



# Time to sign up to Shian's MyTenancy portal

If you haven't already done so, you should register with our updated MyTenancy portal – at [shian.mytenancy.co.uk](https://shian.mytenancy.co.uk)

## Fixflo: trial now ended

**Sadly, we have had to end our trial of the Fixflo system for reporting repairs.**

We were excited about Fixflo, because it allows you to identify your repair in pictures, lets you upload photos and report your repair in multiple languages.

However, few residents used it and it only allowed users to report one repair at a time, which generated a high number of repair orders.

We soon realised the app was not working for us, so we took swift action to end the partnership.

The best and most convenient way to order your repair is now through the MyTenancy portal. You can access this at [shian.mytenancy.co.uk](https://shian.mytenancy.co.uk)

**From 1 October, we will be sending all our communications, letters, rent statements and repairs orders to you via the portal. We will text your mobile phone or send an email to remind you to check in.**

The MyTenancy portal gives you 24 hour access to our services and allows you to:

- report and check on repairs

- check your account and print out rent statements
- give us feedback, and
- update your tenancy details.

It is vital you keep your contact details – phone number and email address – up to date. You can update them in your MyTenancy account, or by calling us on 020 8985 7120.

For details, contact the Shian team.



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# Rent payment problems?

If you're struggling to pay your rent, call us. There are things we can do to help.

The pandemic eviction ban ended at the end of May, so some of you will again be getting notices of court action.

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.

For example, 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 discuss your situation, email [info@shian.org.uk](mailto:info@shian.org.uk), or phone 020 8985 7120.



## Your rent will rise in July

Your rent and service charges will rise on 5 July, in line with Government guidelines.

This year, we are allowed to increase our rents by CPI (a measure of inflation) plus 1%. We have to use the CPI figure from the previous September in our rent-setting calculations. This means a rise of 1.5% this year.

### Updating your benefits

If you get Universal Credit, you need to go online to update your rent details. We can't do this for you.

You should make the change on 5 July or soon afterwards – but no later than 19 July 2021, or you may lose out.

### How to update your account

1. Log in to your Universal Credit account online at [www.universalcredit.service.co.uk/sign-in](http://www.universalcredit.service.co.uk/sign-in)
2. In the "where you live and what it costs" section, enter the new rent.

3. Check 'UC Journal' to confirm the change.

If you get Housing Benefit, you must report the increase to the Housing Benefit office.

### Paying monthly

If you want to pay monthly, you will need to work out how much to pay.

**Please note, you cannot simply multiply your rent by four weeks.**

You will need to calculate how much rent you will pay over the whole financial year (rent x 52 weeks).

You will need to divide this figure by 12 (for months of the year).

If you would like help to make this calculation, email the team at [info@shian.org.uk](mailto:info@shian.org.uk), or phone 020 8985 7120.



## Our services: update

Our staff are spending more time at the office, but we are still mainly working from home.

Our office remains shut to the public.

We will keep this under review as Government guidelines change.



# Social Housing White Paper: Webinar chance to find out more

The Regulator of Social Housing is offering tenants free places on a Zoom webinar, to find out more about changes on the way to social housing.

The move is in line with the Government's Social Housing White Paper, which asks our Regulator to come up with new ways to involve tenants and make landlords more accountable.

The webinar will explain how social housing is currently regulated and how the White Paper is expected to change things. It will also explain how you can get further involved in the work of the Regulator.

The Regulator plans to run a series of webinars over the next few years, to involve tenants in discussing a range of housing issues.

The aim is for tenants to gain the knowledge they need to get



involved in the discussion about how landlords are regulated.

The webinar will take place on Zoom on 15 July 2021 at 11am. If you would

like to take part, email us and we will send you a link to allow you to register and take part in the Regulator's meeting.

## Stay safe as restrictions ease

**It's good to see the UK opening up – but the pandemic is definitely not over yet. Infection rates are now growing again in London.**

Some restrictions were lifted in May.

- Pubs and restaurants are now serving people indoors.
- Up to 30 people can meet outside.
- Six people or two households can meet indoors, and stay overnight.
- Up to 30 people can attend weddings and wakes.

However, there are now serious concerns about new variants, which are even more infectious.

So please continue to stick to the rules. Remember to give your neighbours space when you are in communal areas.

We recommend getting vaccinated when you are offered the chance.

Almost 5m Londoners had had their first jab by 20 June. Around 3.2m had also had their second jab.

## BME London Tenants' Forum

**The BME London Landlords group is setting up a joint Tenants' Forum. Shian is one of the leads of this project.**

We aim to recruit 50 tenant representatives to the Forum from small London housing associations that are led by members of the black and ethnic minority communities.

Forum members will start meeting later in the year and as a multi-landlord group, they will have a stronger voice on their landlord's services and policies.

If you would like to be considered for the Forum, email us at [info@shian.org.uk](mailto:info@shian.org.uk), or phone 020 8985 7120.



Let's keep letting  
fresh air in to help  
stop the spread.

NHS



# 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](http://www.shian.org.uk)*

### Aerials, satellite dishes and cable TV

You must get our written permission before installing satellite or cable TV. We will usually give permission but we need to be sure that the dish or cable will not interfere with other people or damage the property and has been installed properly. If a dish has been installed without our permission, we may ask you to remove, refit or replace it, or meet the cost of our doing so.

If planning consent is needed, we will only give permission if you have written authority from the local authority planning department.

If you do not get the proper planning consent you will have to remove the installation.

### Fire safety

You must not store petrol, bottled gas, paraffin or other inflammable materials in your home. You must also not store any personal belongings, materials or goods (this includes bicycles, baby buggies etc) in communal areas, stairways or communal cupboards without our specific written permission.

Keeping fire escapes and access routes to homes clear is essential for your safety and that of your neighbours.

### Pest management

We will help with the treatment of statutory pests in communal areas. This includes rats, mice and cockroaches.

### 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](http://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 MyPortal at [shian.mytenancy.co.uk](http://shian.mytenancy.co.uk)

However, you can also email us (non-emergencies only) at [repairs@shian.org.uk](mailto: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. Please refer to the Guidance on Repairs & Responsibilities section for more detailed information on repairs.

### 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 of this are: boilers, water heaters and gas fires (if we have 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 to carry out the work. You will be issued with a gas-safety certificate to confirm the service has been carried out

# 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.)

**Very satisfied**  
with repairs service

Good repair in my bathroom and a good overall service.

**Very dissatisfied**  
with repairs service

Initial diagnosis was wrong. Wrong parts ordered twice. Three appointments to resolve. But I appreciated the letter of apology from the contractor.

**Fairly dissatisfied**  
with customer service

It took too long to resolve a simple request and I was not kept updated.

**Very satisfied**  
with customer service

It was easy to get my rent payment card sorted.

## Shian Repairs Tracker Survey: Overview May 2021

	May 2021	April 2021	Change %	Year to May 2021	2021-22
Ease of reporting the repair	70%	89%	-19%	93%	82%
Workers' performance	85%	83%	2%	92%	84%
On time	64%	94%	-30%	88%	81%
Quality of the work	93%	83%	10%	92%	88%
Right first time	86%	78%	8%	89%	81%
Easy to deal with this time	77%	82%	-5%	88%	80%
Overall satisfaction	86%	78%	8%	90%	81%
Ok to contact	64%	56%	8%	64%	59%
Number of interviews	14	18		204	32

## Shian Customer Contact Survey: Overview May 2021

	May 2021	Apr 2021	Change %	2021-22
Overall satisfaction	67%	85%	-18%	74%
Ease of contact	94%	92%	2%	94%
Query resolved first time	72%	77%	-5%	74%
Overall satisfaction with call	81%	69%	12%	76%
Easy to deal with this time	89%	77%	12%	84%
OK to contact	56%	69%	-13%	62%
Number of interviews	18	13		31

## Key performance indicators: April 2021 to June 2021

Repairs	No. carried out	Target for 2021-22	Average days to complete	% completed on target
Emergency callouts	12	1 day	1 day	100%
Emergency repairs	13	1 working day	1 day	100%
Urgent repairs	96	5 working days	1.6 days	100%
Routine repairs	49	20 working days	6.7 days	100%

Rent	April 2021	May 2021
Rent arrears	4.03%	3.93%
Rent collected	100.89%	104.27%

## We will remove items left 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.

## Health and safety works

With our kitchen and bathroom works programme completed, we are focusing even more strongly on health and safety compliance work.

At the moment, we are carrying out routine water risk assessments. We will check water tanks in common areas every two years.

We are also continuing out our regular electrical safety checks, as well as work identified in our fire risk assessments.

When your home reaches the top of our list, for any of these checks, we will contact you to arrange access for our contractors.



## Parking control update



At the schemes where we have parking controls, we have taken on a new company to run the system for us – PCM.

Remember that we can only give you a permit to park on your own estate and then only if you also have a clear rent account.



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, order hot water/heating repairs as below 'Other repairs during office hours'.

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 MyPortal at [shian.mytenancy.co.uk](http://shian.mytenancy.co.uk)

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