



Summer at the seaside Fun tenant event on the way

On Wednesday 17 August, we will be holding a free trip to Southend for tenants. If you would like to take come, contact the team as soon as possible to register your interest – as there are limited places.



Rent increase: update your claim

In line with Government guidelines, we raised your rent by 4.1% in July. This reflects the inflation rate last September.

If you claim benefits, you must add your rent increase to your online Universal Credit account, or pass on the details to your Benefit office, if you get Housing Benefit.

If you delay, you could lose part of the benefit you rely on to pay your rent.

Welfare Officer

Together with Ekaya Housing Association, Innisfree Housing Association and Hornsey Housing Trust, we are currently interviewing for the new role of Welfare Officer.

We are looking for someone who is an experienced advisor, who can offer good quality support to our residents.

Once the welfare officer is in place, they will be available to Shian tenants one day a week. You will be able to book a phone call, or arrange to meet them at our office, or during a home visit.

The new officer will also spend one day each week assisting the tenants of each of our three partner associations.

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Our office is open to tenants.

Shian staff work on a rota of three days at the office and two days working remotely from home. If you want to meet a particular officer, you will need to make an appointment in advance.

You can also access our advice and support on tenancy matters by phoning or emailing us, or online at www.shian.org.uk

You can view your rent account, pay your rent, report repairs and check your details, by logging in to our My Tenancy digital service at: shian.mytenancy.co.uk



Tenant Scrutiny Panel

At our May meeting, the Panel heard how we meet each of the promises we signed up to when we adopted the Together with Tenants Charter.

Panel members made several useful suggestions for us to look into, including sharing YouTube videos on tackling damp and mould, and a simpler process for renewing parking permits in future.

The next meeting will take place online at 6.30pm on Wednesday 10 August 2022 from 6.30pm. Everyone is welcome.

Right to buy for housing association tenants

In May, the Government announced that housing association tenants would be able to buy their homes at a discount under an extended Right to Buy scheme.

They promised to reform Universal Credit to allow working tenants to save towards buying a home without losing benefit – and to allow any housing element to go towards paying a mortgage instead of rent.

Does this mean I can buy my Shian home?

The Government's promises have not yet been put into law and the details have not been worked out or agreed with the housing sector. This means that you cannot use this scheme to buy your home at the



moment. We will let you know if and when this changes.

However, there are other schemes that might allow you to buy your Shian home – **providing you have not broken your tenancy agreement and you have a good credit rating. You would not be accepted if you are in currently in rent arrears.**

Right to acquire

If the home you are renting from us was built with social housing grant after 1 April 1997, you may be able to buy it with a discount.

To be eligible, you must have been a social housing tenant for at least three years.

Voluntary right to buy

The voluntary right to buy, first announced in 2016, is still not up and running in London – so this is not yet an option for our tenants. The results of two pilot schemes are still being assessed.

Rent to buy

If your tenancy with us is a rent to buy tenancy, you have the option of buying a share in your home at any time during your five-year stay.

Other home ownership options

You could also consider:

- shared ownership, where you part-rent and part-buy a home – ask us about Shian schemes and/or go to www.shareto-buy.com
- a help to buy equity loan – go to www.helptobuy-london.co.uk

You are welcome to call for advice.

ZERO tolerance

If you leave your personal belongings in the corridors, stairwells or other shared areas, we will ask our contractors to remove them. This is because they pose a serious fire risk.

Learning from complaints

We received one complaint during April and May.

The complaint was about a repair being needed to communal lighting. Once the issue had been reported correctly, we got the work completed.

Help with the cost-of-living crisis

To help people pay their rapidly rising energy bills, in April the Government announced a wider package of support.

There will now be four extra grants during 2022-23 – paying some households up to £1,500 in total. These amounts will not count towards the benefits cap and they will not be taxed.

Support for everyone

If you have your own electricity meter (your supply is not communal), you will get a £400 grant this winter. This does not have to be repaid. The money will come off your electricity bills between October 2022 and March 2023, or it will be added to your pre-payment meter (you may get vouchers instead).

Pensioners

You will get an extra £300 on top of your normal Winter Fuel Payment of £100-300. This will be paid in November or December 2022.

People on benefits

You will also get £650 if you claim any of the following:

- Universal Credit
- Child Tax, Working Tax or Pension Credits
- Income-based Jobseeker's Allowance
- Income-related Employment and Support allowance, or
- Income Support.

The money will be paid in two amounts – one this July and one in the autumn – into the account you get your benefits paid into.

People with disabilities

You will get an additional £150 in September if you get:

- Attendance, Constant Attendance, or Disability Living Allowance
- Personal Independence Payment
- Armed Forces Independence Payment
- War Pensioners' Mobility Supplement, or
- Scottish disability benefits

Dealing with your energy provider

If your monthly payments have recently risen by a lot more than half, you should check why.

Very large rises may be correct if:

- your cheap fixed deal ended
- you recently opted for an expensive fixed deal (now is not a great time to fix charges for most people), or
- your provider expects your usage to rise.



However, if you are in credit, you should contact your provider to challenge the rise.

They may be over-estimating your likely usage. You may be able to get your payments reduced.

Discretionary Housing Payments

You may be able to get a Discretionary Housing Payment (DHP) from your local authority. DHPs are temporary rent top-ups. Call Shian if you need help to apply for this.

Household support funds

The Government has awarded more money to local authorities, so they can continue to run the support schemes they ran during the pandemic.

For Hackney's Discretionary Crisis Support Scheme, go to: hackney.gov.uk/discretionary-crisis-support-scheme, then phone 020 8356 3000 to apply.

In Islington, crisis funding is covered by the Resident Support Scheme. Go to: www.islington.gov.uk/advice/resident-support-scheme

In Haringey, go to: www.haringey.gov.uk/news-and-events/coronavirus-covid-19-haringey-together/help-and-support-available-residents/haringey-support-fund

Support funds available from Shian

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

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.

Your rent *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

Rent administration

The way your rent is managed depends on the type of tenancy agreement you have. You will always be given at least four week's notice of any change in your rent and service charge.

Your Tenancy Agreement outlines how often rent is set.

Methods of payment

Your rent is due every Monday, one week in advance. We offer you a number of ways to pay such as by direct debit, standing order, Allpay.net, cash and debit or credit card.

How rents are set

Rents are set in strict accordance with the formula set by central Government. Please contact us if you require further information on the formula that applies to your home.

What your rent pays for

Shian Housing Association is a not-for-profit organisation. Your rent is used for the following purposes:

- to repair and maintain your home
- to pay our costs in managing your home
- to repay the loans which enabled us to build your home
- to build up funds to improve your home in the future
- to help build new homes
- to pay for other unforeseen events.

Benefits

When you sign your tenancy agreement, we will help you to check to see if you may be eligible for any benefits to assist with your rent payment.



We will give you a rough idea of how much rent you will have to pay yourself.

To claim benefit you must complete your claim online.

The claim will need to be renewed from time to time. Please remember that it is your responsibility to make sure you provide benefit staff with all the details they require before the deadline they have given to you.

It is also important that you tell your benefit office and us if your circumstances change.

For example:

- if your household income changes
- if anyone leaves or moves into your home
- if a member of your household turns 18 years of age

this may affect the amount of benefit you receive.

You are responsible for repaying any arrears arising because of unclaimed benefit, late claims, or overpayments of benefit that the council has claimed back. Benefit is usually paid every four weeks in arrears.

Rent statements

Every six months, you will receive a rent statement showing how much you have paid and how much we have actually received. If you have any questions about your statement, or you would like one sent to you at any other time of year, please let us know.

You should also keep your own record of payments made to us on your rent account. Remember it is your responsibility as a tenant to make sure that your rent is paid.

You can check your account online at <https://shian.mytenancy.co.uk>

You can also obtain a current rent account balance by texting the word 'bal' to 07535 269269 from your registered mobile 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



Fairly satisfied with customer service

“Just be more understanding and sympathetic in terms of everyday life pressures and the cost of living.”

Very satisfied with customer service

“It was easy to make my rent payment.”

Fairly satisfied with repairs service and quality of repair

“They should use higher quality materials for repairs as they will last longer.”

Very satisfied with the repairs service and quality of repair

“Retrospectively I think what they need to do is check if there are any other repairs that they need to be looking at.”

Shian Repairs Tracker Survey

	April 2022	May 2022	12 months to May 22	2022-23	2021-22
Ease of reporting repair	100%	100%	95%	100%	92%
Workers' performance	88%	100%	96%	96%	93%
On time	100%	88%	80%	92%	78%
Quality of the work	100%	94%	91%	96%	89%
Right first time	88%	88%	88%	88%	86%
Easy to deal with this time	100%	94%	90%	96%	87%
Overall satisfaction	100%	94%	92%	96%	89%
OK to contact	63%	81%	66%	75%	64%
Number of interviews	8	16	16	24	153

Shian Customer Contact Survey

	Apr 2022	May 2022	12 months to May'22	2022-23	2021-22
Overall satisfaction	100%	100%	84%	100%	81%
Ease of contact	83%	100%	88%	93%	88%
Query resolved first time	100%	63%	75%	79%	75%
Overall satisfaction with call	83%	100%	84%	93%	81%
Kept informed	83%	88%	81%	86%	78
Easy to deal with this time	83%	100%	85%	93%	84%
OK to contact	25%	100%	74%	56%	73%
Number of interviews	6	8	8	14	163

Key performance indicators: April to June 2022

Repairs	No. carried out	Target for 2022-23	Average days to complete	% completed on target
Emergency callouts	19	1 day	1 day	100%
Emergency repairs	21	1 working day	1 day	100%
Urgent repairs	142	5 working days	1.75 days	100%
Routine repairs	91	20 working days	5.97 days	100%

Rent	Target 2022-23	April to June 2022
Rent arrears	3.1%	3.34%
Rent collected	100.5%	98.78%

Need to move?

Transfers are not your only option

If you need to move, we strongly recommend looking at ALL your options. Please be aware that very few people get a transfer to another Shian property. This is because we only own a small number of homes.

We give a summary of your options on this page. For more detailed information, including the application and other forms you need, go to our website at www.shian.org.uk/wp2/your-rehousing-options

You can also phone or email us.

Be aware that you may not be allowed to move if you have broken your tenancy agreement or you owe us rent.

Getting a transfer

You can apply to go on our transfer list if you:

- have a strong need to move, and
- have been our tenant for at least 12 months.

We will put your application in Bands A to D, depending on how urgent it is.

For a local transfer, you should also add your household to your council's housing register.

Swapping your home

You can swap your home with another social housing tenant, if you:

- have an assured tenancy, or
- you are an assured shorthold tenant with a fixed-term agreement, and
- you have the written permission of both landlords before you make your move.

Note that if one of you has a fixed-term agreement, the swap partner only takes on what remains of the tenancy.

To advertise your home and find a swap partner, you can sign up to an online scheme called HomeSwapper. This service is free for our tenants.

Go to www.homeswapper.co.uk to arrange a move anywhere in the UK.



Moving to another borough

The Mayor of London's Housing Moves scheme helps people move to another London borough. However, from July 2022, the scheme is only accepting new applications from victims/survivors of domestic abuse and former rough sleepers. If this applies to you, please contact Shian for advice.

Homes for older people

We have no sheltered schemes of our own, but we can offer you advice if you would like to find this type of housing with another landlord.

If you are aged 55 or over (or at least one partner in a couple is this age), you can also register for the Mayor of London's Seaside & Country Homes scheme for a move outside London. Go to www.london.gov.uk/what-we-do/housing-and-land/renting/seaside-country-homes.

Homes for grown-up children

When your children are ready to live independently, as well as renting privately, they could also consider looking for an intermediate rent or rent to buy scheme – which charge lower than market rents.

If your family-sized home will be under-occupied if they leave, you may be able to get a transfer and your grown-up children might even get help too. Contact your local council for advice.



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 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