



# E-bikes: don't risk a fire

## London Fire Brigade says that e-bikes and e-scooters are the capital's fastest growing fire risk.

In all, 155 e-bike and 28 e-scooter fires were recorded in London last year – including some in social housing properties. Three people died in these fires and around 60 people were hurt.

Most e-bikes and e-scooters are powered by lithium-ion batteries, which can be charged in the home.

It is essential to charge, store and dispose of them safely, because if they fail, they can explode and/or cause a rapidly developing fire.

### Don't put your family at risk

- Buy e-bikes, e-scooters, chargers and batteries only from reputable retailers. Many fires involve fake electrical goods.
- If you are converting your bike to an e-bike, only buy a kit from a



reputable seller and check it complies with British or EU standards.

- If you buy components separately, make sure they are compatible.
- Register your product with the manufacturer – and check for any product recalls.
- Don't leave batteries to charge while you are asleep or away from the home. Always follow the manufacturer's instructions and only use an approved charger, that is also in good condition.
- Do not cover chargers or battery packs when charging, or store your items near combustible or flammable materials, or overload sockets.
- Do not leave your e-bike, e-scooter or battery in communal areas. Keep them in a cool place.
- Batteries can be damaged by being dropped or during crashes, making them very dangerous. Check regularly for damage.
- Do not dispose of batteries in your household waste or recycling. Check for special recycling schemes in your area, or contact your local authority.
- In the event of an e-bike, e-scooter or lithium-ion battery fire – do not attempt to extinguish the fire. Instead, you should get out, stay out and call 999.



### Don't put your home and tenancy at risk

Please note the following, if you let a lithium battery fire occur in your home.

- We don't have to rehouse you and your family – either temporarily or permanently (though you might get some temporary help from your local authority).
- You risk being taken to court and having a money order made against you, to cover the costs of the damage.

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# Survey results on their way

Acuity carried out our latest major tenant satisfaction survey in January. Thank you to everyone who took part.

The questions included the new Tenant Satisfaction Measures launched by the Regulator of Social Housing a year ago.

We are now analysing the results and deciding how to respond to them. We hope to have a full report available on our website by the end of June.



## Learning from complaints

Between April 2023 and March 2024, we received a total of 21 complaints.

Four went to Stage 2 of our process.

Nine of the 21 complaints were made by the same tenant, about a wide range of issues. None were upheld, including five that went to the Housing Ombudsman.

Since October, we have resolved a complaint about poor communal cleaning, removal of leaves and illegal fly-tipping. A second landlord is responsible for the bin area at this scheme.

One resident was not happy that they had to wait for temporary accommodation after a fire. (We received legal advice that we were right to focus on the fire damage. Shian does not have to rehouse someone after a fire.)

We received four complaints about repairs. Two were about gas repairs, which we got our contractor to sort out. We gave compensation to one tenant.

We did not uphold a complaint about the gap between a front door and its frame.

A resident complained about their kitchen after moving in. We replaced some handles but still found them responsible for a rechargeable repair.

## I'm fed up. How do I complain?

If you're unhappy with our service, or about something we (or our contractors) have done or not done, you have every right to complain.



### Start by contacting us

You can complain in person, by phone, by email, by using our complaints form (download at [www.shian.org.uk/complaints-and-compliments](http://www.shian.org.uk/complaints-and-compliments)), or by writing to our office.

We like your complaint to be in writing too, if at all possible. Let us know your full name and address, as much as you can about the complaint and what has gone wrong, and how you want us to put things right.

### How we will respond

**At Stage 1** of our process, we try to respond quickly – with an apology, explanation or immediate action.

We will acknowledge your complaint within five working days, give you a pre-decision so that you have time to give us further information and a full decision within 10 working days. If there's a delay, we will write with a reason and a new timetable.

If you still aren't happy, you have 28 days to tell us why you would like us to look at your complaint again.

**At Stage 2** of our process, we investigate further. We will acknowledge your complaint within five working days. We will discuss it with you, if we need more details, then give you a new pre-decision and time for you to tell us more. We will aim to give you a full decision within 20 working days, or write to explain any delay.

**For more details** about how we define complaints, the complaints we can't accept and our compliance with our regulator's complaints handling code, see your newly updated *Tenants' handbook* (pages 24-25) and check our complaints-related documents online at [www.shian.org.uk/publications-and-policies](http://www.shian.org.uk/publications-and-policies)



### Still unhappy?

After getting our final response, you have 12 months to make an appeal to the Housing Ombudsman Service. Go to: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) for details.

# Managing homes for Old Etonian HA

Shian is now managing a block of flats and street properties on behalf of Old Etonian Housing Association (OEHA).

OEHA was set up in 1937 to provide homes for workers in crowded cities – and the name came from former pupils of Eton College public school.

Today, OEHA owns Eton House (pictured), which is in Highbury and has 40 flats. It also owns a number of flats in street properties.

Shian took over the management of these homes, including providing a repairs service, in early April 2024.

OEHA particularly focuses on providing housing for teachers who work in



Islington. Interested Islington teachers can contact us for an application pack.

## We're here to help – if you let us

Our staff are trained and ready to offer support. They can also refer you for specialist advice.

### We can help you get your rent back on track

We're having to take a growing number of households to court for not paying their rent. This is stressful for you and expensive for us.

Things really don't need to go that far. If you are struggling – talk to us! Don't ignore our messages. We really want to help.



We can:

- agree an affordable payment plan to repay your arrears
- check you're getting all the benefits you could claim
- work with you on better ways to manage your money, and/or
- put you in touch with a specialist debt advisory service.

We can't let you not pay – providing services costs money. But we will do all we can to help you avoid legal action that could lose you your home.

### We can help you sort out debt

If you are struggling with debt, we will do what we can to assist you or refer you for specialist help.

Contact the office to find out more. There is help available – you don't need to suffer in silence.



## Meet Tia, our new Tenancy Services Officer

**Tia says:** "I have a youth studies degree and a strong background working with young people. Interestingly, I had not considered a future in housing. However, I am excited to see where this new role takes me.

"My role as a Tenancy Services Officer is vital in ensuring that tenants have access to the support they need to maintain their tenancies and thrive in their homes.

"This is a rewarding job, where I have an opportunity to make a positive impact on people's lives."

## Tenant Scrutiny Panel

At our October meeting, we shared our latest performance figures and ran through our recent health & safety and works programmes.

One tenant wanted to check that our staff are happy with the extra workload of servicing properties owned by another association. Another asked us to revisit our parking permit scheme in future, as they still find it too complicated.

We discussed ways to recruit more tenants to the Panel. We continue to collect your views through our Acuity and internal surveys.

# Looking out for our residents

## We provide information

We can help you access the information your household needs.

Check out our welfare support leaflet, *Help on a low income*, which includes sources of support and advice, and ways to access social tariffs to reduce your bills.

The leaflet is listed under 'Handbooks' on our website at: [www.shian.org.uk/publications-and-policies/](http://www.shian.org.uk/publications-and-policies/)

## We do more for our most vulnerable tenants

Let us know if someone in your household is vulnerable, so we can take this into account.



We can offer extra support to access our services and refer people for specialist advice.

## We provide one-off housing payments

Our Housing support fund provides a payment 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](http://www.shian.org.uk/wp2/our-funds-and-awards) or call the team on 020 8985 7120 to find out more.

## We support our students

If you or your adult child are studying, you can apply to our Scholarship fund for up to £500.

Email or write to us with full details to apply for your award.

## Tenants' Handbook: Section 7

# Being a good neighbour

**Your tenancy agreement clearly sets out that you must behave responsibly towards your neighbours.**

Sometimes it can be difficult to avoid disturbing your neighbours, but you can avoid problems by showing consideration.

Give your neighbours advance warning of a late night party and don't have them regularly. Be mindful of your tenancy terms and conditions around noise nuisance and anti-social behaviour.

Try to keep the noise down especially late at night or early in the morning.

Don't dump rubbish and unwanted articles in gardens, yards and on the



street. It looks messy and can be a health or fire hazard.

Limit building work, DIY, or noisy housework to reasonable hours.

Remember that the behaviour of your children and visitors to your home are your responsibility.

## You and your neighbours

We aim to encourage vibrant, sustainable communities and to see you participate in the wellbeing of your neighbourhood. Being a good neighbour is at the heart of that and there are lots of simple ways to achieve this.

Make sure your wheelie bin is not causing an obstruction and is not in the direct line of sight of your neighbour's windows.

Keep the outside of your house neat and tidy – plants and shrubs are a bonus.



## Tenants' Handbook



If you have pets, keep them under control and most importantly always remove any mess.

Keep noise to a minimum – noise can be a major factor in neighbour disputes.

If you live in an upstairs flat, be considerate to your neighbour below. Wear slippers whenever possible and try to use washing machines and dishwashers during the daytime.

Avoid confrontations. Remember, a smile costs you nothing, but can enrich someone else's day!

# 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

**Very satisfied with overall repair service** but **very dissatisfied** that the work was not done right first time. "They have repaired the leak but they had to damage my bathroom to repair it and they have not repaired the damage done. They told me that they would be coming back, but were unable to give me a date. I would like a call to confirm this." *We contacted this tenant to explain that we have to wait for the area to fully dry out before we redecorate.*

**Very satisfied with repair service** "I have never had any trouble with them. I get an appointment within days of calling them. They always phone to check that the job has been done. They are very good. I am pleased with them."

**Very satisfied with customer service overall** but commented: "They could speed up the process [of dealing with overflowing bins] – the communication with the council was poor."

**Fairly satisfied with customer service** This tenant had reported illegal parking by non-Shian residents. We had to explain that our parking company can't legally remove cars. They can only issue penalty fines.

## Shian Repairs Tracker Survey

	Mar 2024	Feb 2024	12 months to Mar '24	2023-2024	2022-2023
Overall satisfaction	100%	100%	96%	96%	91%
Ease of reporting repair	100%	100%	98%	98%	94%
Kept informed	100%	100%	89%	89%	87%
Workers' performance	100%	86%	96%	96%	92%
On time	82%	86%	86%	86%	85%
Quality of the work	91%	100%	96%	96%	92%
Right first time	91%	86%	93%	93%	86%
Easy to deal with this time	100%	100%	95%	95%	91%
OK to contact	82%	71%	73%	73%	72%
Number of interviews	11	7	82	82	144

## Shian Customer Contact Survey

	Mar 2024	Feb 2024	12 months to Mar '24	2023-2024	2022-2023
Overall satisfaction	100%	50%	82%	82%	75%
Ease of contact	100%	100%	95%	95%	95%
Query resolved first time	67%	50%	80%	80%	72%
Overall satisfaction with call	100%	63%	84%	84%	79%
Kept informed	100%	63%	84%	84%	69%
Easy to deal with this time	100%	75%	88%	88%	87%
OK to contact	100%	100%	84%	84%	73%
Number of interviews	3	8	114	114	97

## Key performance indicators: April 2023 to March 2024

Repairs	No. carried out	Target for 2023-24	Average days to complete	% completed on target
Emergency callouts	67	1 day	1 day	100%
Emergency repairs	115	1 working day	1 day	100%
Urgent repairs	523	5 working days	1.66 days	100%
Routine repairs	453	20 working days	5.81 days	99.6%

Rent	Target 2023-24	April 2023 to March 2024
Rent arrears	3.1%	3.33%
Rent collected	100.5%	98.03%

# Give us access: keep your home safe

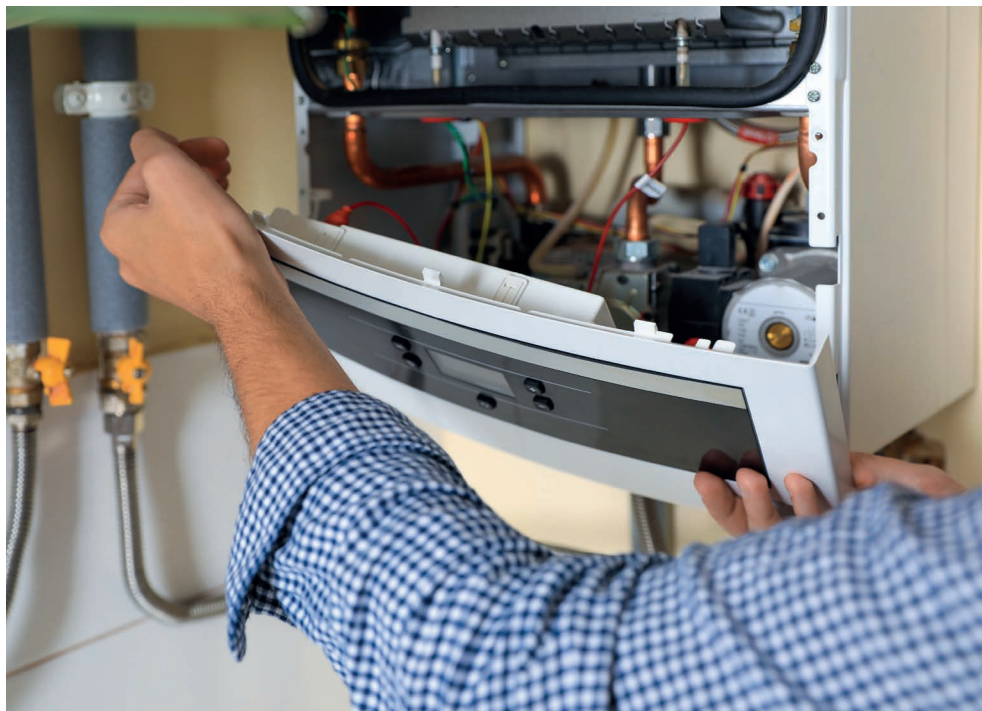
## Some residents are repeatedly failing to give our contractors vital access to their homes.

We currently have a programme of water hygiene inspections running. Our contractors are checking for the bacteria that can cause Legionnaire's Disease – a dangerous lung infection.

Our gas engineers are also carrying out our usual round of annual safety checks.

You must allow us into your home to carry out inspections or repairs. It's one of your tenancy conditions. If you keep making visits impossible, we have the right to use force to gain entry (and charge you our costs).

If you fail to keep to an appointment for one of these checks, we will recharge you for the missed visit.



## Shian rent rises in 2024

Shian rents will rise by 7.7% from Monday 1 July 2024 – in line with the Government's rent guidance.

If you pay your rent monthly, you will need to factor in that there are 53 weeks in this financial year and not the usual 52. To work out your monthly rent, you need to multiply your weekly rent by 53 then divide it by 12.



Shian  
Housing  
Association  
Ltd

## Contact us

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SMS texting 07535 269 269

Opening hours: Weekdays 9am to 4.30pm (except Wednesdays – 12.30pm to 4.30pm).



Website  
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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