

April 2026

Involving you in our work

We are offering OEHA residents two new ways to get involved in our work – so that together we can raise satisfaction levels.

Estate champions

The major survey we carried out last year highlighted that some of you are less satisfied with services in your neighbourhood since we ended your live-in caretaker service. So, we are now looking for residents to act as voluntary estate champions.

As an estate champion, you will work alongside our Tenancy Services Officer by carrying out informal visual checks in addition to our regular estate inspections. You will be able to report back on your cleaning and gardening services, lighting faults, fly-tipping, vandalism and any other developing problems, so that we can take action more quickly.



Tenants' Scrutiny Panel

We also want to strengthen tenant involvement across OEHA by launching a Tenants' Scrutiny Panel. The panel's role will be to review our overall service performance and contribute to service improvement.

We will be looking to draw members from a broad range of residents, so that we get representative feedback.

Find out more

If you would like to be an estate champion, or to find out more about the new Tenants' Scrutiny Panel, please contact us by the end of April, so that we can give you more details.

We look forward to working in partnership with you.

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Rent rises in 2026

OEHA's rents will rise by 4.8% from April 2026 – in line with the latest Government rent guidance.

The rise represents CPI inflation as recorded last September, plus 1%.

The Regulator allows us to raise rents so that we can continue to ensure that your homes are safe, meet legal standards and are well maintained, as costs keep rising.

Providers across the sector will be applying the full increase – aiming to balance affordability with service quality.

Applying the full increase means that we can:

- continue to comply with legal and regulatory requirements – including meeting high standards around health and safety
- ensure our long-term financial stability
- pay rising bills for materials and services
- keep homes in good repair
- continue to invest in major

improvements, including new kitchens, bathrooms and boilers – making sure older properties meet Decent Homes standards

- improve energy efficiency to reduce long-term costs
- maintain the quality of our housing and tenancy services – including meeting the growing demand for support for vulnerable residents
- keep our premises clean, with well-maintained grounds, and manage anti-social behaviour, and
- continue to train and develop staff to keep standards high.

Rent payments – we can help

If you can't pay your rent on time, please let us know as soon as you can.

We know things are difficult for many people at the moment. You can count on us to be straightforward and sympathetic.

Our main aim will be to help you get back on track, to protect your home and tenancy.

We can assist by agreeing to a payment arrangement, so that you can repay your arrears in instalments.

We can also signpost you to specialist services that can:

- check that you are getting all the benefits you are entitled to
- work with you on better ways to manage your money, and
- give specialist debt advice.

Please do get in touch. We take legal action only in the last resort, when people don't engage with us.

Static rent arrears

Is your rent account clear?

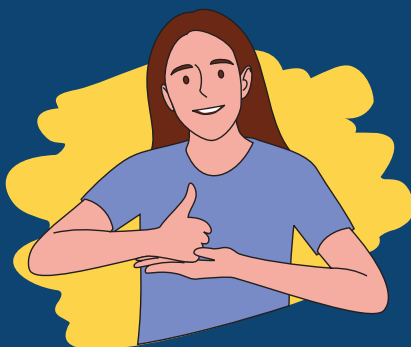
If your rent account is never clear – even if you only owe a small amount – be aware that you are breaking your tenancy conditions.

Please pay what you owe, to save staff from having to chase you. Remember that your rent and service charges are the income we use to provide you with a home and services.

Can we adjust things for you?

If you have a disability, do let us know, so that we can make sure we are giving you fair access to our services.

If you need this, we will pay for reasonable adjustments to a certain cash limit, or we will direct you to your local authority to claim a Disabled Facilities Grant.



Long breaks away from home

It is important that you tell us if you need to be away from home for more than a month – for example if you have to go into hospital or make an extended visit to friends or family.

Please give details about your trip, when you will return and how you will pay your rent. Tell us if someone will live your home in your absence and give us emergency contact details.

What you told us

Tenant satisfaction survey

Our latest major survey was carried out for us by Acuity – thank you to everyone for taking part.

The survey results are disappointing, as they show that overall satisfaction with our service has dropped to **66%**. However, we are committed to making good use of your feedback to draw up a full action plan to address the issues you have raised.

Repairs

You gave us reasonably good scores for our repairs service, with **72%** satisfied with a repair you had done in the past year and with **78%** satisfied with the time it took. However, some residents reported delays and others reported new problems with damp and mould. Where residents had given their consent, we followed up these comments to put things right.

Maintenance

In all, **69%** of you said your homes were well-maintained. But some of you highlighted the need to update older fixtures, such as kitchens, windows and lighting. We recognise that some homes are in need of modernisation. We now have the results of the stock

condition survey carried out by Rand Associates last summer. The results are available on a new asset management database, which will be used to plan future works programmes.

Your neighbourhood

While **90%** of you reported feeling safe in your home and neighbourhood, only **67%** were satisfied with your communal areas, **50%** with our contribution to your neighbourhood and just **43%** to our approach to anti-social behaviour. We know that the decision to end your live-in caretaker service was unpopular with some and we are addressing this with a new approach to estate management based on partnership working with residents. We explain the role of estate champions on the front page of this issue.

Customer service and communication

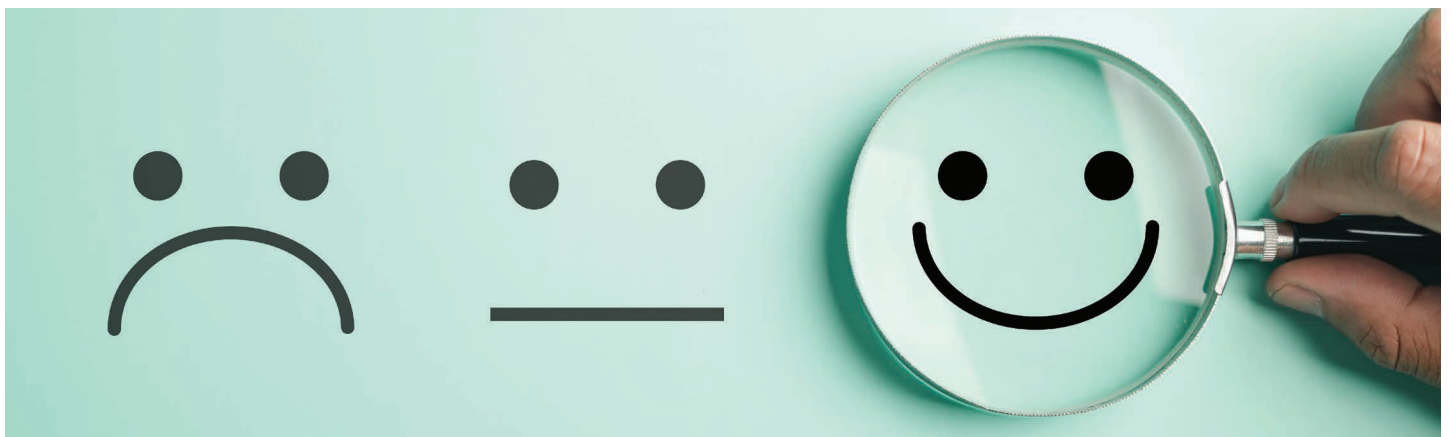
In all, **73%** of you reported being satisfied that you are treated fairly and with respect, but you were less



sure we listen and act, or keep you informed (**46%**) – despite the new newsletters we have been sending you, and the launch of our website. We will use a new Tenants' Scrutiny Panel to engage more of you regularly in our work, so that we can hear your views and work with you on service improvements.

A score of **25%** for our handling of complaints seems low but, in fact, we receive very few complaints – just one was received in the whole of 2024-25. Recent complaints are raised at every Board meeting and we review complaints annually for lessons to be learned.

We are sending out a more detailed booklet with the results and we will report back in future issues on the action we take as we work to make improvements.



New policies and more transparency about our work

We are currently working with Capsticks solicitors to review all of our policies, to bring them into line with new social housing regulations and best practice.

The new policies will be available to view or download from our website from April 2026.

Introducing STAIRS

Our Regulator is also introducing a new consumer standard for social landlords to meet. It will be referred to as the standard for tenant access to information (or 'STAIRS').

From October this year, we will have to demonstrate that we are transparent and accountable, by giving you access to a wider range of information about our work.

We are being asked to group the information into a 'publication scheme' document, which will be uploaded to our website. We will be expected to keep it regularly updated.

In future, if we are unable to provide information that a tenant has reasonably requested, they may have the option of raising this as a complaint with the Independent Housing Ombudsman.



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.



Key performance indicators: April 2025 to March 2026

Repairs	No.	Target for 2025-26	Average days to complete	% completed on target
Emergency callouts	1	1 day	1 day	100%
Emergency repairs	15	1 working day	1 day	100%
Urgent repairs	83	5 working days	2.41 days	98.08%
Routine repairs	56	20 working days	7 days	100%

Rent	Target 2025-26	Achieved
Rent arrears	3%	2.1%
Rent collected	100.5%	101.58%