

Residents' newsletter



December 2025

Wishing you peace and joy and a **Happy New Year**

OEHA's Chair and Management Committee, and the staff team at Shian Housing Association, wish you all the best for the holidays and for 2026.



Annual Report for 2024-25

Our Annual Report for 2024-25 will be on its way to you in the near future.

We have produced the report in the form of a calendar that you can use throughout the year.

The report gives details about services and performance in the first year of our managing agent agreement with Shian Housing Association.



Christmas office opening hours

Staff will take their Christmas break from 12 noon on Wednesday 24 December 2025 and will return to work on Monday 5 January 2026.

If you have a genuine repairs or other emergency during the Christmas period, call the 24-hour phone line on 020 8525 7650 and follow the instructions.



Inside

Key performance indicators

New rules on damp and mould

No win and not free

E-bikes and e-scooters



Festive fire safety

During the holiday period, make sure you keep everyone safe, with these simple fire safety tips.

- Keep candles away from Christmas trees, curtains or anything else that could catch fire and don't leave them burning unattended.
- Check your tree lights meet safety standards and always switch them off before going to bed.
- Don't attach decorations to lights or heaters – they can overheat and catch fire.
- Make sure you have a fire escape plan and share it with your household members and guests.
- Don't leave cooking unattended. It is safer to take pans off the heat and turn off the hob, oven or grill.
- Make sure new electrical appliances have a British or European safety mark when you buy them.
- Don't overload plug sockets.
- Check on elderly or vulnerable relatives and neighbours and make sure they are safe.
- Test your smoke alarms and make sure they are working. Fit a heat alarm in the kitchen – this will detect an increase in temperature caused by fire, but not be set off by cooking fumes.
- If you smoke, make sure you don't get distracted and make sure you put out cigarettes properly.

For further tips and a home fire safety checker, go to: <https://www.london-fire.gov.uk/safety/the-home/home-fire-safety/home-fire-safety-checker-hfsc/>

Update on our Tenant Satisfaction Measures survey

Thank you to everyone who completed our latest Tenant Satisfaction Measures (TSM) survey.

Acuity, the independent company that carried out the survey for us, is currently analysing the results and will be producing a report that we can share with you, later in the New Year.

Our regulator requires us to carry out a major TSM survey every two years, so that we are accountable to tenants and transparent about our work and the services we provide. Your feedback gives us valuable information about what works well and where we should improve.



Stay alert to scams and fake messages

Scam texts, phone calls and emails are on the rise – and they are getting more sophisticated.

To keep yourself safe, don't click on any links or share personal information – whether you are being approached by text, email, letter or phone.

In September, a Shian resident reported receiving a scam phone call about 'renewing' a Thames Water plumbing and water leak policy – that they never had in the first place. The caller even knew their name and address.

For advice from Islington Council go to: <https://www.islington.gov.uk/advice/consumer-advice/scams-awareness>

Key performance indicators: April to October 2025

Repairs	Number	Target for 2025-26	Average days to complete	% completed on target
Emergency callouts	0	1 day	1 day	N/A
Emergency repairs	14	1 working day	1 day	100%
Urgent repairs	42	5 working days	2.83 days	96.67%
Routine repairs	47	20 working days	7.19 days	100%

Rent	Target 2025-26	April 2025 to October 2025
Rent arrears	3%	3.57%
Rent collected	100.5%	99.88%

New rules on damp and mould

Awaab's Law came into effect in October 2025 – setting new standards for social housing landlords around damp, mould and emergency hazards.

The law is named after two-year-old Awaab Ishak, whose tragic death in 2020 was caused by untreated mould in his Rochdale home. It is designed to make sure that all social landlords take damp and mould seriously, to prevent further tragedies.

Our new approach

If you have damp or mould in your home, contact us as soon as possible.

We will:

- inspect your property within 10 working days

- send you a summary report within three working days of carrying out the inspection
- fix any damp and mould that could harm your health or safety, within five working days of the inspection
- within 12 weeks, do any work needed to stop this happening again, and
- complete all repair works within a reasonable time period.

We will keep records of our work to fix damp and mould, and note down anything that stops us from



completing the work within these timescales.

If it's an emergency

Damp and mould are considered an emergency if they cover a significant area of your home and are affecting your health.

If our inspection finds that the damp or mould is an emergency, we will carry out repairs within 24 hours.

If your home is unsafe to live in while we do the work, we will offer you temporary accommodation until it is safe to return.

Other emergencies

If your home is affected by other emergency hazards, we will investigate and make safe within 24 hours – in line with our existing emergency repairs targets.

No win and not free

Housing disrepair claims – beware of unregulated companies

The Financial Conduct Authority (FCA) is warning that unregulated companies are falsely claiming that they can help tenants with complaints and housing disrepair.

If you use one of these companies, they often promise successful claims – but they charge you fees, or take a cut of your compensation. In some cases, their whole operation is a scam.

You can check out any company using the FCA Firm Checker at: <https://www.fca.org.uk/consumers/fca-firm-checker>

and report an unregulated company to the FCA by phoning them on 0800 111 67.

Remember: if you have a problem with disrepair, you do not need to use a law firm. If you aren't happy with the way your complaint is handled, you have the option of taking it to the Independent Housing Ombudsman. You will not get less compensation if we are found to be at fault. But you will save money for our frontline



repairs service, because we won't also have to pay your lawyer's costs.

There are more details about the Ombudsman on the 'Making a complaint' page of our website at: <https://oldetonianha.org.uk/making-a-complaint/>

Tips about your fire doors

Your front door is a fire door if it opens into a communal area.

Fire doors should be self-closing, withstand fire for at least 30 minutes and be fitted with strips and seals that would block toxic smoke.

Fire door do's and don'ts

- DO let your door fully close, every time you use it – and tell us if it doesn't close by itself.
- DO tell us if any part of your door's set up gets damaged or comes loose.
- DO tell us if any fire doors in the corridors of your block are faulty.
- DON'T tamper with smoke seals, brushes or the self-closing device.
- DON'T alter any fire door in a way that could reduce its fire resistance
- DON'T drill it to fit door furniture.
- DON'T prop or wedge open any fire door.



E-bikes and scooters

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

There were 155 e-bike and 28 e-scooter fires recorded 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.

For these reasons, you must not store any of these vehicles in communal areas, or we will remove them.

To stay safe:

- only buy vehicles and accessories from reputable dealers – many fires have involved fake goods
- register with the manufacturer to be told about product recalls
- never charge the batteries while you are out or asleep
- keep batteries uncovered while charging and don't overload sockets
- don't dispose of batteries in your household waste or recycling – check your council's website, and
- if a fire starts, do not attempt to put it out. Get out, stay out, call 999.



Disposing of bulky items

If you have a large item to dispose of, your council can arrange a bulky waste collection. Book with Islington online at: <https://www.islington.gov.uk/recycling-and-rubbish/large-items> – there is a charge for this service.

Old Etonian Housing Association

Contact details

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

Phone: 020 8525 7650

Email:

- (general) info@oldetonianha.org.uk
- (housing) housing@oldetonianha.org.uk
- (repairs – non-emergencies only) repairs@oldetonianha.org.uk
- (finance) finance@oldetonianha.org.uk

SMS texting: 07535 269 269

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

Website: <https://oldetonianha.org.uk>

Write to us:

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

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.

Out-of-hours emergencies

Phone (24 hours) 8525 7650 and follow the instructions given.

