include updates on our response time performance for day-to-day repairs in every newsletter. We report these details quarterly to the Management Board and to tenants who attend Scrutiny Panel meetings.

We provide details about our repairs service, repair responsibilities and other property-related issues in our Repairs Guidance and Responsibilities Handbook.

We also provide management information to our Regulator when we report the results of our two-year Tenant Satisfaction Measures (TSM) surveys.

Our annual reports, newsletters and the Repairs Guidance and Responsibilities Handbook are all available on our website

As reported to our Regulator	Target response times for different types of repair	2023	2025
RP02 (1)	Non-emergencies (24 hours)	100%	98%
RP02 (2)	Emergencies	100%	99%



Stock condition surveys

During 2024-25, we completed a phased two-year stock condition survey programme covering the majority of our housing stock. The survey data has been incorporated into our M3Vision asset management system. Where we could not gain access, we used data from a comparable property of the same type within the block, until an inspection can be completed. We use this data to help us plan major works programmes.



Decent Homes

The Decent Homes standard we have been working to is a set of minimum standards for social housing, introduced in 2006. This set four simple criteria for landlords to meet:

- A statutory minimum standard – no serious hazards (e.g., structural risks, fire dangers)
- Reasonable repair – key features (roof, windows, heating) are in good condition
- Modern facilities and services – for example, a proper kitchen and bathroom
- Thermal comfort – sufficient insulation and heating (linked to energy standards)

Our Decent Homes performance, as reported to our Regulator, is shown below.

As reported to our Regulator	Homes that do NOT meet Decent Homes standard	2023	2025
RP01	2006 regulations	0%	0%



In January 2026, the Government introduced the New Decent Homes standard, which tightens the requirements and sets a target date of 2035 for all homes to meet them.

The main changes are that:

- this is a standard for all rented homes – including those that are privately rented, and
- there is an additional criteria that a home must be free from damp and mould.

Lettings and home sales

During 2025-26, 11 of our existing homes for social rent became empty and were relet. We also relet three homes at our higher, affordable rents and one at market rent. In addition, we found tenants for 35 of the 36 homes at our new development in Barking and Dagenham.

We kept one existing property for social rent temporarily empty, so that we could decant a household during major repairs. We did not sell any individual shared ownership or other homes (but see stock changes on page 7).

REF04

Government policy statement on the New Decent Homes Standard (see Appendix A)

Our performance



Inspection outcomes and ratings

The Regulator of Social Housing has a set of standards that social housing landlords have to meet. These are grouped into consumer standards and economic standards. As a small housing association, we have to meet these standards, but we are not given a grade.

We have not been inspected by the Regulator this year, or in the previous two years.

REF05

Regulatory standards for landlords (see Appendix A)

Performance reviews and audits

We engage an independent specialist company, TIAA (The Internal Audit Association), to conduct internal audits of our organisation. They review and report back on the strength of our risk management, governance and internal control processes.

If you wish to see our internal audit reports, please write to us



Tenant Satisfaction Measures (TSM)

We are required to carry out a major survey of our residents every two years, using a number of questions supplied by our Regulator. This allows for comparison against other landlords.

Our latest survey, carried out in 2025, shows that 88% of residents were satisfied with our services.

The results of our latest TSM survey are on our website



Annual report to residents

Each year we publish an Annual Report to Residents, which includes our Tenant Satisfaction Measures, financial highlights and information about our performance, services and priorities.

For reports published in recent years, go to our website

Our news

As a small organisation, with limited resources, we do little external media work and have rarely issued a press release.

We highlight important information and occasional internal news items for our residents and stakeholders on the Home page of our website.

Continuous improvement

As part of our commitment to continuous improvement, we regularly review Housing Ombudsman decisions and sector guidance to improve both our services and the information we publish.

Complaints

How we handle complaints

We have a clear complaints policy and process, which is set out in full in our policy document.

We explain our complaints process in plainer English on our website and in our leaflet. We also include this information in our Residents' Handbook and in occasional newsletters.

We report on complaints received and lessons learned to every Board meeting, to our Tenant Scrutiny Panel, in our newsletters and in our annual reports.

Each year, we provide an Annual Complaints Performance and Service Improvement Report. We keep the latest reports on the website.

Complaints metrics

The management information we supply to our Regulator includes specific information about complaints.

The table on the next page shows the information we supplied in 2023 and 2025.



As reported to the Regulator	Description	Number* reported for 2023	Number* reported for 2025
CH01 (1)	Number of stage one complaints received per 1,000 homes	16	32
CH01 (2)	Number of stage two complaints received per 1,000 homes	2	2
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	87%	100%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	100%

**We actually received 16 complaints in this period, however, to compare our results with those of other landlords, we are required to scale up our numbers as if we had 1,000 properties. (We have to divide the actual number of complaints we received by the number of homes we provide, then multiply this by 1,000.)*



Housing Ombudsman

Residents who remain dissatisfied after completing our two-stage complaints process have the right to refer their complaint to the Housing Ombudsman for an independent review.

We welcome the important role the Housing Ombudsman plays in promoting fair complaint handling and in driving service improvements across the social housing sector.

We carefully consider the findings and recommendations arising from any determinations involving Shian Housing Association and we use them to improve our services where appropriate. Housing Ombudsman decisions are published in an anonymised form on the Housing Ombudsman's website.

Compensation

Where our service falls below the standards we expect, we will apologise, put things right where possible and, where appropriate, offer compensation in line with our Compensation Policy, or comply with any remedy ordered by the Housing Ombudsman.



Information data requests

You have the right to request a copy of the personal information we hold about you by making a Subject Access Request under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

From April 2027, subject to the implementation of the Social Tenant Access to Information Requirements (STAIRs), residents will also have the right to request certain information about our housing services and how we operate.

REF06
Housing
Ombudsman Service
guidance and
published decisions
(See Appendix A)

REF07
UK GDPR guidance
(See Appendix A)

REF01
Government STAIRs
policy statement
(See Appendix A)

Information we hold

This Publication Scheme is intended to make key information readily available, to reduce the need for individual information requests.

Where information is requested under STAIRs, we will deal with requests in accordance with the relevant legislation and our published procedures. We will also consider publishing a disclosure log, where this would assist residents and promote transparency.

Information we do not normally publish

We may choose not to publish information if it contains:

- personal information
- commercially sensitive information
- safeguarding information
- legal advice, and/or
- security information.



Health and safety performance and assessments

We report on our health and safety assessments as part of the management information we provide to our Regulator, as shown below.

Where our assessments affect the building or home you live in, we make this information available to you in your MyTenancy account. If you require other information, we may need to anonymise it.

As reported to Regulator	Description	2023	2025
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	N/A*	19%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	48%**	23%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%
BS06	Proportion of homes for which all required electrical safety checks have been carried out	Reporting not required	63%

**None of Shian HA's properties had been constructed prior to asbestos becoming illegal in 1988.*

***We were in year one of a two-year inspection programme.*



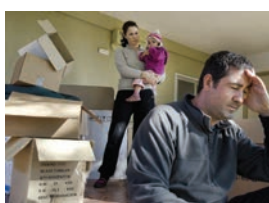
Awaab's Law compliance

The introduction of Awaab's Law in October 2025 set new standards for social housing landlords around damp, mould and emergency hazards. You can download our policy on meeting these new standards from our website.

Our performance from October 2025 to March 2026 is shown below. In future we will keep records on the current year and the previous two years.

REF08
See Government guidance on Awaab's Law (Appendix A)

Report	Action	Response target	Oct 2025 to Mar 2026
First report of damp and mould	Assess how serious	24 hours	All reports were assessed when first received, using information and photographs provided by residents and property inspections where required.
Judged to be emergency hazard (immediate threat to health or safety)	Make safe/ begin repairs	24 hours	Cases were prioritised through our repairs urgency process. During this period, no damp and mould jobs were recorded as emergency repairs.
	Complete repair	Five working days	No damp and mould jobs were recorded as emergency repairs during this period.
Judged to be significant hazard	Inspection	10 working days	Cases requiring further investigation were inspected in line with our damp and mould process. We did not separately classify cases using the term 'significant hazard' during this period
	Summary report	Three working days after inspection	Inspection findings and required actions were recorded through our repairs and surveyor processes, rather than as a 'significant hazard' summary report
	Work completed	12 weeks	All 35 recorded damp and mould works orders completed within 12 weeks
All works	Check for recurrence	Six months	Follow-up monitoring identified 26 cases with no current damp, four with continuing damp, five where resident could not be contacted



Evictions

Eviction is always a last resort for Shian. When we evict people it is usually because they have not engaged with us to tackle their rent arrears, leaving us with no choice but to take court action.

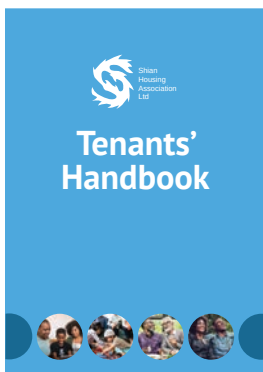
We occasionally have to evict people for other breaches of their tenancy conditions – for example, anti-social behaviour.

We evicted two households in 2024-25 and three in 2025-26 for rent arrears.

Decants

When we are carrying out major repair works, we sometimes have to move people to temporary alternative accommodation. During the past three years, we have decanted three households.

Housing services and tenant liaison



Handbooks

Our Residents' Handbook gives overall details about your tenancy, your rights and responsibilities and the services we provide.

Our Repairs Guidance and Responsibilities Handbook focuses on our repairs and maintenance service and on your rights and responsibilities around repairs.

The latest versions of both are available on our website.

Leaflets

We provide general guidance for our residents in a range of leaflets on our website.

This includes leaflets on various health and safety topics, as well as advice for people managing on a low income.

Tenant liaison

Our frontline staff handle tenancy, rent and repairs queries. They can also offer some support around income and benefits. They can be contacted through the MyTenancy portal, by phone, email or text message.

Where residents need specialist advice and guidance, for example around debt management, our staff will signpost or refer them to more relevant services.

Lists and registers



We are registered with the Regulator of Social Housing: registration LH2883.

We are registered under the Cooperative and Community Benefit Societies Act 2014: registration number 26464R.

Health and safety registers

Gas safety registers

Our independent consultant provides monthly reports on all gas safety checks.

Fire risk assessments

We record all fire risk assessments for communal areas and multi-occupied buildings.

If you wish to see any of our health and safety registers, please write to us

Electrical safety records

We record all electrical safety checks and EICR records.

Asbestos register

We maintain an asbestos register for our properties, incorporating information from surveys of communal areas and individual homes, where appropriate, to support the safe management of asbestos.

Water hygiene

We adopt a risk-based approach to water hygiene. We undertake representative risk assessments and maintain records of the findings, with further assessments carried out where a water storage tank is present or where major works may affect the water system.

Building safety performance

We maintain registers of identified health and safety risks and monitor any actions arising from inspections and assessments. At the time of publication, there are no outstanding high-risk issues requiring ongoing monitoring beyond our normal compliance programmes.

Other registers

Information governance

Shian maintains:

- information asset registers
- a records retention schedule
- information owners, and
- information governance procedures.

Damp and mould

We have always recorded and managed reports of damp and mould. In response to Awaab's Law and evolving regulatory requirements, we have strengthened our monitoring and record-keeping arrangements to ensure cases are managed consistently and effectively.

Estate inspection schedules

We report on our estate inspection schedules as part of our key performance indicators. These are available on our website.

Home accessibility and adaptations register

We support residents who require adaptations to their homes by working with local authorities and other agencies, including assisting with applications for Disabled Facilities Grants where appropriate.



Social housing management



We work to policies and procedures that help ensure our services are delivered professionally, consistently and in accordance with current legislation, regulatory requirements and recognised good practice.

Our policies are regularly reviewed and updated to reflect changes in legislation, regulatory expectations and sector best practice, ensuring they remain relevant and effective.

Our policies

Shian HA policies that impact on our residents' rights and responsibilities are as follows.

Customer support policies

- Additional assistance and reasonable adjustment policy
- Compensation and goodwill policy
- Complaint policy
- Customer engagement policy
- Domestic abuse policy
- Hate incident policy
- Multi-agency public protection arrangements policy
- Safeguarding policy
- Target hardening policy
- Unacceptable behaviour policy

Data protection policies

- Data protection policy
- Generative artificial intelligence policy
- Staff privacy notice
- Subject access request policy

Health and safety related policies

- Asbestos policy
- Damp & mould policy
- Electrical safety policy
- Fire safety policy
- Gas safety policy
- Health & safety policy
- Register of accidents and near misses policy
- Safe use of a balcony policy
- Water hygiene and safety policy

Property related policies

- Access policy
- CCTV policy
- Electrical vehicle charging policy
- EPC and sustainability policy
- Home adaptations policy
- Housing conditions disrepair claims policy
- Mobility aids policy
- Property investment policy
- Property management operational policy
- Rechargeable repairs and services policy
- Repairs policy

These policies are available to read and download from our website

Tenancy management policies

- Account marker policy
- Allocations policy
- Anti-social behaviour policy
- Breach of tenancy policy
- Compensation policy
- First come, first served – shared ownership policy
- Fixed-term tenancy review policy
- Hoarding policy
- Lettings of homes policy
- Mutual exchange policy
- Pets policy
- Rent arrears policy – general needs
- Right to buy and right to acquire policy
- Service charge policy
- Succession policy
- Surplus income – shared ownership policy
- Temporary moves policy
- Tenancy fraud policy
- Tenancy sustainment policy
- Tenure policy
- Void management policy
- Transfer policy
- Joint tenancies policy
- Relationship breakdown policy
- Running a business from home policy
- Squatters policy
- Subletting & lodgers policy

Tenant-relevant corporate policies

- Equality diversity and inclusion policy
- Procurement policy
- Transparency and accountability policy

About this Publication Scheme

We review this Publication Scheme annually. It may also be reviewed following:

- legislative change
- Housing Ombudsman decisions
- new regulatory guidance, and/or
- changes to our services.

We are committed to continually improving both the information we publish and the way we make information available to residents.

Publication scheme principles

Our publication scheme will be:

- transparent
- accurate
- accessible
- timely
- proportionate
- lawful, and
- regularly reviewed.

Appendix A: reference library

REF NO.	Document	Publisher	Website
REF01	STAIRs Policy Statement	UK Government	gov.uk
REF02	Social Housing (Regulation) Act 2023	UK Government	legislation.gov.uk
REF03	Improving the energy efficiency of socially rented homes in England	UK Government	gov.uk
REF04	The New Decent Homes Standard: policy statement	UK Government	gov.uk
REF05	Regulatory standards for landlords	UK Government	gov.uk
REF06	Housing Ombudsman decisions	Housing Ombudsman	housing-ombudsman.org.uk
REF07	UK GDPR Guidance	ICO (Information Commissioner's Office)	ico.org.uk
REF08	Awaab's Law: Guidance for social landlords	UK Government	gov.uk
REF09	NHF Operational Guidance	National Housing Federation	housing.org.uk



Email: info@shian.org.co.uk

Phone: 020 8985 7120

Web: www.shian.org.uk

For the MyTenancy login, go to shian.mytenancy.co.uk

Registration Number 26464R under the Cooperative and Community Benefit Societies Act 2014

Registered with The Regulator of Social Housing – Registration LH2883

A member of the National Housing Federation and BME National