



# Covid-19: Update on our services

**As lockdown eases, we are continuing to provide services in the safest way we can for our staff and residents.**

We have reopened our office, but not to the public, and contractors are carrying out work to make the space safer for the future. However, most of our staff are still working from home, in line with government guidance.

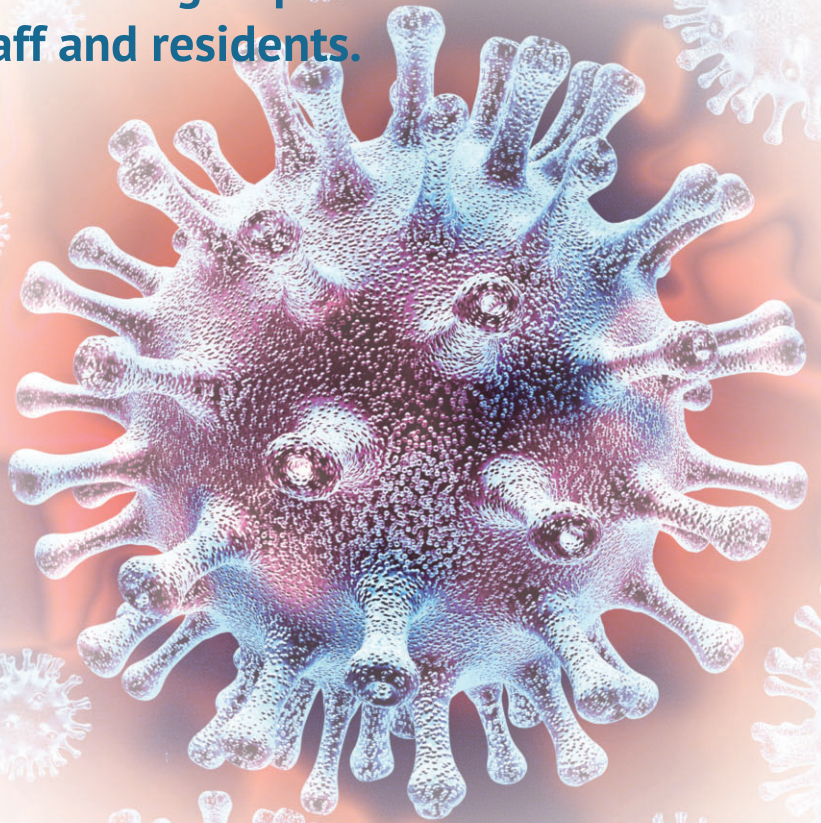
For the time being, you can phone, email, text or write to us – but we may need a little time to get back to you.

We can also offer you a video appointment by Skype or Facetime or similar.

In future – but only if you have an appointment and you cannot manage our digital options – we will be able to offer visits to our office.

This has been a difficult time for us all and we would like to offer you our heartfelt thanks for your patience and support, as we adapt to the new situation.

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



## Non-urgent repairs service

**We are carrying out routine (non-urgent) repairs again, but we ask you to take sensible precautions.**

- Call us before the contractor arrives if anyone in your household has coronavirus symptoms.
- Stay at least 2m (6ft) from the contractor while they are in your home, ideally in another room.
- Leave windows open if you can.
- Wipe down surfaces after the contractor has left.

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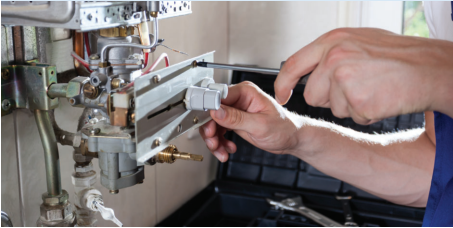
Small grants available from Shian >>

## Gas servicing

We want to thank you for giving access to our gas contractors for your annual gas check and service.

We have been keeping up with important health & safety work to meet our duty to keep homes safe.

To stay ahead, we have issued appointments up to two months before they are due. So, don't be surprised to get an early date.



## Fire risk work

We have continued with the follow up works that were identified during our fire risk assessments.

You may find contractors in your building inspecting front doors, removing metal grilles and undertaking other health & safety work. Please make sure you give them plenty of space to work safely.

## Mental health

Take care of your mental health by trying to eat and sleep well. A little exercise can also lift your mood.

If you feel stressed, call on friends and family. You can also find free relaxation videos on YouTube.

If you are becoming distressed, contact your GP, or refer yourself for talking therapy.

- In Hackney go to: <https://talkchanges.org.uk/>
- In Haringey go to: [www.lets-talk-iapt.nhs.uk/self-referral/](http://www.lets-talk-iapt.nhs.uk/self-referral/)
- In Islington go to: [www.icope.nhs.uk/request-an-appointment/](http://www.icope.nhs.uk/request-an-appointment/)

# Rent rises from July

**Our rents rose on 6 July, for the first time in four years.**

The Government's policy of 1% annual rent reductions has come to an end. So, in July, your rent will rise by 2.7%.

This is in line with the Government rent-setting guidance, which allows us to take the inflation rate for last September (using the CPI measure) and then to add 1%.

### Update your details

Before the increase, make sure you have:

- updated any standing order you set up with your bank
- contacted Housing Benefit, or
- updated your Universal Credit journal.

We will update your direct debit automatically, if this is how you pay.



### Pay on time and in full

It is very important for you to continue paying your rent on time and in full.

While most people have been helped by government schemes, please call if you are still struggling to pay. We will do our best to help.

## Stopping anti-social behaviour

**Since lockdown loosened, we have begun to see more anti-social behaviour at our schemes.**

The new guidelines do NOT allow for large gatherings and parties – either inside your home or in the grounds of your scheme.

We are continuing to work with local agencies to tackle problem areas. However, if you need to report anti-social behaviour, you should first get in touch with:

- the police if people are breaking the law, and/or
- the council if your problem is noise nuisance.

The police and council have more power to take action than we do. They will record your report even if there is no-one available to take your call. This is important because it helps to alert them to the areas that are becoming hotspots for anti-social behaviour.

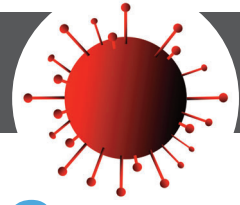


### Keep us informed

If the person who is causing a problem lives in one of our properties, please let us know too, so that we can take action.

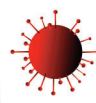
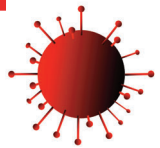


# Covid-19:



## 5 good things we have done to support Shian HA residents

Since the country went into lockdown, we have been looking out for your welfare, **including setting up a new Covid-19 Financial Assistance Fund.**



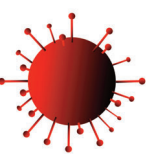
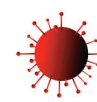
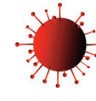
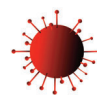
We made regular phone calls to tenants – especially those of you who are vulnerable

We set up a new fund to offer £50-£100 to tenants who have been hurt financially by Covid-19.  
(Call or email us to find out more)

We extended estate parking permits – saving people who have permits at least £60

We did free repairs for vulnerable tenants that we normally recharge for

We decided not to put fire risk improvements on hold – because your health & safety is too important to risk



### Our repairs performance: April to June 2020

Our contractors are meeting and exceeding all our targets.

	No. carried out	Target for 2019-20	Average days to complete	% completed on target
Emergency callouts	10	1 day	1 day	100%
Emergency repairs	14	1 working day	1 day	100%
Urgent repairs	85	5 working days	1.3 days	100%
Routine repairs	26	20 working days	3.4 days	100%

Our performance figures have been affected by having to respond to the pandemic.

At the start of the outbreak, we had to reduce our service to emergency and urgent repairs only – to keep our residents and contractors safe as possible.

We continued with gas safety checks and opted to complete work that was identified in our fire risk assessments.

We are now doing all repairs and working to catch up with the backlog.

# Moving in

*Key information about your home and our services, taken from Shian's Tenants' Handbook. You will also find up-to-date details on our website at [www.shian.org.uk](http://www.shian.org.uk)*

### Contents insurance

Shian insures the building you live in: the walls, floors, doors windows fixtures and fittings. We do not insure your possessions, which includes the decoration.

Make sure you find out about contents insurance and get quotes from different companies. Contents insurance will cover you for damage caused by fire, burglary and flooding. It will even cover you if the flooding comes from your neighbour's home.

Make sure you know where the following are:

- gas meter
- gas lever to turn gas on/off (next to gas meter)
- electricity meter
- electricity fuse box and on/off switch
- mains water stopcock (usually under the kitchen sink).

If you cannot find any of the above, please contact Shian's Office on 020 8985 7120 and we will try to locate them for you.

### Who to inform when you move in

It is your responsibility to ensure that the gas and electricity are connected when you move in.

Fuel companies usually need three to four days' notice to switch the supply back on. You should ask them to read the meters immediately.

If applicable, on your first day in the property, a Gas Safe registered contractor will call to turn on and test the gas supply, and you will be issued with a Gas Safety Certificate. While there, if you have not been shown how to use the central



heating system, they will explain how the boiler and central heating system work.

You will also need to tell the local authority and the local water company that you are moving in. If you do not contact them immediately, you may receive a large bill. Likewise, if there is a telephone in the property, you may want it transferred into your name.

There may be a list of people who will need to know your new address. The list below might help to jog your memory.

You should also consider speaking to the Post Office about re-directing your mail from your previous address:

- gas supplier
- electricity supplier
- water supplier
- telephone company
- Benefits Agency
- local council
- schools

- doctor
- dentist
- DVLA
- bank and/or building society
- credit and store cards
- catalogue companies
- friends and family.

### Keys & Security

We will give you two sets of keys when you move in.

Please look after them. If you lose your keys we will not be responsible for changing the locks and we do not keep a duplicate set. If you want, you can get a spare set cut and leave them with a friend or relative.

You may change the locks on your doors or fit window locks, but you must not fit locks to a front door that leads to anyone else's home without asking us first. We do not permit the fitting of security grilles on windows or doors as they are considered a fire risk.

# Transfers and lettings: A new virtual service

We have relaunched our lettings service to get people moving again safely.

We recently engaged a photographer to take photos inside Shian homes that become available for let.

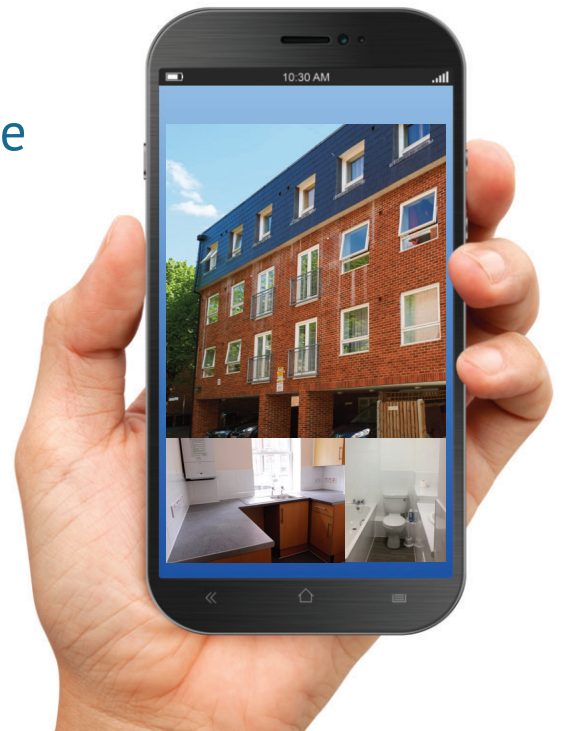
It means that, in future, if you're interested in a move to one of our homes, you will first get the option of a virtual viewing – just like the online details estate agents provide for people renting or buying homes in the private market.

We have made this change to limit the number of people who go into our properties, to minimise the risks around Covid-19.

From now on, only people who are very serious about taking a property will get the chance to visit in person.

We think this new policy is sensible during the pandemic, but we hope it will be more efficient long term too.

It will also cut down on the number of people who arrange viewings with no intention of taking the property.



## We're listening and responding

Thanks to our partnership with independent survey company Acuity, we get monthly reports detailing your satisfaction with our services. We learn from it, our Board discusses it and we respond to individual problems wherever we can.

*The examples below come from May 2020.*



### 9/10 for customer service

They deal with things quickly. I am satisfied with the customer service. If the person you speak with can't solve your problem then they always get back to you.

### 0/10 for repairs

Since the Covid-19 I have had no help.

**You said, we did:** *We have contacted this tenant's Support Worker.*

### 0/10 for customer service

I have been here for 4 years and nothing seems to ever get resolved.

**You said, we did:** *This tenant reported anti-social behaviour, with a nearby household holding noisy parties and barbecues, into the early hours. We contacted the household's landlord, arranged for more evidence and advised the tenant to call the police and the Council's noise team as well.*

### 10/10 for repairs

Because they came on time, they workman was very kind, I ask about something that needed to be done that was not on the list and he phoned Shian to check and he was also able to do this so that is why I am very satisfied.

### 10/10 for repairs

Yeah sure easy to contact and they were very helpful and friendly, especially considering the whole coronavirus situation at the moment. It all went very smoothly.

### 0/10 for customer service

They are trying to evict me. They are not helpful that is why I am giving them a 0.

**You said, we did:** *We were unable to contact this vulnerable resident, so we referred them to the Council's Covid-19 team.*

## Covid-19: finance update

The Government's financial support schemes will reduce now and further in the autumn.

### Furlough scheme

If you're a furloughed employee, the system changes from July. The Government has been paying 80% of your wages, up to £2,500 per month. Now, your employer can ask you to come back in part time and pay you normally for those hours. The Government will pay 80% of your wages for the remaining hours.

You can't now become furloughed, unless you are returning from parental leave.

In September, the Government's contribution will drop to 70% and in October to 60%. Your employer has to make up the difference to at least 80% of your normal pay.

### Self-employed

If you've lost income, you have until 17 July to claim a first grant of up to 80% of your monthly profits, capped at £2,500 per month. You must have been 50% self-employed or more, for at least three years, and have yearly profits under £50,000. You can still work.

In August, you can claim a final grant to cover 70% of your average monthly profits, capped at £2,190 per month. This grant applies if you lost income on or after 14 July.



### Sick or self-isolating workers

If you are off sick or self-isolating because of Covid-19, you can still get statutory sick pay from day one.

If you don't qualify for sick pay, you may be able to claim Employment and Support Allowance (new-style ESA). You can also claim this if you are out of work. Anyone who paid enough National Insurance in the past three years can claim ESA.

### Income top-up

You can claim Universal Credit even if you are working or self-employed. Go to: [www.moneysavingexpert.com/family/benefits-check/](http://www.moneysavingexpert.com/family/benefits-check/) to see how much you might get.

Make your claim online at: [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)

There is a five-week wait for the first payment, but you can get a repayable loan in advance.

## How your council can help

Your council can help you access food, offer information and connect you to local sources of support

### Hackney

Coronavirus helpline:  
020 8356 3111

Web: <https://hackney.gov.uk/coronavirus-support>

### Haringey

Connected Communities helpline:  
020 8489 4431

Email: [connectedcommunities@haringey.gov.uk](mailto:connectedcommunities@haringey.gov.uk)

Web: [www.haringey.gov.uk/covid-19/need-help](http://www.haringey.gov.uk/covid-19/need-help)

### Islington

We are Islington helpline:  
020 7527 8222

Email: [weareislington@islington.gov.uk](mailto:weareislington@islington.gov.uk)



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)