



## Here are the answers to some of your frequently asked questions.

### Does Shian take direct applicants?

No. We do not take direct applicants for our rented homes. We let most of our empty homes to people nominated by their local council. Sometimes we are able to offer a transfer to an existing tenant or move on accommodation to someone leaving one of our hostels.

### Can I buy my Shian home?

#### Right to acquire

If your Shian home is one of the few we own that were built with social housing grant after 1 April 1997, you may be eligible for the Right to Acquire. This provides a discount on the purchase price if you wish to buy the home you are renting from us. Contact us for more details about this scheme.

Please note that you would need to have a high enough income to get a mortgage with a bank or building society. You will only be eligible if you have a clear rent account.

#### Voluntary right to buy

Tenants often ask us about the voluntary right to buy first announced by the Government in 2016.

The scheme would allow eligible housing association tenants to buy their existing home with a discount if their landlord is taking part, or another social rented home if one is available.

The Government ran regional pilot schemes in 2016 and 2018, but the scheme has been on hold ever since. No reviews of the scheme have yet been published.

### Can I swap my Shian home?

If you are one of our assured tenants, you have the right to exchange homes with the tenant of any social housing landlord, providing you get our permission first.

Be aware that if your swap partner has a fixed-term agreement, you would only have security of tenure until the end of their fixed term.

We keep our own mutual exchange register. We are also members of Homeswapper, which means you can use this national online service for free. The website address is [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

Before the exchange can go ahead, you need each landlord's permission in writing. We may say no if you or your swap partner owe rent, have had a court order for breach of tenancy, or the home you are leaving would be too big or small for your exchange partner.



### Can I get a transfer?

If you have been our tenant for more than 12 months and you have not broken the terms of your tenancy agreement, you can contact the office to go on our transfer list.

However, we get few vacancies each year and most go to people nominated by their local council. For this reason, we recommend that you also join your council's Housing Register and you consider other options, including a mutual exchange.

### I want to pay monthly – how much should I pay?

To convert your weekly rent into monthly payments, you will need to:

- A) Multiply your weekly rent by the number of weeks you will need to pay before 31 March next year, *then*
- B) Divide this amount by the number of monthly payments you will make before 31 March next year.

If you need help to work this out, please call the office.

### Can I get a parking permit?

To apply for a parking permit when we have spaces free you must be up to date with your rent. You must not have broken any other terms of your tenancy agreement.

There are three stages to our process. Firstly, complete our parking form at: [www.shian.org.uk/wp2/publications-and-policies](http://www.shian.org.uk/wp2/publications-and-policies), or contact us for a paper copy.

Secondly, we will ask you to pay an admin charge, which is £60 for a car or £30 for a motorbike. This is payable in full, even if you apply mid-way through the year. However, your permit will be free if you have a blue badge and supporting evidence.

Thirdly, we will provide an email confirming your right to park, with instructions on how to apply directly for your permit to our parking contractor.

We would only issue more than one permit to a single household in exceptional circumstances and where there were free spaces available.

## What can I do about damp & mould?

Your damp problem could be caused by:

- a fault with the building that needs to be repaired, or
- (more commonly) too much condensation.

You may need our help to resolve either of these problems.

We provide more detailed information and advice in our advice leaflet 'Tackling damp, mould and condensation'.

You can download this at: [www.shian.org.uk/publications-and-policies](http://www.shian.org.uk/publications-and-policies)

## Why do I have to give access for gas and other checks?

We are legally required to check and service every gas appliance in our properties annually, so that we can issue your home with an up-to-date safety certificate known as the Landlord Gas Safety Record.

We also have to carry out electrical safety, water safety and other checks to meet other health and safety regulations.

Please give us access to your home when asked, so that we can keep your household safe.

## Which repairs are rechargeable?

We are responsible for the structure, exterior and common areas of the property, the fixtures and fittings, and the water, gas and electrical fittings in your home.

You are responsible for minor repairs and replacements, and for replacing items that have been damaged or neglected by your household. If we have to carry out repairs that are your responsibility, we will recharge the cost to you.

For a detailed list of the types of repair that are rechargeable, download our 'Repairs guidance and responsibilities handbook', which is available to download at: [www.shian.org.uk/publications-and-policies](http://www.shian.org.uk/publications-and-policies)

## Why are my items missing?

You should not keep personal belongings in communal corridors, stairways, cupboards or other areas. We may have removed and disposed of items without notice. We issue regular reminders about this rule. You are not allowed to keep items in these areas because they might catch fire or cause an obstruction in a fire.

If your parcel delivery has gone missing and you think it may have been stolen, please follow this up with your delivery company. Shian cannot take responsibility for lost parcels.

## Why can't I store things on my balcony?

We don't allow you to store clutter on your balcony, or use a barbecue on your balcony, because this is a fire risk. If you wish, you may keep simple patio furniture or well-watered plants.

## How can I get rid of a large item of rubbish?

Our normal council rubbish and recycling collections do not include taking away bulky items, so please do not leave them by the bins or on your estate. When we know who has done this, we recharge them the cost of a special collection.

Instead, if you have a vehicle, you can take your item to a local refuse and recycling centre for free. Or you can call your council for a bulk waste collection. This may be free, if you claim benefits. You should then label your item and leave it out for collection on the right day.

## Why do I have to put down carpet in my flat?

If you live above the ground floor, we require you to have carpeting, to reduce noise levels for your downstairs neighbours.

You may benefit from this rule yourself, if you have an upstairs neighbour.

## Can I run a business from my home?

Please tell us if you are working from home or running your own business from your home. In most cases – for example, if you work on your computer, or you childmind, we will have no objections.

However, we might ask you for further information. We would not allow a business that meant lots of visitors, pressure on parking, or noise that affected your neighbours – especially at night. Cooking smells and fire risk from a home-based catering business would probably not be acceptable – nor would anything that affected our buildings insurance.



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For the MyTenancy login go to [shian.mytenancy.co.uk](http://shian.mytenancy.co.uk)