



Merry Christmas and a Happy New Year



We would like to thank all our customers for their patience and understanding.

Since the Covid-19 pandemic, it has been challenging for us to deliver services, while putting the safety of our residents, staff and contractors first.

Our team is still working from home and we endeavour to deliver the service as best as we can.

It has been a difficult year, and this may continue for some of you, due to employment and money worries.

We want you to know that we are committed to helping our customers to get through these challenges. Please contact our team if you are struggling and do not suffer in silence.

We wish you the best possible Christmas and hope you get to share quality time with your loved ones.

We wish you a very Merry Christmas and a Happy New Year!

IMPORTANT DATES Xmas office opening

Our staff will be taking their Christmas break from **Friday 24 December 2021** and will return to work on **Wednesday 5 January 2022**.

If you have a genuine repairs or other emergency during the Christmas period, call our 24-hour phone line on 020 8985 7120.

What you tell us about our online MyTenancy services (go to: shian.mytenancy.co.uk):

"Using MyTenancy was straightforward. Service is excellent. Definitely recommend it."

Mr A Thomas

"Easy to use. Have access to everything online and could report repair issues."

Ms Mangera

"It's OK. It's fine. Easy to navigate and no trouble whatsoever."

Anonymous

Inside

Meet Sufyaan
Kajee >>

Rising energy prices
What can you do >>

We're listening and
responding >>

Health and safety
matters >>



30 hours of free childcare

Working parents with children aged three to four can now get double the free childcare hours.

This means 30 hours each week during term time (38 weeks) – or you may be able to spread this across the year, with fewer hours each week.

Your childcare has to be provided by a registered provider.

Meet Sufyaan Kajee – our new Tenancy Services Officer

Our new Tenancy Services Officer, Sufyaan Kajee, came to us through the Government-funded Kickstart programme.

The programme provides good quality work experience to people aged 16-24, who are on Universal Credit.

Sufyaan did so well on his placement with us that we offered him a full-time job from October 2021, after just two months.

Sufyaan says: “Joining Shian HA as a Kickstarter has given me a different perspective of the social housing sector. Being a graduate in Human Resources Management (HR), I did not



consider working for social housing as a suitable career path. However, working with Shian’s team, I have realised that I could make a positive difference in peoples’ lives.”



Tenant Scrutiny Panel returns

We will be holding Tenant Scrutiny Panel meetings again from the New Year. Let us know if you would like to join in.

Pictured left: Our new-look reception area, following recent works to reconfigure and refurbish our offices.

**Have a great time
this Christmas**

**But don't risk
losing your home
in 2022**

Pay your rent first

Rising energy prices – what can you do?

Energy bills are rising fast – particularly gas bills. But there is help available.

When prices rise, the normal advice is find a cheaper provider. However, with so many energy companies going bust, that currently doesn't apply.

Help to pay

For advice on energy bills, go to www.ofgem.gov.uk/information-consumers/energy-advice-households

If you are getting behind with payments, contact your provider to agree a plan you can afford. They may also be able to help with advice or grant. Some charities offer help too. There is a list at www.lets-talk.online

If you are 67 or older and on a state pension or benefits, make sure you get your annual winter fuel payment (£100-300). People getting pension



credits or who are on low incomes may also get a warm home discount (£140) on their winter electricity bills.

In very cold weather (consistently below zero), people on benefits may get a payment of £25 a week towards their higher energy costs. This applies from November to the end of March.

Failing providers

If your energy company closes, Ofgem advises the following.

- Take a meter reading, wait and don't switch.
- Wait for Ofgem to appoint a new supplier – you don't need to do anything. Ofgem will protect any credit you have.
- When the new supplier contacts you, ask for their cheapest tariff. They will tell you how to pay and how to get credit refunded.
- If you want to, you can find a new supplier. But be aware that many more smaller companies are expected to fail soon.

Money problems? – where to get help

Shian can assist

If you contact us, we can refer you to local foodbanks and other agencies for support.

We have also set aside money for several funds to support our residents. They are:

Shian's welfare fund – We provide one-off payments of up to £200 to:

- individual tenants who need essential furniture, and
- groups of tenants who want to improve facilities at their estate.

The Welfare Fund Panel choose which awards to make. You should try to get funds elsewhere first.

The application form is on our website at www.shian.org.uk/wp2/our-funds-and-awards/

Shian's Covid financial assistance fund offers grants of £50 to £100 to people affected financially by the pandemic. Call us to find out more.

Shian's scholarship fund. Awards of up to £500 are available to any tenant, or their adult child, who is currently on a course. Send us your details, including when, where and what you are studying and how you would use the money to support your study.

Local authority schemes

Every local authority runs a support scheme to help people who are struggling. The Government has provided extra funding for councils to support households this winter.

Hackney offers help with basic living needs, digital access, buying essential household items and paying rent. Call 020 8356 3000 and ask to be put forward to the Discretionary Crisis Support Scheme team.

Haringey's support scheme offers help with basic living needs and items when you move. Apply online at www.haringey.gov.uk



Islington's Resident Support Scheme provides crisis vouchers for food and energy. Also, community care grants for home items. They take referrals from social housing landlords, or you can phone 020 7527 4990 for advice.

Turn2Us

The website at www.turn2us.org.uk, offers:

- a benefits calculator
- a grants search facility
- a search for schemes to help with energy and bills, and
- other information and support.

Maintaining your home *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

Repairs

Hot water and heating repairs

If you live in Dorothy Smith Lane, Joshua Court or Reedham Close, order hot water/heating repairs as you do all other repairs.

If you live elsewhere, 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 MyTenancy portal at shian.mytenancy.co.uk

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

Out-of-hours emergencies

Phone (24 hours) 020 8985 7120

When you report a repair, you will be given a maintenance request number, which should be quoted if you have any queries about the repair.

The timescale for completion of the repair commences from the first moment you report it to Shian. There are more details in the handbook section with the title 'Guidance on repairs & responsibilities.'

Your obligations

We are responsible for most but not all repairs. Some repairs are your responsibility. This is set out in your tenancy agreement and the guidance we provide on your repairing obligations.

Decorating your home

You are also responsible for decorations inside your home.



Servicing gas appliances

We are legally required to service all gas appliances we are responsible for, within your home, once a year. Examples are: boilers, water heaters and gas fires (if we fitted them). This is in addition to any repairs you may ask us to carry out if they break down.

A team of qualified engineers carry out these services throughout the year. They will contact you to agree an appointment. You will be issued with a gas-safety certificate to confirm the service has been carried out.

Improvements

We have an active improvement programme, which aims to do the necessary work as quickly as the available money allows. We concentrate on improving those properties most in need first. In this way, all our properties will be modernised over time.

Residents likely to be affected are informed and consulted before any work starts. Typical improvements are new central heating systems, replacement windows, bathrooms, kitchens and electrical wiring.

In most cases, you can stay in your home during improvement works.

Very occasionally you will be offered alternative accommodation.

Emergency Access

Forced entry without your permission is always a last resort and only used in extreme circumstances. For instance, where it is necessary to stop water leaks and flooding, or in the case of suspected gas leaks, or for any other reason where the safety of the occupants is at risk.

We will always attempt to contact you in the first instance by phone or letter, depending on the urgency of the situation.

It is therefore imperative that all your contact details are up to date and that we have a range of phone numbers for you that we can call – work and mobile – as well as a valid email address.

Gas leaks

If you smell gas, turn off all gas appliances immediately, open windows and put out naked flames. Turn off the gas supply by turning the handle next to your gas meter.

If you smell gas, ring the Gas Emergency Service on 0800 111 999.

We're listening & responding

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

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 talk to you about why you're dissatisfied. (But be aware that we receive these reports up to six weeks later.)

What you told us

Very satisfied with customer service

"They needed to call me back and they did this quickly."

Fairly satisfied with repair service

This tenant felt that their boiler replacement was taking too long. We contacted them to explain the process more thoroughly. The work is now completed and she is happy.

Very dissatisfied with customer service

A long-standing tenant was unhappy to get multiple text messages when he was a week late with his rent. We have since talked this through with him.

Very satisfied with Shian, less so with contractor

"They kept me waiting all day. Someone didn't come because they were sick, but nobody let me know until I had to call Shian and they told me what had happened. So, the contractor's communication wasn't very good."

Shian Repairs Tracker Survey

	Aug 2021	Sept 2021	Oct 2021	Year to Oct 2021	2020-21
Ease of reporting repair	100%	100%	93%	93%	94%
Workers' performance	91%	92%	93%	93%	90%
On time	82%	67%	93%	80%	93%
Quality of the work	91%	100%	80%	90%	90%
Right first time	91%	92%	87%	85%	88%
Easy to deal with this time	90%	92%	80%	85%	90%
Overall satisfaction	91%	92%	87%	87%	90%
OK to contact	82%	42%	93%	69%	66%
Number of interviews	11	12	15	101	189

Shian Customer Contact Survey

	Aug 2021	Sept 2021	Oct 2021	Year to Oct 2021	2020-21
Overall satisfaction	84%	73%	100%	81%	85%
Ease of contact	84%	73%	92%	88%	89%
Query resolved first time	79%	55%	100%	81%	67%
Overall satisfaction with call	80%	73%	100%	82%	86%
Easy to deal with this time	83%	82%	100%	86%	86%
OK to contact	100%	36%	67%	70%	63%
Number of interviews	25	11	13	111	193

Key performance indicators: April to October 2021

Repairs	No. carried out	Target for 2021-22	Average days to complete	% completed on target
Emergency callouts	34	1 day	1 day	100%
Emergency repairs	64	1 working day	1 day	100%
Urgent repairs	389	5 working days	1.5 days	100%
Routine repairs	197	20 working days	5 days	100%

Rent	Target 2021-22	Apr to Oct 2021
Rent arrears	3.6%	3.77%
Rent collected	100.75%	100.34%

Health & safety matters

Staying safe with electricity

To avoid the risk of fire or electric shocks, look out for:

- frayed, cut or damaged leads
- cracked or damaged cases on plugs and appliances
- burn marks on plugs, leads or appliances
- blowing fuses or tripping circuit breakers, and
- damaged plug sockets or light switches.



To stay safe:

- report electrical problems straight away
- don't overload sockets or overuse extension leads
- remove plugs from sockets carefully

- follow manufacturers' instructions when using appliances
- don't try to repair your own electrics or appliances
- never bring mains-powered appliances into the bathroom, and
- don't use appliances with worn flexes.

Safety first over Christmas



Don't make your Christmas unforgettable for all the wrong reasons.

Christmas tree lights can be a real fire hazard. Make sure you:

- always buy lights from a source you can trust, and
- switch off lights when you go out and at night.

Be extra careful with candles and incense burners – especially when there are children around.

Safety checks and access

We carry out regular safety checks in your homes and communal areas.

- Your **boiler and gas appliances** are serviced and checked each year. Please change your appointment, if you won't be in. Remember, we will charge you for a missed appointment and if we keep failing to get access, we can take legal action.
- We carry out regular **electrical safety checks** on wiring, switches,

light fittings and sockets – especially in communal areas and empty homes.

- We carry out other inspections to check items such as **water hygiene**.
- We check **fire doors** in our buildings.
- We provide every home with at least one **smoke alarm**. Please test yours every week. Replace batteries when needed and call us if your mains-powered alarm isn't working.



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

Write to us

Shian Housing Association
76 Mare Street
Hackney E8 3SG

Report repairs

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