

# Old Etonian Housing Association

Residents' newsletter

March 2025



## Going digital with MyTenancy

We are introducing a new online service, giving you access to many of our services 24/7.

### Text messaging

At the end of January, we launched Pyramid Messenger – a text messaging service, which gives us a new way to contact you and for you to contact us.

To use the service, you will first need to make sure that we have your mobile phone number in our records.

#### Prompt service

You can text us on 07535 269 269, so that we can deal with your housing management or repairs issue promptly.

We will also use the service to send you:

- updates with important announcements
- vital information in an emergency
- your rent account balance, and
- details and reminders about the repairs you order.

The system can also automatically update records in our housing management system.

MyTenancy is an online portal that gives you an easy and convenient way to check your tenancy account and order services.

MyTenancy allows you to:

- view an up-to-date rent statement
- check your repairs history and report new repairs
- email us to update the personal details that we hold about you and your family, and
- view documents we upload there.

#### How to sign up

To set up your account:

- Go to: [shian.mytenancy.co.uk](https://shian.mytenancy.co.uk)
- Enter your email address and set up a password.



- Reply to the email asking you to verify the details.

To access your account:

- Log in and select OEHA.
- Give your date of birth.
- Enter your tenant reference code.

If you need help, contact the team. We can also provide a user's guide to MyTenancy on request.

### Make paying your rent your priority

**Please remember that you must always pay your rent in full and on time, or you are putting your home at risk.**

If you are struggling to pay, please contact us as soon as possible, so that we can make a payment agreement with you. Be aware that we can and do take legal action against tenants who fail to engage with us.

## Inside

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## OEHA rent rises in 2025

Old Etonian Housing Association rents will rise by 2.7% from Monday 1 April 2025 – in line with the Government's rent guidance. The rise represents CPI inflation, as recorded last September, plus 1%.

This is a lower rise than for the past two years, because the rate of inflation has now slowed down.



## Tenancy information updates

We are still experiencing challenges in updating OEHA tenancy records.

Please help our managing agent to gather the information they need if and when they contact you.

## Contacting us by email

A quick reminder to please use the correct email addresses when you contact our managing agent.

- For tenancy enquiries, email [oejahousing@shian.org.uk](mailto:oejahousing@shian.org.uk)
- For repairs enquiries, or problems with the building, email [oeharepairs@shian.org.uk](mailto:oeharepairs@shian.org.uk)



## New website for OEHA

We will launch the new website for OEHA in April – giving you instant access to information you need.

The website will include: news; general information about us and your tenancy; our policies and procedures; and copies of our publications to download.

The Company Secretary will also be issuing new headed paper for future letters on behalf of OEHA.



## Making a complaint

**We are pleased to report that we have received very few complaints in the current financial year.**

We value complaints and use the information they give us to help us improve services. If you wish to complain about the standard of service you have received, or the actions or inaction of our organisation, staff, or others working on our behalf, you are welcome to do so.

Ask our managing agent for a copy of our full complaints policies, which include our target timescales for acknowledging and responding to complaints.

### How do I complain?

You can complain by phone, in writing, email, or by asking for a complaints form, or downloading one from the website.

Your complaint should be in writing, if at all possible. Please include:

- your full name and address
- as much as you can about the complaint and what has gone wrong, and
- how you want the matter resolved.

We operate a two-stage process.

**Stage 1: frontline resolution:** We aim to resolve complaints quickly. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. We will confirm our decision in writing, working to target response times.

If you are dissatisfied, you have 28 days to ask for your complaint to be investigated further through stage 2. More complex complaints may go straight to stage 2.

**Stage 2: investigation:** We will need you to explain why you think your complaint hasn't been adequately addressed. We will investigate and confirm our decision in writing, working to target response times.

### What if I am still dissatisfied?

After receiving a final response, you have 12 months to make an appeal to the Housing Ombudsman Service:

- online at: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) (recommended)
- by email to: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- by phoning: 0300 111 3000, or
- by writing to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston PR2 0ET.

The Housing Ombudsman can also offer advice while you are completing our complaints process.

# What should you be recycling?

## Cardboard / paper

- Clean cardboard boxes
- Toilet roll tubes
- Newspaper, magazines
- Other paper

## Metal

- Food and drink cans
- Metal lids
- Tin foil trays

## Plastic

- Bottles
  - Trays
  - Tubs
  - Lids
  - Single use bags
- But NOT thin plastic film

## Glass

- Bottles
  - Jars
- But NOT broken glass

## Cartons

- Milk
- Soup
- Juice



## Key performance indicators: April 2024 to January 2025

Repairs	Number	Target for 2024-25	Average days to complete	% completed on target
Emergency callouts	6	1 day	1 day	100%
Emergency repairs	15	1 working day	1 day	100%
Urgent repairs	52	5 working days	2.42 days	96.1%
Routine repairs	62	20 working days	8.87 days	96.7%

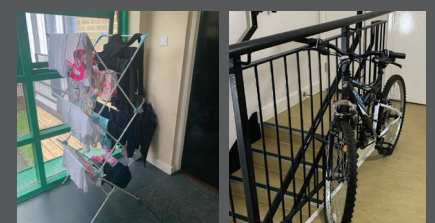
Rent	Target 2024-25	April 2024 to January 2025
Rent arrears	3%	6.3%
Rent collected	100.5%	97.6%

## No personal items in communal areas

For fire-safety reasons, we cannot allow you to leave personal items of any kind in communal areas.

Our zero tolerance policy means that we can and do remove items without notice.

Pictured below are examples of items we would need to remove.



# Health & safety first

Rand Associates will be carrying out stock condition surveys this summer and will need access to your homes to carry out property inspections.

We will use the findings to draw up planned major works programmes.

Please take note of the appointment you receive by letter from Rand. You must provide access on this date or contact them to arrange a more convenient appointment.

Thank you to all OEHA residents who have already given access to their homes, allowing us to meet our health and safety responsibilities.

Between April 2024 and the end of January 2025, our specialist contractors carried out:

- seven water system checks, to rule



out legionella, the bacteria that causes Legionnaires' Disease

- seven asbestos checks to make sure we are accurately monitoring any asbestos in our properties
- seven fire risk assessments – which we will follow up later with any recommended works
- five EICR electrical checks, and
- 16 annual gas safety checks.

## An important reminder about smoking on our estates

In line with the law on smoking in covered spaces, you must not smoke in enclosed communal spaces such as corridors and stairwells.

You must also not smoke in any other area where we have put up no smoking signs.

For fire safety reasons, we ask you not to throw cigarette butts from balconies or through windows.

Please don't smoke outside windows.

We will follow up on any reports of tenants ignoring these rules.



## Dumping costs you money

When large items are dumped on your estates – by residents or others – this adds to your service charge.

This is because these items aren't collected with normal rubbish. We have to pay to get them cleared.

For a council collection go to: <https://www.islington.gov.uk/recycling-and-rubbish/large-items>  
There is a charge of £32 for up to three items, or add-on charges for up to 10 items.

Make sure you clearly label any items to be collected and only leave them out on the day of collection.



# Old Etonian Housing Association

## Contact details

Our services for tenants are provided under a managing agent agreement with Shian Housing Association.

**Phone** 020 8985 7120

**Email** [oeahousing@shian.org.uk](mailto:oeahousing@shian.org.uk)

**SMS texting** 07535 269 269

**Open hours** Weekdays 9am to 4.30pm (except Wednesdays: 12 noon to 4.30pm)

**Website** Launch due in 2025

**Write to us**

c/o Shian Housing Association  
76 Mare Street  
Hackney E8 3SG

## IT system Down

Shian's housing management software is due to be upgraded. This means that they will not have access to their system on **Wednesday 7 May 2025**.

However, you will still be able to send emails or call to report any tenancy-related issues.

## Hot water and heating repairs

Contact Sureserve Compliance South (formerly known as K&T Heating Services) direct on 020 8269 4500 and select option 1.

## Reporting other repairs during office hours

**Phone** 020 8985 7120

**Text** 07535 269 269

**Email** (non-emergencies only)  
[oeharepairs@shian.org.uk](mailto:oeharepairs@shian.org.uk)

## Out-of-hours emergencies

Phone (24 hours) 020 8985 7120 and follow the instructions given.