



Merry Christmas and a Happy New Year

**We know it has been a difficult year
for many of our residents.**

Shian is a small organisation, so high inflation and rapidly rising costs are challenging for us too.

We promise that you can continue to rely on Shian. We will listen, we will act and we will keep your home safe.

Thank you for your all support this year. By working together, we all benefit at times like these.



IMPORTANT DATES: Xmas office opening

Our staff will take their Christmas break from 12 noon on Friday 22 December 2023 and will return to work on Tuesday 2 January 2024.

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

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tenant survey >>

Cost-of-living help:
update >>

We're listening and
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How safe is your
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Coming soon: TSM survey

Acuity will be carrying out our latest major survey in January. Don't miss your chance to pass on your views.

Our 2024 survey asks you to tell us how satisfied you are with your home, your neighbourhood and our services.

The questions include the new Tenant Satisfaction Measures launched by the Regulator of Social Housing in April.

Acuity will get in touch:

- by sending you an email – inviting you to complete the survey online
- by posting a questionnaire to return in the freepost envelope supplied, or
- by phoning you between 9am-8pm on weekdays, or 10am-6pm on Saturdays. If you miss this call it



will show up as 01273 093939, which has a Brighton area code.

Please take the time to complete the survey. Your feedback is important to us.

Tenant Scrutiny Panel

At our latest Panel meeting, tenants mainly discussed Shian's Key Performance Indicators.

The panel asked us to re-advertise Shian's Scholarship Fund as take up has been very low. We already include this in newsletters (see page 3) and on our website.

We thought about ways to get more tenants to join the panel and also discussed the difficulties we are experiencing in getting planning permission to replace timber windows with uPVC.

Learning from complaints

Our handling of complaints is a good example of how we listen and act on your feedback.

Between April and September 2023, we received 11 complaints.

Two have since been escalated to Stage 2 of our process.

Seven of the 11 complaints were made by the same tenant, about a wide range of issues. We are currently in the process of finding the best way to resolve them.

Of the remaining four, we apologised to a tenant who pointed out that we had not updated their details on our systems.

We agreed a plan of action with a new tenant who complained about a number of things, including a delay in changing her front door.

In a case where a tenant who took their complaint through their MP, we found we had not acted wrongly. However, we invited them to apply to Shian's Welfare Fund.

We explained to a tenant who complained about anti-social smells from a neighbour's home that this was not reasonable and that air purifiers in the communal area would be a fire risk.

Get involved – we will act on what you tell us

You can help us provide the best possible services if you get involved in our work.

Your comments and suggestions are always welcome, as well as your survey feedback.

If you have more time, we would be pleased to see you join our online Scrutiny Panel meetings. Or you could opt to become an estate champion – acting as a bridge between Shian and your neighbours. Or you could take part in an estate walkabout.

We take up the issues you raise at our regular meetings with cleaning and gardening contractors. We also draw up improvement action plans to sort out communal areas.

Help us to help you: use MyTenancy to report your repair

Your online MyTenancy account is by far the best way to report your repair. Go to <https://shian.mytenancy.co.uk> to log in to our online portal. This gives you access to our services, 24 hours a day, seven days a week.

As well as reporting repairs, you can use MyTenancy to:

- access and update your tenancy records
- ask questions or tell us about other issues affecting your tenancy
- check your rent account and see your rent statements
- read letters we have sent you, and
- access newsletters and handbooks.

MyTenancy is convenient for you, but it also helps us to provide a better, value-for-money service. Our team can get back to you more quickly. We save money on printing. And we use less paper, in line with our commitment to sustainability and environmental responsibility.

Cost-of-living help: update

On these pages and on our website, we are continuing to offer you information and support to help you manage the cost-of-living crisis.

Help with energy costs

If you are struggling to pay, contact your energy provider to agree a plan you can afford and find out about grants.

Pensioners will again get extra on top of their Winter Fuel Payment. Your household total will be £500, or £600 if one of you is over 80. This will be paid in November or December 2023.

Cost-of-living payments

People who get means-tested benefits will get two more payments of around £300. One this autumn and one next spring.

Charitable grants

To help pay basic household bills, search for grants at www.turn2us.org.uk

Welfare leaflet

We are continuing to update our welfare support leaflet, *Help on a low income*, to keep you up to date with sources of support and advice, and ways to access social tariffs to reduce your bills.

The leaflet is listed under Handbooks at: www.shian.org.uk/publications-and-policies/



Shian support funds

Housing support fund We 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 www.shian.org.uk/wp2/our-funds-and-awards or call 020 8985 7120 to find out more.

Scholarship fund We can award up to £500 to any tenant or their adult child, who is currently on a course. Send us full details to apply for funding.



Free school meals for primary school children

Since September, primary school children in state-funded schools in London have been getting free school meals. This will continue until the end of the school year.

Your child will get their free school meals automatically and you may also be entitled to other benefits like food vouchers during the school holidays.

If your children qualified for free

school meals under the scheme provided by the Government, you should continue to apply for free school meals, so that you don't miss out on any extra support available.



Is someone vulnerable? Let us know

Please tell us if someone in your household is vulnerable for any reason, so we can take this into account.

We want to make sure that everyone benefits from our services, so it helps us to know in advance if someone needs a bit of additional support to access them.

We can also signpost you to other sources of support.



We're listening and acting

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

Remember:

- Tell us about your LAST contact.
- Let us call you back, so we can discuss why you're dissatisfied. (But note that we receive these reports up to six weeks later.)

What you told us

Fairly satisfied with customer service

"I couldn't get through to the operator the first time I called. Could improve with less waiting time to get to speak to you. Less questions before you can speak to someone else."

Very satisfied with customer service

"They have improved a lot in the last five to six years."

Very satisfied with repair service

"They went over and above as the bathroom door locked me in on a couple of occasions as the handle was not turning and he did that as well."

Very satisfied with repair service

"Shian has improved dramatically over the years."

Fairly satisfied with repairs service

"The repair had to be done four times within the year... there was mould accumulating in the bathroom... the first couple of times it was touch and go, but they changed the paint and put in a new fan and now it has all been resolved."

Shian Repairs Tracker Survey

	Sept 2023	Aug 2023	12 months to Sept '23	2023-24	2022-23
Ease of reporting repair	100%	100%	94%	97%	94%
Kept informed	100%	100%	88%	90%	87%
Workers' performance	100%	100%	95%	100%	92%
On time	100%	100%	85%	97%	85%
Quality of the work	100%	100%	95%	100%	92%
Right first time	100%	100%	90%	97%	86%
Easy to deal with this time	100%	100%	92%	97%	91%
Overall satisfaction	100%	100%	93%	97%	91%
OK to contact	57%	75%	72%	71%	72%
Number of interviews	7	4	99	31	144

Shian Customer Contact Survey

	Sept 2023	Aug 2023	12 months to Sept '23	2023-24	2022-23
Overall satisfaction	100%	71%	78%	85%	75%
Ease of contact	100%	100%	98%	98%	95%
Query resolved first time	80%	85%	77%	83%	72%
Overall satisfaction with call	100%	79%	83%	89%	79%
Kept informed	100%	71%	78%	86%	69%
Easy to deal with this time	92%	79%	85%	89%	87%
OK to contact	100%	64%	80%	81%	73%
Number of interviews	12	14	102	62	97

Key performance indicators: April to September 2023

Repairs	No. carried out	Target for 2023-24	Average days to complete	% completed on target
Emergency callouts	30	1 day	1 day	100%
Emergency repairs	58	1 working day	1 day	100%
Urgent repairs	268	5 working days	1.56 days	100%
Routine repairs	199	20 working days	5.32 days	100%

Rent	Target 2023-24	April to Sept 2023
Rent arrears	3.1%	3.52%
Rent collected	100.5%	97.68%

Extra benefits – why you should apply

We can help you apply for additional benefits. Just ask us!

People are often reluctant to apply for additional benefits – or they don't know about them. This is particularly true for PIP and Carer's Allowance. Neither get added in for the benefit cap.

PIP payments

Personal Independence Payment (PIP) is money for people who have extra care needs or mobility needs (difficulty getting around) as a result of a disability. This includes people with long-term mental health conditions. PIP is not means tested – you can get it even if you have savings, a job or claim Universal Credit.

There are two parts to PIP: the daily living component, and the mobility component. You may qualify for one or both of them.

To apply, you first have to contact the Department of Work and Pensions to find out if you are eligible. You then put in a claim, with evidence. We can arrange for you to get help to do this.

The amount of money you get will depend on the number of points you are awarded.

Carer's Allowance

Carer's Allowance is money for people who spend at least 35 hours a week providing regular care to someone with a disability.

The person you care for must be getting a relevant benefit due to their disability, which in some cases has to be paid at a certain rate. You don't have to be related to or live with the person you care for.

Carer's Allowance is currently paid at £76.75 a week, but you will also get extra added to any benefits you claim.

You can qualify for Carer's Allowance whether you are in or out of work. However, you must not earn more than £139 a week.



Free courses to get your career started

The Employment Education Training Group are offering GLA-funded courses for Londoners aged 16+, from their base in Hackney.

Currently on offer, if you are aged 19+:

- Adult Social Care Level 2 (5 weeks: online)
- Diploma in Adult Social Care Level 3 (5 months: online)
- Level 1 Essential Digital Skills (in house: 9 working days)
- Level 2 Digital Skills at Work (in house: 20 working days)

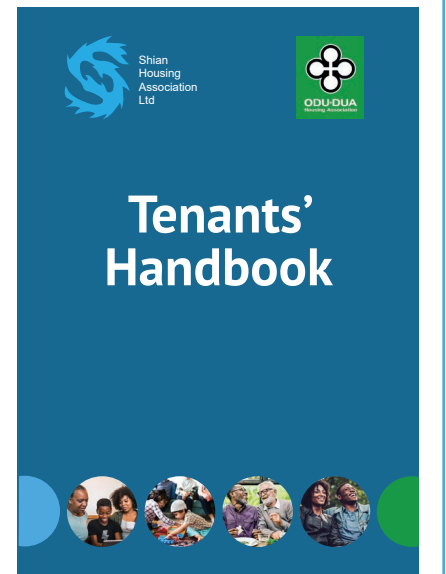
- Entry Level ESOL Skills for Life (in house: 40 working days)
- ICT Level 3 (online: 3 working weeks)

For young people aged 16-18:

- Understanding Coding (in house: 16 weeks)
- ActiveIQ Level 2 Certificate in Gym Instructing (in house: 16 weeks).

You will need ID, a National Insurance number and to be on benefits or earning less than £21,000 a year.

To find out more, contact the team by phoning 020 80641 577, or emailing hello@eetgroup.co.uk



New handbooks on their way

We will shortly be launching new versions of our Tenants' Handbook and our Guidance on repairs responsibilities.

The new versions, which will be available on line, apply to tenants of Odu-Dua Housing Association as well as Shian – because Shian is currently giving management support to Odu-Dua.

Sharing publications is allowing us to update and improve the information we provide you with, with a cost saving to both of our organisations.

From next issue, we will highlight sections of our new handbooks in the newsletter.



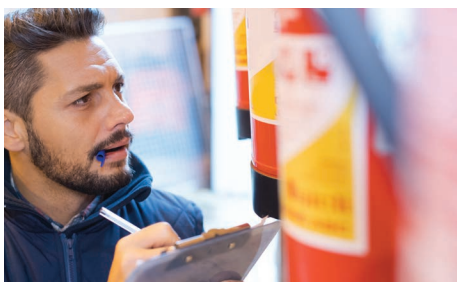
How safe is your home?

We prioritise the safety of your home, but we need your help too.

We are currently completing a survey of the condition of all our stock. As well as helping us to plan future works, we are also identifying problems that need sorting out straight away.

Our surveys include checking for damp and mould. When we find it, we take immediate action. We do the same for other health and safety matters.

However, we are currently struggling to get water hygiene checks completed, because some tenants are not giving our contractors and consultants access.



Please give us access for our stock condition, water, fire safety, electrics and annual gas checks, so that we meet our regulatory requirements and keep your home safe.

Christmas fire safety

London Fire Brigade has important fire safety messages for the Christmas period.



- **Do** keep candles away from anything that could catch fire, such as Christmas trees and curtains. Don't leave them unattended. Consider using LED tea lights instead.
- **Do** check your Christmas tree lights conform to safety standards and switch them off before going to bed.
- **Don't** overload sockets.
- **Don't** attach decorations to lights or heaters. They can overheat and catch fire.
- **Do** make a fire escape plan and share this with everyone in your household, and any guests staying with you over the Christmas period.
- **Don't** leave cooking unattended or cook if you've been drinking alcohol.
- **Do** test your smoke alarms. Fit a

heat alarm in the kitchen that will detect the rising temperature of a fire, but that will not be set off by cooking fumes.

The Fire Brigade has a simple tool for checking the fire safety of each room in your home.

Go to: www.london-fire.gov.uk/safety/the-home/home-fire-safety/home-fire-safety-checker-hfsc/

Frequently asked questions

We are including a flyer with this issue of the newsletter, which features 14 of the most common questions you ask us. We hope you find this useful.

If your question is not included, why not try our website, or our tenants' and repair handbooks, which cover most of the topics you raise with us.



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