



Order repairs using FixFlo: Shian's new online repairs reporting system

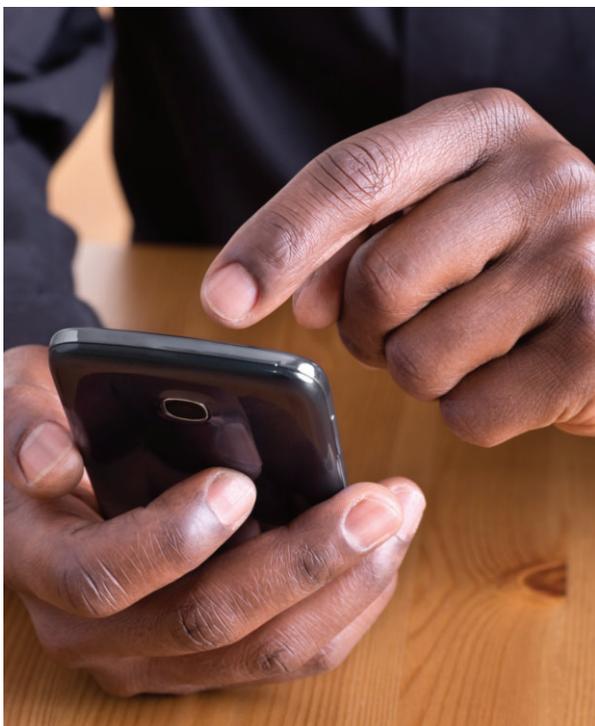
We've made it quick and easy for you to report repairs, by introducing a new online system.

To use FixFlo, you don't need to load an app (so it won't affect your storage space) – just go to shianhousingassociation.fixflo.com on your smartphone, tablet or computer.

From 1 April 2021, you should report the majority of your repairs through FixFlo (see back page for details).

The site helps you identify your repair in a series of pictures, offers guidance and the chance to upload a photo of your repair. You can report your repair in more than 40 languages.

We will be sending out leaflets with more information. Phone or email us if you have any further questions.



The screenshot shows the FixFlo website for Shian Housing Association Ltd. At the top, it says "Report repairs online: <https://shianhousingassociation.fixflo.com>". Below this, a heading reads "We've made it quick and easy for you to report repairs". Three key features are listed: "Faster Fixes" (detailed reports help fix issues quickly and efficiently), "Easy tracking" (time and date stamped record of repair request), and "Clearer communication" (available in over 40 languages). A call to action button says "Please go to our repair reporting system now to bookmark the web page in case you need it in the future". On the right, a smartphone displays a grid of icons for various repair types: Shower head, Toilet pan, Leaking pipe, No water, Gas, Alarms and Smoke Detectors, Electricity, and Exterior and Garden.

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Do we have your email address?

Please make sure to tell us if you change your email address.

We need your email address, so that you can log in to our My Tenancy web portal and to use the new FixFlo repairs reporting system (see front page).

You also need an email address so that you can receive updates about your repairs.

Call or email the office to pass on your details.

Health and safety works

We are still carrying out essential work including gas and electricity safety checks, and checks for Legionella in water.

Our fire risk assessments are on track too and we are carrying out any necessary work.



Get help with paying your rent

If you're struggling to pay, there is real help available. Please contact us!

If you are getting behind with your rent, please ring or email us urgently – we can offer more help than you might think and we are keen to help.

When you talk to us, we will start by looking at all your options. We have already helped residents like you to sort out their arrears.

People often don't know that they can claim a Discretionary Housing

Payment from their council, on top of their Universal Credit.

These payments are 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.

To find out more, call or email us.

Time to renew your parking permit

If there are parking controls at your scheme, remember to renew your parking permit before 31 March 2021.

Don't forget that you must be up to date with your rent to renew your parking permit.



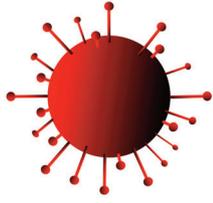
Take good care of your communal areas

With most of us, and our children, spending a lot more time at home, our communal areas are getting a bit battered.

Please take care of the areas you share with your neighbours and ask your children to do the same.

Remember: you are not allowed to smoke in communal areas.

Covid vaccinations: Should you get the jab?



As a BME-led housing association, we are very worried that so many Black and Asian people are saying they might turn down the offer of a vaccination.

Covid in the BME communities

Covid-19 has proved to be much more dangerous for some communities.

For a range of reasons, if you are Black or Asian, you are nearly twice as likely to die if you catch the disease.

However a recent survey showed that, despite this, 72% of Black people and 42% of Asians thought they might not get vaccinated.

BME London leaflet

We are sending round a leaflet produced especially for the 14 housing associations in the BME London landlords group. It examines a range of reasons why different groups are concerned about getting the jab and it explains why we think you should say yes, when you are offered a vaccine.

You can also view this information on our website at www.shian.org.uk/wp2/



Covid-19 vaccinations Why we think you should say YES



HM Government



Your rights & responsibilities *Part 3*

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

Pets

If you live in a house or a flat, where your front door opens directly to the outside, you may keep a pet with the written permission of Shian. If you want to keep a dog you will normally need to live on the ground floor and have sole access to a garden which is properly fenced and secure. It is your responsibility to make sure it does not cause a nuisance to neighbours. If we give you permission you must ensure that you keep any animal under control and ensure that it does not foul any shared areas in your building.

We will refuse permission to keep any dog covered by the Dangerous Dogs Act 1991 or any other dog which appears to have been bred for fighting. We can remove our permission if we believe any animal is causing a nuisance or is a danger to other people.

Registered guide dogs for the blind and hearing dogs for the deaf are exempt from these rules.

Common areas

If your home has common areas shared with other residents you must treat these areas with respect and can help us by reporting any problems.

If we do not provide a cleaning or gardening service (see below) you will be responsible, with your neighbours, for keeping the communal areas clean and tidy.

Any goods left in communal areas may be removed without notice and Shian will not be responsible for any loss incurred. You will be re-charged for the cost of removing these items. Continued failure to remove such



items from communal areas for Health and Safety reasons may result in us taking legal action against you.

Estate services

If you live in a house on an estate or in a flat anywhere you may receive services from us such as cleaning or gardening in common areas. The costs we incur in providing these are recouped through a service charge that you pay with your rent.

The details of the service you should expect to receive are set out as a schedule to your tenancy agreement or you can ask us for details.

Where we provide estate services, your Tenancy Services Officer will inspect the common areas to ensure that the services are being delivered to the required standard.

Car parking

If you have access to a parking area, you must park in a reasonable manner and not block in other residents or obstruct emergency

access routes or bin stores. In the case of allocated parking, you must use your space or garage. If you have been issued with a parking permit, you must display it at all times and abide by any parking regulations.

Shian's parking areas are managed by a parking enforcement contractor and you will be issued with a penalty charge if you do not follow these requirements.

Abandoned or untaxed vehicles will be removed.

Waste and recycling

You must always place your rubbish in the dustbins or containers provided. Rubbish must not be left where it will cause a hazard or attract vermin, for example, in plastic bags stacked up by the waste containers. If you have large items you wish to get rid of, you should contact your local council and ask them about their facilities for bulky waste removal.

To be continued

We're listening & responding

Thank you for taking phone calls from Acuity – our independent survey company.

We use what you tell us to follow up your concerns and make improvements to services.

Remember:

- Tell us about your LAST contact with us – not problems you have had in the past.
- Let us call you back, so we can sort out things out if you're dissatisfied. (But be aware that we receive these reports up to six weeks later.)

9/10 for repairs service

They were very quick to answer and arranged an appointment the very next day. I thought I might have problems with the door, but the contractor did a good job.

0/10 for customer service

Although the call centre staff are extremely polite and helpful I think there are some communication issues.

10/10 for customer service

Not every time, but this time, I have to give them ten out of ten.

Shian Repairs Tracker Survey: Overview October 2020

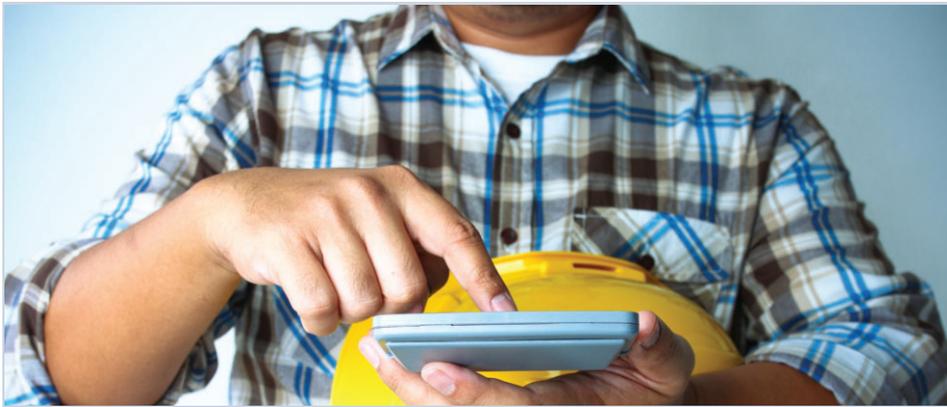
	Dec 2020	Nov 2020	Change %	Year to Dec 2020	2020-21
Ease of reporting the repair	100%	100%	0%	94%	94%
Workers' performance	94%	100%	-6%	92%	92%
On time	87%	88%	-1%	92%	94%
Quality of the work	100	100%	0%	89%	90%
Right first time	93%	100%	-7%	87%	88%
Easy to deal with this time	80%	88%	-8%	87%	88%
Overall satisfaction	93%	94%	-1%	87%	80%
Number of interviews	16	17		184	146

Shian Customer Contact Survey: Overview December 2020

	Dec 2020	Nov 2020	Change %	2020-21
Overall satisfaction	73%	92%	-19%	86%
Ease of contact	91%	85%	6%	87%
Query resolved first time	55%	77%	-22%	67%
Overall satisfaction with call	73%	92%	-19%	87%
Easy to deal with this time	91%	85%	6	86%
OK to contact	55%	38%	17%	62%
Number of interviews	11	13		146

Key performance indicators: April 2020 to January 2021

Repairs	No. carried out	Target for 2020-21	Average days to complete	% completed on target
Emergency callouts	35	1 day	1 day	100%
Emergency repairs	74	1 working day	1 day	100%
Urgent repairs	443	5 working days	1.5 days	100%
Routine repairs	193	20 working days	4.3 days	100%
Rent		Target for 2020-21	Achieved to January 2021	
Rent arrears		4%	5%	
Rent collected		100%	100.8%	



Don't risk being recharged

We operate a rechargeable repairs policy.

Our rechargeable repairs policy means that we will pass on our costs if:

- you are not in for your appointment, or
- you misuse our out-of-hours repairs service.

The out-of-hours repairs service is for emergencies only. When you report an emergency, the contractor will aim to get to you within six hours.

Recently, we have had residents call in emergencies, who are not at

home to give access when the contractor arrives.

If you use the out-of-hours number to report a repair that is not an emergency, you may also be charged.

Remember, this service is designed to make sure homes and residents are safe. Contractors will often do a 'make-safe' emergency repair and return later to complete it.

You will not get your routine repair done more quickly by calling our out-of-hours number.

No personal items in communal areas

We are still finding people's personal belongings in some communal areas. For fire safety reasons, we cannot allow this.

As a responsible landlord, we take a

zero tolerance approach to items being left where they should not be left. Anything we find will be removed without warning you first. We will pass on any costs involved to the person responsible.

Dumping raises service charges

We are seeing a significant increase in the number of large items being dumped on your estates – by people who live there, as well as people who don't.

As well as making your estates look

uncared for, this will mean a rise in next year's service charges, because we will have to pass on collection costs.

Please call your council to collect any large items, or take them to your nearest recycling centre. Check for current rules on your council's website.

If you know of someone who has dumped items at your scheme, please contact us.



Shian
Housing
Association
Ltd

Contact us

Phone 020 8985 7120

Fax 020 8985 7031

Email 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



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, order hot water/heating repairs via: shianhousingassociation.fixflo.com

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

Other repairs during office hours

The best way to order your repair is online using the FixFlo system at: shianhousingassociation.fixflo.com

However, you can also email us (non-emergencies only) at: repairs@shian.org.uk

Out-of-hours emergencies

Phone (24 hours) 020 8985 7120