



# Coronavirus (COVID-19) What you can expect from Shian

**We are following the latest government guidance and advice from our sector. Our aim is to keep people safe, but limit the impact on our services.**

**We have had to make some changes to how we operate.**

Most of our staff are now working from home, in line with government guidance.

### What this means

- Our service may be limited for the time being.
- We will only be carrying out essential repairs – responding to emergencies and carrying out work relating to health and safety.
- You can still phone, email, text or write to us – but we may need a little time to get back to you.

**For updates on our service, please keep checking our website.**

**Please note:** We are relying on you to help keep our staff and contractors safe, by telling us if anyone in your household has any of the symptoms of the coronavirus. This is especially important if you have ordered a repair.  
**You must tell us your situation before the contractor arrives.**

## Emergency repairs

To limit social contact, our contractors will only carry out work where your health, safety or security are at risk.



If you are not sure which repairs are classified as an emergency, you can download our *Guidance on repairs and responsibilities* from the website at: [www.shian.org.uk/wp2/publications-and-policies](http://www.shian.org.uk/wp2/publications-and-policies)

## Gas safety

You must give us access to your home, so that we can meet our legal duty to repair and maintain gas pipework, flues and appliances in a safe condition, carry out an annual gas safety check on each appliance and flue, and keep a record of each safety check.

You must follow sensible precautions to keep yourself safe when contractors or others are visiting your property. You should stay at least 2m (6ft) away while the work is carried out.

If it is critical to your health and safety, we strongly advise you to remain in a separate room during any visit.

When the contractor has gone, we recommend washing all surfaces they may have touched, disposing of the cloth and then thoroughly washing your hands.

## No personal belongings in communal areas

Our latest Fire Risk Assessment showed that residents are STILL leaving items in corridors, meter and other cupboards.

We take a zero tolerance approach to personal belongings in communal areas. **We may remove these items without notice.**

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# Coronavirus: Information about your finances



## If you're on a low income, we know this is a worrying time.

There may be further changes to the information below, as the situation develops. There is more information on the [gov.uk](https://www.gov.uk) website.

### 1 If your job is at risk

If your employer joins the **Coronavirus Job Retention Scheme**, you will get 80% of your wages up to **£2,500** each month as a **furloughed employee**. You may be able to claim benefits as well if your income is reduced.

### 2 Sick pay if you're working and not claiming benefits



If you can't work because you or someone in your household is sick:

If you qualify, you can get **£94.25** a week in **Statutory Sick Pay (SSP)** from your employer, for up to 28 weeks. If you have several jobs you may get it from each employer.

You can apply from day one and **self-certify** for the first seven days. After that, you need an **isolation note** from the NHS 111 website at <https://111.nhs.uk/isolation-note> or via the NHS mobile phone app.

#### To be eligible for sick pay, you need to:

- be an **employee with a contract** or an **agency worker** – this may include some *gig and zero hours workers*
- earn an average of at least **£118 per week**, and
- claim on time.

### 3 If you don't qualify for sick pay

You can apply online for:

- **Universal Credit**, or
- **Employment and Support Allowance**.

Ask your employer for an **SSP1 form** to support your application. **You don't need a fit note.**

### 4 If you're making a new claim

Don't delay. You can get a month of **Universal Credit** upfront, without a visit to the Jobcentre.

You will get **Employment Support Allowance** straight away too.

You can claim **New Style Jobseeker's Allowance (JSA)** if you have paid enough National Insurance in the past two to three years. Your savings and your partner's savings and income are not counted. You can also claim Universal Credit on top.

### 5 If you already get benefits

You will get **£20 more each week** from 6 April, if you get Universal Credit or Working Tax Credits.

All **JobCentre appointments are suspended** for three months from 19 March 2020.

All **DWP health assessments are suspended** too.



### 6 If you are self-employed



You can now claim **Universal Credit** to make up for having no sick pay.

If you already claim Universal Credit, the **Minimum Income Floor is suspended** from 6 April.

Your **July tax payment** is deferred until January 2021.

You will be able to apply for a **taxable grant** worth up to 80% of your average monthly profits. The grant will be **capped at £2,500 each month**. An amount for March, April and May will be paid at the start of June. **You can claim this, even if you are still working.**

#### You will be eligible for this scheme if:

- more than **half of your income** comes from self-employment
- your **average annual profits** are less than £50,000 a year
- you were **self-employed before April 2019** – if you were late filing for 2018-19, you have until 23 April to do this.

**BE AWARE** that scammers are already making phone calls, sending texts and emails claiming to be from HMRC. Give no information and don't click on links. When HMRC contacts you direct, you will be able to go to the **gov.uk website** to complete an online form.

## Small welfare fund

We have set up a modest fund to offer small grants to people with extra expenses, because of the coronavirus.

You can apply, for example, if:

- you are a key worker and having to use taxis more
- you need to heat more rooms or do more laundry
- you have books or apps to buy to help your children study, or
- you are spending more on phone calls to support relatives.

If you are experiencing financial difficulties, call or email us at [housing@shian.org.uk](mailto:housing@shian.org.uk)

### Don't let strangers in

For health & safety reasons, never open the communal doors to anyone not in your household. Also, arrange to collect deliveries from the communal door.

## You must still pay your rent

Your rent payments to us are essential – so that we can continue to provide you with services.

During this period, you are still responsible for paying your rent in full and on time.

However, the new Coronavirus Bill, brought in on 26 March, stops landlords from evicting tenants for three months. This protects tenants from becoming homeless during the pandemic.

### What to do if you're struggling to pay

We recognise that many people are having to adjust to less money.

If you have lost your job, had your wages cut, or lost income from self-employment, do get in touch.

We promise to be flexible about



making a plan that works for you in your current circumstances.

But if you don't contact us, and you ignore our phone calls, emails or text messages, or you later fail to keep to an agreement, we will take action once normal rules apply.

Don't delay. If you're going to be in difficulty, call us. We will do all we can to assist you.

## Save energy while you're in lockdown

Most of us are having to spend more time at home for a while. This is likely to raise your energy bills.

Keep bills to a minimum by:

- turning your heating down by a degree or two
- not heating empty rooms – turn down the radiators
- wearing jumpers indoors
- limiting the hours you spend in front of screens
- using energy saving lightbulbs
- turning off lights and unplugging appliances and chargers when you aren't using them
- in daytime, drawing the curtains instead of putting the light on



- if you get energy bills, checking comparison websites to see if you

could be paying less – or join Martin Lewis's Money Saving Expert Cheaper Energy Club at <https://clubs.moneysavingexpert.com/cheapenergyclub>

### Pre-pay meters

The current advice is to stick with your supplier and try to build up credit in case you can't get out to top up later.

If you're stuck at home and can't get someone to top up safely for you (you could leave your cleaned card in your meter cupboard), try calling your supplier. Some suppliers are posting cards.



And to kill the germs, wash your hands with soap and water, or use a sanitiser gel.

## Look after yourself

Staying at home for long periods is going to be a big challenge for all of us. It's important we recognise this and take care of ourselves and each other.

**Make a plan** If you're cooped up with your family, start by agreeing a family plan. Set a routine. Your older children may have schoolwork to do. You may have to carry on working, but from home. Get things done that you have not had time for.

**Find resources** There are lots of free resources on the web. Look for free classes and things to do with children.

**Give each other space** Even in the best family, people may need a little time alone. Do your best to let adults and children get away from your main room at times.

**Share your feelings** You or your children may be missing friends and family, regular activities, school or their jobs. These are normal feelings and it is better to air them than bottle them up. Stay in touch with people by phone or online.

**Keep moving** Do some exercise. Find free fitness videos online. Lots of Mums and Dads will know that the free 'PE with Joe' workouts for children on YouTube (9am, weekdays) led by personal trainer Joe Wicks. Go

to: [www.youtube.com/watch?v=Rz0go1pTda8](http://www.youtube.com/watch?v=Rz0go1pTda8)

Joe also offers a 10-minute workout for seniors at [www.youtube.com/watch?v=A2wp8lpxn9s](http://www.youtube.com/watch?v=A2wp8lpxn9s) and a chair exercise workout for the less mobile, at: [www.youtube.com/watch?v=ybVMu31DLQU](http://www.youtube.com/watch?v=ybVMu31DLQU)

**Ask for help** If you're struggling, contact us or see the list below.

### Places to get help

If you are extremely vulnerable for medical reasons, check if you are 'shielded' and complete the online form at [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable) for additional support.

Other sources of support:

- food banks
- benefit offices - email or phone
- your council's website
- local charities or volunteering hubs – many people are volunteering to support others in their community
- council tax support.

## Where are your children?

If you have children living with you, it is vital for the whole community for them to be maintaining social distancing.

This means:

- they should be at home – unless they are at school because you are a key worker
- they are allowed to take some exercise outside, but you must

- supervise them at all times, and
- they should not be running around in communal areas.

Please take this seriously. This is an extremely contagious illness. Your children could be spreading the virus in places where more vulnerable people go.



Shian  
Housing  
Association  
Ltd

## Contact us

Phone 020 8985 7120

Fax 020 8985 7031

Email [info@shian.org.uk](mailto:info@shian.org.uk)

SMS texting 07535 269 269

Opening hours: Weekdays 9am to 4.30pm (except Wednesdays – 12.30pm to 4.30pm).



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



Skype Shianha

Facebook [shian@shian.org.uk](https://www.facebook.com/shian@shian.org.uk)

Twitter [@shian\\_housing](https://twitter.com/shian_housing)

Write to us

Shian Housing Association  
76 Mare Street  
Hackney E8 3SG

## Report repairs

Hot water and heating repairs  
If you live in Dorothy Smith Lane, Joshua Court or Reedham Close, contact Shian's repair number

All other residents, contact K&T Heating Services on 020 8269 4500 and select option 1.

All other repairs (including emergencies)

Phone (24 hours)  
020 8525 7641

Non-emergencies only

Identify and order your repair online – to help save time and money  
[www.shian.org.uk/repairs.html](http://www.shian.org.uk/repairs.html)  
OR Email [repairs@shian.org.uk](mailto:repairs@shian.org.uk)