

Residents' newsletter



August 2026

Upgrades to your homes

Homes in Coombs Street in Islington were the first to benefit from our new major works programme.

We are currently tendering for our next major works programme, which will make full use of the stock condition surveys carried out for us last summer by Rand Associates.

The surveys showed that we should prioritise window, bathroom and kitchen replacements.

We will keep you updated as our works schedules are finalised.



*Right: New windows in Coombs Street.
Above: Other residents will benefit from new bathrooms and kitchens.*



First meeting and estate walkabout for Eton House

Eton House residents joined us for their first residents' meeting, which took place on 8 July.

Among the main topics raised, residents wanted clearer information about gardening, and they shared concerns about the trees, planting and the frequency of contractor visits.

We agreed to revisit actions agreed at an earlier discussion – to check what

had been done and what might still need doing.

We also agreed to provide a full breakdown of the services covered by their service charge, including writing to confirm that charges are reducing from £23 to £15 per week.

Residents asked us to consider repairing or replacing the estate gates, to improve security and stop people using the estate as a shortcut.

We gave an update on the stock condition survey and the major works programme, but were unable to give a start date until the details had been

shared with, and agreed to, by the OEHA Committee.

Residents raised some specific cleaning and repairs issues, and concerns about the bin storage area, which will be taken up by the relevant teams.

Some residents told us that they preferred letters and emails to SMS text messages. So, in future, when we send a text message to Eton House residents, we will follow this up with an email or letter.

We will report back to Eton House residents to give details about our progress around these issues.

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RENT

Rent rise:

Are you paying the right amount?

Our rents rose by 4.8% in April – in line with this year's Government rent guidance.

Please make sure that you are paying the correct amount, so that you don't get behind.

Need help?

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

We can offer practical help and advice if you are struggling financially.

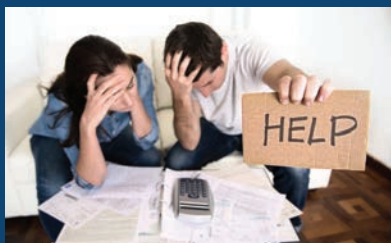
We can agree a plan to repay your rent arrears in instalments.

We subscribe to a welfare benefits checking tool, so we can quickly find out if you are eligible for additional benefits.

We can help with applications for a Discretionary Housing Payment or a grant from your local authority.

We can also signpost you to specialist services that can help with debt.

Remember: we take legal action only in the last resort, when people don't engage with us.



MyTenancy: have you signed up yet?

OEHA residents who use our MyTenancy portal get access to our services 24/7 – but not many of you have signed up yet. We are currently contacting people to talk them through the process.

The MyTenancy portal gives you 24-hour access to our services and allows you to:

- report and check on repairs
- check your account and print out rent statements
- give us feedback
- update your tenancy details, and
- tell us about your particular needs and preferences.

We also send all our communications, letters, rent statements and repairs



orders to you via the portal – after texting or emailing to remind you to check.

To register for MyTenancy, go to: <https://shian.mytenancy.co.uk/signin>

Remember always to keep your phone number and email address updated, so that we can contact you easily.

Tenancy liaison visits

We regularly visit residents at home to find out how things are going.

Our visits give us the opportunity to get to know you and find out what you need from us.

We record your preferences and whether anyone in your household is vulnerable. We do this to make sure



that we are giving everyone equal access to our services.

We also check the condition of your home and – with the new emphasis around hazards – we look for obvious risks that might cause a trip, fall or accident.

Our visits have another important purpose, which is checking that the right people are living at the property. Under the Prevention of Social Housing Fraud Act 2013, it is illegal to move out and rent, or pass on, your home to someone else. Be aware that we will always take action if we find this is happening.

Keep rubbish tidy at your scheme

When you dispose of your rubbish, please remember: use the right bin – for general waste or recycling; tie black bags securely and put them fully inside the bin; don't leave bags piled up on or around bins.

Remember that large items dumped at your scheme by residents or outsiders are not collected with the normal rubbish. We have to pay for a special collection. We will recharge residents who do this, or we have to add the cost to the service charge paid by everyone.

We are listening and learning

Thank you for responding to our SMS texts asking for your feedback after contacting us.

We sent 12 text feedback requests between 1 April and 1 July this year.

Three of you replied that you were satisfied with the service received.

Four of you said you were dissatisfied and we replied, asking for more details. In one case, it was because the resident wasn't happy with the exposed pipes for their new boiler. We booked a follow-up appointment with our gas contractor. The second resident was commenting on their bathroom replacement and we raised a repairs order. The third reported that their tap had been leaking and the area needed redecorating. We raised a works order. The fourth did not respond to our text message asking for more details, so we were unable to take further action.

Five residents did not respond.

Key performance indicators: April to July 2026

Repairs	Number carried out	Target for 2026-27	Average days to complete	% completed on target
Emergency callouts	2	1 day	1 day	100%
Emergency repairs	2	1 working day	1 day	100%
Urgent repairs	19	5 working days	2.63 days	94.74%
Routine repairs	22	20 working days	6.68 days	95.45%
TOTAL	45			

Rent	Target 2026-27	April to July 2026
Rent arrears	<3.9%	3.25%
Rent collected	>100%	97.13%

No access? What courts are saying

A recent county court ruling has provided much clearer guidance for landlords about how we can go about gaining entry to a tenant's home to carry out necessary safety inspections.

You have the right to quiet enjoyment of your home. But, as your landlord, we have legal responsibilities around health and safety. When residents don't give us access to their homes to carry out these inspections, it leaves us with a difficult problem.

In the past, courts have taken differing views on whether a landlord has the right to force entry to a home when a tenant has repeatedly failed to give access.

The new ruling by Judge Glen, who is a senior district judge, makes it clear that, in appropriate cases, we do have this right. He made this ruling on a recent case where he was asked to make a

decision that would provide guidance to other civil judges in England.

However, before we get to the point of forcing entry, we are expected to:

- make multiple attempts to get the tenant to provide access, giving at least 48 hours' notice
- take full account of the needs of anyone in the household who has vulnerabilities
- get permission from a court
- give 48 hours' notice before forcing entry, and
- pause this action if the tenant is at home on the day and actively opposes entry.

The Judge thought that forced entry was a better option than the alternatives: landlords going to court for a court order or to gain possession. Where a court agrees, we may also be able to reclaim our court costs.



Please give access

We have to arrange for regular health and safety checks in your home and at your scheme.

Whether it's your annual gas safety check, or a check on your electrics or water system, these inspections are all extremely important. They are designed to keep you, your family and your neighbours safe.

So, please make sure you are at home to give our contractor access, or change the appointment as soon as you can.

Health and safety checks

Fire risk assessments

All our properties that have shared spaces are included in our ongoing programme of fire risk assessments. The assessments give recommendations for any action we should take.

Our assessors report that despite our regular reminders, residents are still leaving personal belongings in shared spaces. Be aware that we will remove these items to keep escape routes clear and to reduce the risk of fire.



Legionella leaflets

Specialist contractors carry out regular checks on our water systems to make sure they are free of the dangerous Legionella bacteria which causes Legionnaire's Disease.

We have a water safety leaflet on our website and have recently sent this to the MyTenancy portal.



Estate champions

We're looking for some estate champions to work with us.

As an estate champion, you carry out informal checks at your scheme and report back to us. To thank you for your time, we will give you shopping vouchers.

If you would like to take on this role, please contact us.

Energy Performance Certificates

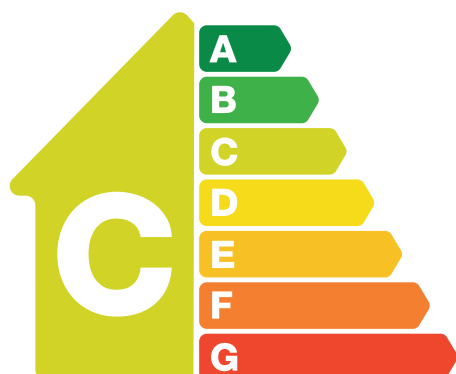
We've engaged a specialist contractor – Vibrant – to carry out EPC checks on our homes. When they call you to arrange an appointment, their number will show up as 01273 004114.

We're carrying out these checks because the Government has set a target for social rented homes to meet EPC Band C or an equivalent energy-efficiency standard by 1 April 2030, unless an exemption applies.

Homes are awarded an Energy Performance Certificate (EPC), which shows how energy efficient a property is, using a rating from A (most efficient) to G (least efficient). The new target is for our homes to reach an EPC C rating.

By improving your home's energy efficiency, we can help to reduce bills, as well as helping the Government meet its climate targets. We will use information from the checks to plan future works.

If you would like to check your home's current rating, go to the Government's website at <https://find-energy-certificate.service.gov.uk/find-a-certificate/search-by-postcode>



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) 020 8525 7650 and follow the instructions given.

