



Still reinvesting in our homes

Despite the pandemic, we are still carrying out our programme of major works on your homes.

During lockdown, we focused first on emergency repairs and health & safety works – including all our normal gas services and fire checks. But with few repairs being reported, we ended up completing all categories of repair.

Our major repairs programme is running normally.

Following consultant-led fire risk assessments in the last financial year, we installed 20 new fire and heat detector panels, fireproofed meter cupboards at 18 sites, upgraded/ installed hand rails at 10 sites, and put up fire signage in all communal areas. We will complete this work as we identify what is needed.

In 2019-20, we completed some redecorations and roof repairs, replaced a kitchen, two bathrooms and 13 boilers. We also installed new windows in 48 homes in year two of our 10-year replacement programme.

Work in progress

During the current financial year, we are on track to replace windows in a further 50 homes. We will also be doing more roof repairs.

Some windows will not need replacing, but will instead benefit from our window repair programme.



MyTenancy 2

We are about to boost your online services with the launch of a major upgrade for our My Tenancy portal.

You will find better controls allowing you to manage and update your tenancy record, report repairs, view your repair history, download rent statements and manage your rent account.

To sign up to MyTenancy, email us, text or call us on **020 8985 7120**.

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Discretionary Housing Payments

If your Universal Credit or Housing Benefit don't pay your full rent, you may be able to apply for a Discretionary Housing Payment (DHP) to help make up the difference.

Every council has a DHP fund for people who are struggling with their rent. It is particularly designed to help people who are:

- affected by the benefit cap, or
- losing benefit because of the bedroom tax.

You don't need to repay a Discretionary Housing Payment.

During the pandemic, we have been able to help several tenants successfully claim a DHP.

One told us: "Shian staff collected my papers to support my DHP application and helped me in addressing my rent arrears. As a result, I do not have any rent arrears... and I don't need to pay my council tax until next year."

If you are struggling to pay, contact us and we will help you look at your options.

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.**

A gift from Shian

To show our support in these difficult times, we plan to offer a gift from our Covid Welfare Fund to tenants who need it.



Before Christmas, we will send out a link, so that tenants in need can apply.

We are doing this because we know that many of you are struggling during the pandemic and we want to make a difference.

New complaints code

In line with new rules brought in by the Housing Ombudsman, we have reviewed and revised our complaints code.



The Housing Ombudsman now has more responsibility for complaints.

You can download our new code (as well as many of our other policies, procedures and forms), from the publications page of our website at www.shian.org.uk/wp2/publications-and-policies



Scholarship Fund

Our Scholarship Fund is open to any tenant or their adult child who is currently on a course. We have extended the deadline, so there is still time to apply for a £500 award for this year.

Send us your details, including when, where and what you are studying and how you would use the money to support your study.

Dumping costs you money

Residents dumping large items, as well as flytipping by people who come onto your estates to offload their rubbish, both add to your service charge.

Please call the council to get your large items collected. Don't push the costs onto everyone else.



We're listening and responding

Customer satisfaction experts Acuity carry out regular surveys for us, to give us resident feedback about our services. **Thank you for taking their phone calls.**

Getting good data on your customer satisfaction

Acuity reports back to us with monthly data on how happy you are with our services.

They use an industry standard measure to track our progress.

We share this information with our staff and with Shian's Board.

You said, we did

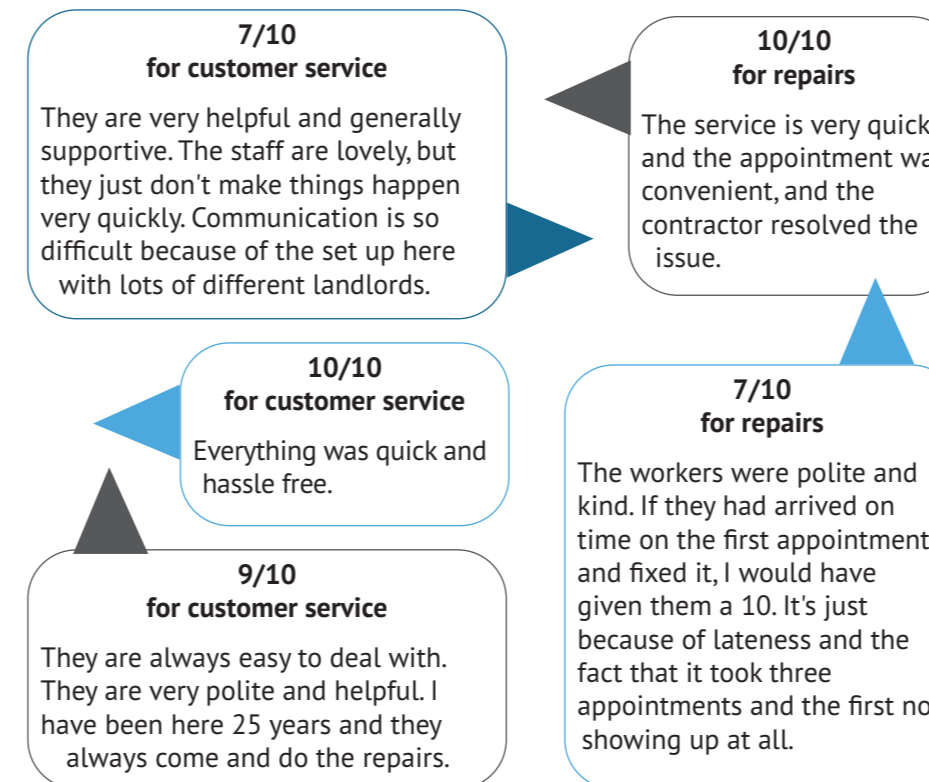
When we call you back, we try to resolve any problems you raise and make sure you are clear about our services.

We can also use your feedback to get our team and our contractors to make general improvements.

On this page: some of the comments that came from 35 residents who spoke to Acuity in July and August.

To make the best use of these calls:

- Tell us about your LAST contact with us – don't dwell on past issues. We want to know how our current service is doing.
- Be willing to let us call you back – then we can sort out why you're dissatisfied. (But be aware that we receive these reports up to six weeks after you speak to Acuity.)



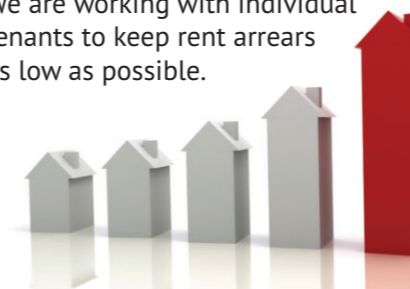
Key performance indicators: April to August 2020

Repairs	No. carried out	Target for 2020-21	Average days to complete	% completed on target
Emergency callouts	22	1 day	1 day	100%
Emergency repairs	30	1 working day	1 day	100%
Urgent repairs	167	5 working days	1.5 days	100%
Routine repairs	70	20 working days	3.8 days	100%
Rent	Target for 2020-21	Achieved to August 2020		
Rent arrears	4%	4.94%		
Rent collected	100%	100.82%		

Our performance figures have not been badly affected by having to respond to the pandemic.

We completed all the jobs you reported and met all our targets 100%.

We are working with individual tenants to keep rent arrears as low as possible.



Your rights & responsibilities Part 1

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

Your tenancy

As a housing association resident you have security of tenure. You cannot be told to leave your home unless we get an order for possession from the courts. You cannot be evicted from your home without a court order.

Before we begin legal action we will make every effort to give you help and advice to try to sort out the problem. If we are going to take legal action we will always give notice of our intention in writing.

As long as you abide by the rules of your tenancy agreement, you are entitled to stay in the property for as long as your tenancy agreement permits. We can only terminate your tenancy by applying for a court order using the reasons or grounds detailed in your tenancy agreement.

These grounds include:

- non-payment of rent
- harassing or causing a nuisance to neighbours
- failing to look after your home
- carrying out or allowing illegal activities in your home
- providing false information when you were re-housed.

If you are evicted, Shian will not offer you another property.

Eviction will also lead to a County Court Judgement (CCJ), which may make it difficult for you to be re-housed or be given credit.

Joint tenants have equal rights and responsibilities for the tenancy. Both tenants have the same right to stay in the property. One cannot evict the other without a court order.

Both are responsible for paying the rent on time.



Your tenancy agreement legally governs the relationship between you and us. It sets out your rights and responsibilities as a tenant, and our rights and responsibilities as your landlord.

It is an important legal document. You should have signed two copies when you became a resident: one we keep and the other you should have.

Assured tenancy (also known as Assured Non-Shorthold)

If you became a tenant with us between 15 January 1989 and 31 March 2013, you would normally have an assured tenancy agreement, unless you live in one of our supported housing schemes where you would normally be given a licence. As an assured tenant, you have the greatest security of tenure. This means that you cannot be evicted from your home unless you have broken any of the conditions set out in your agreement, and we have followed a legal eviction procedure to get a court order requiring you to leave.

Starter Tenancies

New tenants, except those who already hold a tenancy with a council or housing association, will be issued with a starter tenancy. This is for one year, although this can be extended for a further six months.

Provided you keep to the terms of the tenancy agreement, the starter tenancy will convert, at the end of the one-year term, to a fixed-term tenancy.

Fixed-term tenancies

A fixed-term tenancy is an assured shorthold tenancy (AST) agreement that lasts for a specified period of time. In the last year of the fixed-term tenancy we carry out a review to ensure that your home is still suitable to meet your housing needs and that you have met our expectations of fixed-term tenants. A new fixed-term tenancy can be granted when it comes to an end.

Coronavirus: Financial support update

For the most up-to-date details, go to the gov.uk website or www.moneysavingexpert.com

1 Furlough scheme/ job support scheme

The restarted furlough scheme will cover 80% of your wages, up to £2,500 per month, until the end of March 2021. Your employer can opt to top up the remaining 20%.

From December, if you work reduced hours for a small or medium-sized company and you started before 23 September, you may benefit from the Job Support Scheme, which pays at least 73% of your normal pay, capped for people earning more than £37,000. This will run for several months.

2 Sick pay if you're not claiming benefits

If you can't work because you are sick, or have been told to self-isolate by a doctor, NHS 111, or one of the contact tracing schemes:

You may qualify for £95.85 a week in Statutory Sick Pay (SSP) from your employer, for up to 28 weeks. If you have several jobs you may get SSP from each employer.

You can apply from day one and self-certify for the first seven days.

To qualify for sick pay, you:

- need to be an employee or an agency worker – including some on zero hours contracts, and
- earn an average of at least £120 per week.

3 Self-isolation payment

if you're on a low income and claiming benefits and you are told to self-isolate by the NHS test and trace service, you can claim a £500 payment by phoning your council.



4 If you don't qualify for sick pay or job support, or have lost your job

You can apply online for:

- Universal Credit, or
- Employment & Support Allowance.

Don't delay in making a claim.

5 If you already claim

You are currently getting a £20 weekly top-up, if you claim Universal Credit or Working Tax Credits.

JobCentre appointments are gradually being reintroduced.

6 Work placements for young people

Universal Credit claimants aged 16 to 24 will be able to take up paid, six-month work placements from October. Talk to your Jobcentre work coach for more details.

BE AWARE that scammers are 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.

7 If you're self-employed

If you are self-employed, there will be two further grants.

Grant 3 covers from 1 November to 31 January and be worth 80% of your average monthly profits. The grant is capped at £7,500.

The fourth grant will cover from 1 February to 31 April 2021. The details will be announced later.

You will be eligible for self-employed grants if:

- you lost income due to reduced demand (and you will be able to prove it at a later date)
- 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, and
- you are still trading and intend to continue.

Shiantips

Looking after your uPVC windows

Maintain them

It's a good idea to clean the frames at least twice a year. Open the windows and use an old paint brush to loosen any dust or cobwebs, then use your vacuum hose to clear it away.

Use a soft white cloth and a bowl of warm water with washing up liquid to wash the frames. Don't use a coloured cloth or anything abrasive. If you use a uPVC cleaning fluid, don't get it onto the silicone seals. Then clean the glass with a glass cleaner or an E-cloth with water.

Twice a year, carefully use a spray oil like WD40 to keep handles, locking systems and hinges working smoothly. But keep the oil off the glass and wipe away any excess with kitchen roll. If hinges feel loose, use the tightening screw.

Avoid condensation

uPVC windows may not prevent condensation (when water droplets form on cold surfaces) and a fog can sometimes form between the panes.

Condensation is when the moisture held in warm air turns into droplets on cold surfaces.



As with any condensation, you need to focus on three areas:

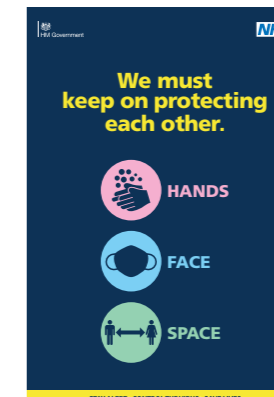
- **Heating** – Try to keep your home consistently warm.
- **Ventilation** – Open windows and always use your bathroom and kitchen fans.
- **Reduce moisture** – Keep lids on pans while cooking, and kitchen and bathroom doors shut while in use, with fans running and windows open. If you have to dry clothes indoors, place them by an open window, or in the bathroom with the fan running.

If your windows are older, these steps will improve them until our works programme reaches you. If they are new, you can keep them looking good and working properly, well into the future.

Using your homes in lockdown 2

We are currently working to rules that mean the following.

- We would only evict someone during lockdown or over Christmas period for a serious tenancy breach.
- We are providing a safety-first repairs service, suitable for all – but we won't attend if you are self-isolating, unless the work involves a direct risk to health and safety.
- We can still gain access to your home if we need to – unless you are self-isolating.
- We have to take all reasonable steps to carry out health and safety checks.
- We can still move people into shared properties, such as our hostels, but there are restrictions on how non-essential shared areas can be used.



You can view the current rules for the general public (including the second lockdown from 5 November) on the government website at www.gov.uk



Shian
Housing
Association
Ltd

Contact us

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SMS texting 07535 269 269

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



Website
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
OR Email repairs@shian.org.uk