



# Helping you to manage the cost-of-living crisis

**With prices rising fast, we know that more of you are struggling, just to pay the basics. To help you cope, we have been looking for new ways to offer you support.**

## **New welfare officer**

Together with Ekaya and Innisfree Housing Associations, and Hornsey Housing Trust, we are looking to recruit a shared member of staff to the new role of Welfare Officer.

We are looking for an experienced advisor, who will offer our residents professional, individual advice to assist them to apply for benefits and sort out debts and financial hardship.

Working one day a week for each of the four landlords, with a day to catch up on admin, our Welfare Officer will be on hand for phone calls, meetings and home visits. We hope to have the right person in post by May.

## **Web welfare leaflet**

In the meantime, we have put together a leaflet headed 'Help on a low income', which you and our staff can access from the home page of Shian's website at: [www.shian.org.uk](http://www.shian.org.uk)



The leaflet gives a wealth of useful information, with lots of weblinks and phone numbers. It covers:

- finding out about benefits
- Council Tax support
- help with budgeting and debt
- Discretionary Housing Payments
- Council crisis funds
- Shian's own welfare, Covid assistance and scholarship funds

- winter fuel schemes and help to pay energy bills during 2022
- the two social tariffs provided by Thames Water for water bills
- food banks in your borough, and
- the social tariffs provided by fibre optic broadband providers.

If you need more help or advice, we are ready to take your calls on 020 8985 7120.

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# Services: our new normal

From 4 April, our new normal will be for staff to work two days at the office and remotely from home for the rest of the week.

We will continue to provide advice and support on tenancy matters by phone and email. Our repairs service will continue as now. If you need to see us face to face, we will ask you to book an appointment in advance.

As a Shian tenant, you can view your rent account, pay your rent, report repairs issues and check your personal information, online, 24 hours a day, by logging in to our My Tenancy digital service at: [shian.mytenancy.co.uk](http://shian.mytenancy.co.uk)

Find our policy and procedures, and other information, at: [www.shian.org.uk](http://www.shian.org.uk)



## MyTenancy – the best way to report repairs

**In future, we will be using the MyTenancy online portal as the way to report repairs.**

If you are already registered, go direct to MyTenancy at: [shian.mytenancy.co.uk](http://shian.mytenancy.co.uk) to report any non-emergency repair.

If you are not yet registered, call us to get a password to get you started.

If you really cannot manage the online portal, please email or phone us. We will enter the details on MyTenancy for you.

We are making the change so that we can be more efficient about tracking all the repair orders we receive.

## Rent rise due in July

**We will be raising our rents in July, in line with Government rent-setting guidelines.**

The guidelines say that we can raise rents by CPI (a measure of inflation) + 1%. We have to take the CPI figure for September 2021 as our starting point.

This means that our rents will rise by 4.1% this year. This is a bigger

rise than you have seen for a while, but reflects higher inflation, which is also affecting the cost of providing you with services.

We will send out individual rent increase letters in early summer, to give you plenty of warning.



## Support funds available from Shian

We have three funds available to assist residents.

### Welfare fund

We can provide one-off payments of up to £200 either to tenants who need essential furniture, or to groups of tenants who want to improve facilities at their estate. Go to our

website at [www.shian.org.uk/wp2/our-funds-and-awards](http://www.shian.org.uk/wp2/our-funds-and-awards)

### Covid financial assistance fund

Shian's Covid financial assistance fund offers grants of £50 to £100 to people affected financially by the pandemic. Call us on 020 8985 7120 to find out more.

### Scholarship fund

Awards of up to £500 are available to any tenant or their adult child, who is currently on a course. Write to tell us when, where and what you are studying and how you will use the grant.

*See back page for contact details.*



# Parking permits – It's time to renew

To park your car or motorcycle at our schemes after 1 April, you need to get a new Shian parking permit.

To apply to park at our schemes, please complete our parking permit terms and agreement form, which is available to download at: [www.shian.org.uk/wp2/publications-and-policies](http://www.shian.org.uk/wp2/publications-and-policies), or you call or email us for a copy.

Return the completed form by email to [housing@shian.org.uk](mailto:housing@shian.org.uk), or post it to us.

Providing you meet our terms and conditions – for example, you are up to date with your rent – and there are still places available, we will ask you to pay our £60 charge (the charge is £30 for motorcycles). You do not have to

pay if you are a Blue Badge holder with supporting evidence of your disability and a clear rent account. *Please note that this charge covers our costs, but does not guarantee you a space.*

We will provide an email confirming your Parking Right. **You can then apply directly to our parking contractor, PCM, for your parking permit.**

Do this online at [form.jotform.com/permitorder/apply](http://form.jotform.com/permitorder/apply), or by post to their address. You must include a copy of your V5 registration document and a



valid insurance certificate linked to your Shian address. These can be smartphone pictures, providing the images are clear and readable.

Please note that if you mislay your permit, a new one will cost you £15.

You can contact Parking Control Management direct by phone on 01753 512603, or go online to: [www.parkingcontrolmanagement.co.uk/contact](http://www.parkingcontrolmanagement.co.uk/contact)

## Tenant Scrutiny Panel

We have begun holding Tenant Scrutiny Panel meetings in person once more.

Our latest meeting took place on Tuesday 15 February, with a focus on our car parking permit policy. Scrutiny Panel members recommended that motorbike owners should also apply to Shian for the right to park – and pay an administration fee of £30.

The next Scrutiny meeting will take place on Wednesday 18 May 2022.



## Your complaints this year

From April 2021 to February 2022, we received nine complaints.

We compensated a resident who complained because we failed to give them notice of work in their communal area.

Three residents complained about cleaning at their block. We got the cleaning contractor to sort out poor work at one estate and we apologised about a bin chamber that had become unhygienic after fly tipping.

We explained to the third resident that the windows had not been cleaned because it was not the right week for this. We will let residents know in advance when windows need to be cleaned.

One resident complained that parking controls were not being enforced. We explained how they could report unauthorised cars on PCM's website.

There were four complaints about



repairs. We apologised and gave compensation to:

- a resident whose floor still needed fixing
- a resident whose roof leak had not been fixed, and
- a resident whose repair failure had caused them emotional and physical distress.

One resident complained that the contractor had come to their home with no proof of ID and had used their electricity. We have asked contractors to use self-charging power tools wherever possible.

# Maintaining your home *Part 2*

*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)*



### Gardens

If you have a garden or the use of a garden, your tenancy agreement will say whether it is exclusively your own, shared with other residents in the property, or if it is part of the grounds of your estate.

If you have sole access to your garden you are responsible for the upkeep and maintenance of your fences.

The upkeep and maintenance of your garden is your responsibility. However, we may need to prune trees if there are serious health and safety concerns.

### Water damage

We are not responsible for the negligent actions of our tenants, resulting in water damage from a neighbouring property. For example if your neighbour has fitted a new washing machine and this causes a flood, it is up to you to persuade them to pay for damage to your belongings.

Alternatively, if you have home



contents insurance, your insurers may pay. The same applies if your actions result in damage to a neighbour's property.

### Condensation and mould

Please ensure that you ventilate your property by keeping any installed vents open and by not drying clothes on radiators.

If your windows have trickle vents, keeping these open will also help to prevent mould.



### New homes

If you have moved into a newly-built or refurbished home, maintenance problems during the first year are the responsibility of the builder. This is called the defects period. The defects period starts from the day Shian takes possession of the keys from the builder, so the exact period may not be twelve months from the date you move in.

During this time, the builder remains liable for any faults or problems with the structure of the building, the communal fixtures and fittings, and any faults or structural/mechanical problems inside your home.

If you discover a fault or problem during the defects period, you should report it to Shian on the usual phone number.



# 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 – once Shian responded**

"I had to wait for someone to call back. Nobody did. Then I sent an email and then it was eventually resolved. It took some time though."

### **Very dissatisfied with customer service**

"I have damp in my house and it has not been resolved."

We forwarded this report to our repairs team to investigate.

### **Fairly satisfied with repairs service Very satisfied with quality of repair**

"The first time, they cancelled the job and the second time they said they came, but they were late."

### **Fairly satisfied with the repairs service**

"They had to re-arrange the appointment, due to a lack of staff."

We apologised for this and explained that the gas heating service has been affected by the Covid-19 virus.

## Shian Repairs Tracker Survey

	Jan 2022	Feb 2022	12 months to Feb 2022	2021-2022	2020-2021
Ease of reporting repair	94%	83%	91%	92%	94%
Workers' performance	100%	100%	94%	93%	93%
On time	81%	50%	78%	77%	90%
Quality of the work	88%	83%	90%	89%	90%
Right first time	94%	83%	87%	86%	88%
Easy to deal with this time	100%	83%	88%	87%	90%
Overall satisfaction	94%	83%	90%	88%	90%
OK to contact	47%	100%	63%	63%	66%
Number of interviews	16	6	6	145	189

## Shian Customer Contact Survey

	Jan 2022	Feb 2022	12 months to Feb 2022	2021-2022	2020-2021
Overall satisfaction	80%	100%	82%	81%	85%
Ease of contact	80%	100%	90%	89%	89%
Query resolved first time	47%	100%	75%	76%	67%
Overall satisfaction with call	87%	100%	83%	83%	86%
Kept informed	80%	100%	79%	79%	-
Easy to deal with this time	80%	100%	86%	85%	86%
OK to contact	100%	100%	72%	73%	63%
Number of interviews	15	4	4	143	193

## Key performance indicators: April 2021 to February 2022

Repairs	No. carried out	Target for 2021-22	Average days to complete	% completed on target
Emergency callouts	58	1 day	1 day	100%
Emergency repairs	90	1 working day	1 day	100%
Urgent repairs	593	5 working days	1.5 days	100%
Routine repairs	311	20 working days	5 days	100%

Rent	Target 2021-22	Apr '21 to Feb '22
Rent arrears	3.6%	3.33%
Rent collected	100.75%	99.95%

## Health & safety matters

# Health and safety checks

**We are up to date with our regular rolling programme of health and safety checks, in and around your homes.**

When you receive an appointment date, please change it if you won't be in. We will charge you for a missed appointment and if we keep failing to get access, we might take legal action.

For the moment we are particularly focusing on works recommended by our recent fire risk assessments. We may need access to your front door as we make sure they meet fire door standards.

We are also carrying out water hygiene checks.



## Don't ignore our fire safety rules

**We need to remind you once more that we have strict rules designed to reduce fire risk at our estates. We apply these as a responsible landlord.**



We are currently removing metal gates and grilles from the front of doors and windows. The Fire Brigade is clear that these grilles could slow down your escape from a fire.

We are also removing personal items from communal areas, without warning first. Items stored in corridors, stairways and communal cupboards can cause or feed a fire, obstruct people trying to escape and endanger fire fighters.

Please don't wait until we remove your belongings. Clear them away now.

## Close that door

**For everyone's safety and security, please only open the communal door to your own visitors.**

Residents have been letting in strangers and couriers delivering to other people. But you could be putting yourselves and your neighbours at risk of theft or worse.

Please make sure communal front doors close properly behind you.



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 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](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