

Old Etonian Housing Association

Residents' newsletter

November 2024

Wishing you peace and joy
and a Happy New Year

Christmas office opening hours

Staff will take their Christmas break from 12 noon on Tuesday 24 December 2023.

They will return to work on Thursday 2 January 2024.

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



The Management Committee of Old Etonian Housing Association and the team at Shian HA wish you the very best for the holiday season.

We are looking forward to working with you over the coming year to keep your homes in good condition and to improve life in your neighbourhood.

In this newsletter, we have shared some of our plans and approaches. We would be pleased to get your feedback and suggestions.



Name change for gas contractor

Our gas contractor, K&T Heating Services, have changed their name to Sureserve Compliance South. Their new name and logo will appear on their vans and ID cards, but their phone number and services remain the same.

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Services: getting the right balance

Since taking on the managing agent role for OEHA's properties, the team at Shian Housing Association have been working hard behind the scenes to bring higher professional standards to the management of your homes and the services you receive from your landlord.

Changes are always challenging and we recognise that you are getting used to us, just as we are getting to know you. But we want to assure you that our aim is to handle the transition with sensitivity.

For example, we think it's time for OEHA, with its distinct tenant profile, to have its own policies and procedures, instead of being lumped in with whichever organisation is currently managing the properties. We are in the process of developing these documents.

Better communications

Our plans include better communication, which is why you are reading the first edition of a new resident newsletter. We will use these pages to keep you informed and updated about our progress, and to give you useful information to help you make the most of your OEHA tenancy.

Over the coming weeks, we will also be developing a new website for OEHA, giving you access to key information

24/7. The website will include our policies and publications for you to download.

We will soon be making available a new *Tenants' Handbook*, covering tenancy issues. Also, a new *Guidance on Repairs and Responsibilities* document, to provide you with clear and detailed information about the repairs service.

On the back page of this newsletter you can also read about the new health and safety leaflets we have provided – bringing OEHA into line with best practice in the housing sector.

Next year, we aim to introduce a text messaging service, providing a convenient new way for us and you to stay in touch.

Local contact

We were chosen as the new managing agents, not just because we are an experienced small provider of social housing and services. We are also proudly community oriented and locally based.

Our office is in Hackney and we have stock of our own in Hackney, Islington and elsewhere. We regularly make site visits to the properties we own and manage, and you can expect more estate inspections than you have been used to.

This will allow us to keep track of the condition of your homes and the estate, making sure communal repairs are taken

care of and health and safety issues are dealt with. We will also be checking on any developing problems in your neighbourhood.

Residents are always welcome to join our staff at these inspections. Let us know if you are free to join us.

Better tenancy and property records

We need to update OEHA's tenancy and property records. To do this, we will be carrying out tenancy audits and property inspections.

Tenancy audits are home visits, which may be unannounced. We use them to check that properties haven't illegally changed hands (we will need to see photo ID), but also to make sure that the records we hold about each household are up to date. Having the right contact details can be vital in an emergency.

These visits are also an opportunity for us to meet you and for you to share your views on the way services are going.

Property inspections allow us to check the condition of your home. We will make sure there aren't outstanding repairs and look for any problems with damp and mould. We will also be checking that homes are being properly used and looked after by the occupants.

Stock condition surveys

To plan for the future, it is essential to have information about the state of OEHA's properties.

We are commissioning surveyors to carry out stock condition surveys and to record the details on dedicated software. They may need access to your home and will write to you in advance, if this applies.

So, as you can see, there is a lot of work in progress. You are very welcome to contact us to offer feedback and suggestions about your home and neighbourhood. You will find our full contact details on the back page.



Tenant satisfaction survey

With this newsletter, we are circulating the results of the resident satisfaction survey carried out during the summer and autumn of 2023. A big thank you to the 26 residents who responded.

The results were mostly good to read – with a high overall satisfaction rate of 81%. But they also show that you want more work around anti-social behaviour, and a number of you reported concerns about mould.

We can confirm that we have now contacted all the respondents who raised tenancy issues in answering this survey. We will be using all the results to inform the services we provide in future.



Problems with pets

We have been hearing that other people's pet ownership is causing problems for some residents.

Please be aware that you need written permission before keeping a pet in your home. This is especially important if your pet is a dog.

We will need to know the type and breed of animal and to see proof that your pet has a licence or is chipped, in line with legal requirements.

It is your responsibility to make sure your pet causes no nuisance to

neighbours. This means that you must keep your pet under control, not allow it to foul any shared areas in your building, and not allow it to disturb your neighbours' quiet enjoyment of their home.

If we hear that a pet is causing a nuisance, we can require the owner to rehome it.

Call us for more information.



Christmas fire safety

Tips from the London Fire Brigade:

- **Do** keep candles away from Christmas trees, curtains, or anything else that could catch fire. Don't leave them burning unattended. Consider using LED tea lights instead.
- **Do** switch off Christmas tree lights when you go out or go to bed.
- **Don't** overload sockets.
- **Don't** attach decorations to lights or heaters.
- **Do** make sure you have a fire escape plan and share it with everyone in your household over the Christmas period.
- **Don't** leave cooking unattended, or cook if you've been drinking.
- **Do** test your smoke alarms. Consider fitting a heat alarm in the kitchen that will detect the rising temperature of a fire, but not get set off by cooking fumes.

The Fire Brigade has a simple tool for checking fire safety in each room in your home. Go to: www.london-fire.gov.uk/safety/the-home/home-fire-safety/home-fire-safety-checker-hfsc



Water safety testing – please give us access!

We have to carry out checks to make sure that your water supply is not contaminated with legionella, the bacteria that causes Legionnaire's Disease. It's extremely important for you to give us access to your home when we ask.

Legionnaires' disease is a form of pneumonia that affects the lungs. People catch it by breathing in moisture from the air that contains the bacteria. You cannot catch it by drinking water or from another person.

If untreated, Legionnaire's disease can be dangerous – particularly for people aged over 45, those who smoke or drink heavily, and those who have other health conditions.

To keep you safe, we use specialists to do our water testing, as part of our regular health and safety checks.

As well as giving access for inspections, there are other steps you can take to minimise the risk.



- Run all unused taps (inside and outdoor) for at least two minutes weekly.
- Clean and descale your taps and shower heads regularly to avoid limescale and bacteria build up.
- If you've been away, or have just moved in, flush the whole system for two minutes or more. First, flush your toilet, then run the kitchen taps, and then any handbasin taps for at least two minutes.
- If you've not used your shower for more than a week, or have just moved in, run your shower with hot and cold water for at least two minutes before using it. Run the shower-head into a bucket or bath of water, to avoid spray escaping into the room.
- Before storing outdoor hoses, empty out all of the water.
- Let us know if your hot water system is faulty.

Call us on 020 8985 7120 for more information.



Health & safety advice

OEHA now has a suite of 10 health and safety information leaflets available.

The leaflets cover:

- asbestos
- safe use of balconies
- damp mould
- electrical safety
- fire blankets, fire doors and general fire safety
- gas safety,
- security gates, and
- water safety.



Call the office on 020 8985 7120 if you need any of this information.

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 oehahousing@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

Repairs



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

Out-of-hours emergencies

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