

# Welcome to our new tenants

After delays, we took handover of our first scheme in Barking and Dagenham in May – and we have been busy welcoming our new tenants ever since.



**Lester House in Parsloe Road has a flat for a caretaker and 36 one to three-bed flats for affordable rent to people put forward by Barking and Dagenham Council.**

The scheme was developed for us in partnership with the Build London group, which is led by L&Q.

We have been meeting, signing up and helping our new residents to settle in over the past few weeks. We're now looking forward to getting to know you all better.

These are our first homes in the Barking and Dagenham, so we will also be building relationships with the council and other local agencies, so that we can make the best use of local resources for our new residents.

## Come with us to Legoland!

**For this year's summer outing we're taking residents from Shian and Odu-Dua Housing Associations to Legoland – and you are invited!**

The trip will take place on Tuesday 19 August and over 90 people have already booked to come with us – our largest number ever.

Legoland is mostly designed for children aged two to 12 – but is fun for all ages. Contact the office to book places for your family.



## Inside

Get ready for our next survey >>

Your succession rights >>

Gardening competition 2025 >>

Take care in the summer heat >>



## Rent rise – have you updated your records?

Shian rents rose by 2.7% from Monday 7 July – in line with the Government's rent guidance.

If you claim Universal Credit, make sure you update your rent details online as soon as possible, to make sure you don't lose any payments.

If you pay part or all of your rent by standing order, you will need to update the details with your bank.

If you claim Housing Benefit, or pay all or part of your rent by Direct Debit, you don't need to take further action, as we will do this for you.

## Tenant Scrutiny Panel

Unfortunately, we had to cancel the May Tenant Scrutiny Panel meeting, because our staff were working hard to process our new Parsloe Road lettings.

We will aim to hold our next meeting in the autumn as usual.



## Get ready for our next survey

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

This is our second major survey to use the Tenant Satisfaction Measures launched by our regulator in 2023. We will be able to compare the results with what you told us last time – and against the results of other similar landlords.

Acuity will get in touch:

- by sending you an email – inviting you to complete the survey online
- by posting a questionnaire to return in a freepost envelope, 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.



## Complaints update

**We received five complaints between January and March (bringing our year's total to 11). We resolved them all at stage 1 and on target.**

The five new complaints covered the following areas:

- Our gas contractor had failed to turn up for a gas inspection several times. We made sure the resident involved got their boiler serviced and an apology.
- A resident complained about recurring damp. We agreed and followed up on a plan of action.
- A vehicle was damaged when delays in repairing the car park gate affected security. We did not agree the complaint, but we made a goodwill payment anyway.
- As there is a pedestrian gate, we did not agree a complaint about our denying access to the car park via the vehicle gate.
- A non-Shian tenant was unhappy when we did not provide a parking permit. We did not uphold the complaint – because we needed to prioritise our own tenants on this occasion.

Details about all the complaints received this year will appear in the Annual Report for 2024-25.



### Please don't hire lawyers

If you aren't happy with the way we handled your complaint, we are happy to work with you if you go to the Housing Ombudsman. But please don't hire a lawyer.

In a recent example, an Odu-Dua tenant got compensation of £3,000, while their lawyers claimed £30,000 in fees. We were able to negotiate this down to £18,000 – but this was still the cost of three kitchens taken from our funds.

Meanwhile, a tenant who went direct to the Housing Ombudsman got a £6,000 settlement – with no legal fees involved.



# Following up arrears is not harassment

Some residents react strongly when we contact them about rent arrears. Please understand, we are not harassing you.

We're under an obligation to let you know if you're in arrears. Our regulator expects us to follow up missed payments and we have to report our rent collection performance to them every year.

When we remind you about rent you owe, we are not trying to shame you. If you are getting behind with payments, we are ready to offer you support, or a referral for external help if you need it. In short, we are trying to save your tenancy.

Remember that if you are struggling to pay your rent, the sooner you talk to us, the quicker we can help you to get back on track.



## Your succession rights

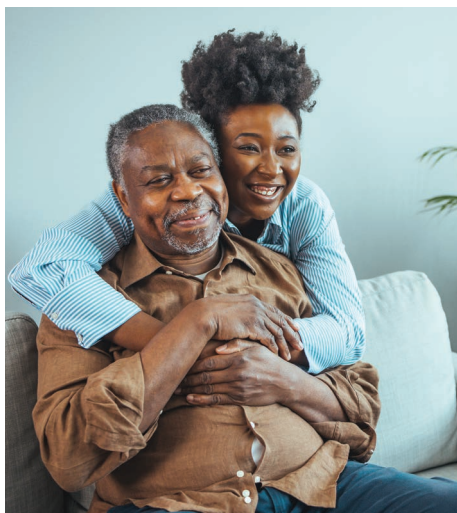
When a Shian tenant dies, who can continue living in their home?

**Succession is the legal right for someone to take over a post-1989 assured tenancy\* after the tenant dies.**

The tenant must have lived at the property as their only or main home.

### Who can succeed?

- A surviving joint tenant
- A spouse or civil partner living in the property at the time of death
- A cohabiting partner or close family member (for example, a son, daughter, brother or sister) – but only if the tenancy agreement



allows it and they have lived in the home for at least the last 12 months

### How many times can a tenancy be succeeded?

- Only once by law (statutory succession)
- Further succession may be allowed – but only if the tenancy agreement allows

**Important note:** Please be aware that when the final joint tenant passes away, other family members do not have the right to succeed.

### Who qualifies?

To succeed:

- You must have lived in the property at the time of the tenant's death.
- You must be able to prove your relationship to the tenant.
- If you are not the tenant's spouse or partner, you will need to prove you lived there for the past 12 months.

To make your claim, you will need to provide

- The tenant's death certificate
- Proof of your relationship (for example, a marriage or birth certificate)

- Evidence that you lived there (for example, utility bills, medical records, council tax bill)

### What if I don't qualify?

- You will be asked to vacate the property.

### Under-occupation

If the property is larger than you need, you may be offered a move to a more suitable home, so that we can offer the larger property to a family that needs it.

### How to apply

- Tell your housing officer about the tenant's death.
- Ask to succeed to the tenancy. Provide the documents that prove your status.
- Wait for us to give you a decision.
- Our written decision will either confirm your right to stay, or advise you on your options.

If you need more information, phone us on 020 8985 7120, or email us at [info@shian.org.uk](mailto:info@shian.org.uk)

**\*Note:** If you have a different sort of tenancy, your succession rights may be different. Contact us for details.

# Making a complaint

We value complaints and use the information they give us to help us improve services. For our full complaints policies, go to our website, or contact us for a copy.

### What is a complaint?

In line with the Complaint Handling Code, we define a complaint as:

*“an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by our organisation, staff, or those acting on our behalf, which affect an individual resident or group of residents”.*

### What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- failure to follow our policy or procedure, or
- your treatment by, or the attitude of, a member of staff.

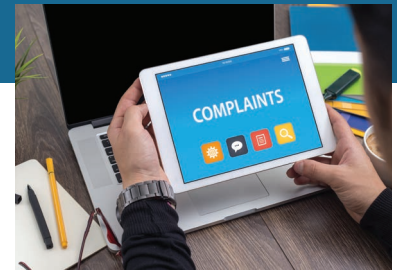
Your complaint may involve more than one of our services or be about someone working on our behalf.

### What can't I complain about?

There are some things we can't deal with through our complaints procedures.

These include:

- a routine first-time request for a service, for example, reporting a problem that needs to be repaired
- wanting us to re-open a closed complaint, or reconsider one, after we have given our final stage 2 decision
- complaints that involve a legal claim or a claim on our insurance (we will pass them on to our insurers or solicitors instead)
- requests for compensation
- events that happened more than 12 months ago
- where you could be appealing a decision using a separate policy (for example, your transfer priority level)
- issues that have gone to a court, a tribunal or the Housing Ombudsman.



### Who can complain?

Only our tenants or their reps can make a complaint to us using this process. You must give your written consent to someone who is complaining on your behalf.

### How do I complain?

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

We like your complaint to be in writing, 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 resolve the matter.

*In part 2, we will explain our complaints process.*

# Gardening competition 2025

## How green is your garden... or your balcony... or your hanging pot?

**We want to celebrate the tenants who brighten our blocks and estates with flowers and planting.**

Whether you have a full garden, or you just tend pots on your balcony, why not enter this year's gardening competition.

We're offering the winning resident a gardening voucher worth £50.

So, to enter, send us a photo of your display – large or small – by 15 August 2025. We're looking forward to seeing your entries!





# 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 repair service.**

“Shian have been making a big effort to make things better. They do try their best.”

**Fairly satisfied with latest repair.**

“They could have been prepared to come back and check if anything further needed to be done.” (Our team make follow-up calls when Acuity reports there were problems.)

**Very satisfied with the repair service.**

“I have never had a problem with them – they are always on time and helpful.”

**Fairly satisfied with customer service.**

“They should get in touch when they say they will. If the person you need to speak to is not available, they should let you know when they will be.” (The tenant had missed a voicemail message, made when we called her back.)

**Very satisfied with customer service.**

“I have had no issues with customer service.”

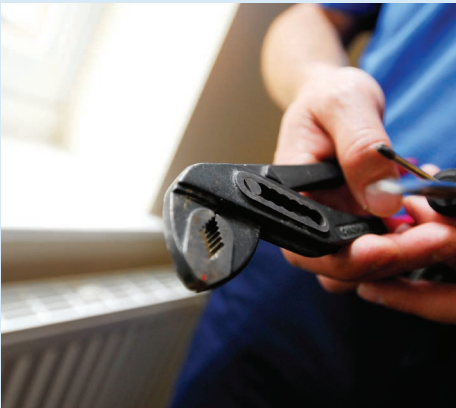
**Very satisfied with customer service.**

“They are ok.”

**Very satisfied with customer service.**

“I was happy with how it was all handled.”

Acuity: Customer contact survey	2024-25
Overall satisfaction	88%
Ease of contact	92%
Query resolved first time	66%
Overall satisfaction with call	76%
Kept informed	79%
Easy to deal with this time	84%
Number of interviews	100



Acuity: Repairs survey	2024-25
Overall satisfaction	88%
Ease of reporting repair	94%
Kept informed	88%
Worker's performance	95%
On time	94%
Quality of work	92%
Right first time	91%
Easy to deal with this time	89%
Number of interviews	114

## Key performance indicators: April 2024 to March 2025

Repairs	No. carried out	Target for 2024-25	Average days to complete	% completed on target
Emergency callouts	45	1 day	1 day	100%
Emergency repairs	148	1 working day	1.03 days	99.3%
Urgent repairs	552	5 working days	2.04 days	99.5%
Routine repairs	443	20 working days	7.65 days	98.7%



Rent	Target 2024-25	April 2024 to March 2025
Rent arrears	3%	3.06%
Rent collected	100.5%	97.78%

# Damp and mould reminder

When your home has been treated for damp and mould, we will stay in contact with you.

We take damp and mould very seriously and we are committed to making sure your problem has been resolved.



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 Sureserve Compliance South (formerly known as K&T Heating Services) direct 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

## Take care in the summer heat

As the temperature rises, it's important to keep your body hydrated.

Dehydration can lead to headaches, fatigue and even more serious health issues, especially for children, older adults and people with certain health conditions.

### Top tips to stay hydrated

- **Drink water regularly:** don't wait until you are thirsty. Drink more if you're sweating or active.
- **Add flavour:** add slices of lemon, cucumber, mint or berries to your water if you find plain water boring.
- **Eat water-rich food:** fruits like strawberries, watermelon, oranges and cucumbers are over 90% water.
- **Carry a reusable bottle:** always have a bottle of water with you when you're out and about.
- **Cut down on caffeine and alcohol:** these can make you more dehydrated, so balance them with plenty of water.
- **Stay cool:** wear light clothing and stay in the shade or indoors during peak sun hours.



### Signs of dehydration

- Dry mouth or lips
- Headaches
- Feeling dizzy
- Feeling tired
- Dark yellow urine

If you, or someone around you, shows signs of severe dehydration, such as confusion, rapid heartbeat or fainting, you should seek medical help immediately. They may have heat exhaustion or, more seriously, heat stroke.

For further information about the signs to watch out for, go to the NHS website at: <https://www.nhs.uk/conditions/dehydration>



### Don't forget your sun cream and sun hats!

Over the past 10 years, melanoma skin cancer rates have increased by 32%, while non-melanoma skin cancer has risen by 42%.

Be aware that while people with white skin are at much higher risk, people who are brown or black can also get these cancers.