

STAIRS

Publication scheme

**October
2026**



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Publication scheme



Introduction

In April 2027, the Regulator of Social Housing is introducing a new and developing transparency standard for landlords to meet, known as STAIRs (the Standard for Tenant Access to Information Requirements).

The Government has identified broad categories of information we should publish, but without specifying exactly which documents we have to provide, how long we should keep them for, or the format we should provide them in.

This Publication Scheme represents our current interpretation of the STAIRs requirements. It reflects our commitment to openness, accountability and transparency.

We will review our approach regularly, taking into account:

- changes in legislation
- Government guidance
- Housing Ombudsman determinations
- regulatory expectations, and
- emerging sector good practice.

Where we publish information

Old Etonian Housing Association (OEHA) makes information available through our website, our Annual Report to Residents, Annual Complaints Performance and Service Improvement Report, Tenant Satisfaction Measures reports, audited financial statements, policies and other resident publications.

This Publication Scheme acts as a guide to that information. Where information is not routinely published, residents can ask us for it. We will provide information where reasonably possible, subject to legal, confidentiality, data protection, commercial and security restrictions.

REF01

See Government STAIRs policy statement (Appendix A)

Governance

About us

Old Etonian Housing Association (OEHA) was established in 1937 with the mission of providing housing for workers living in overcrowded urban areas. You can read about our history on our website.

Today, we are an independent, not-for-profit housing association, registered with the Regulator of Social Housing.

Our operations

Our day-to-day operations and services are provided by Shian Housing Association under a managing agent agreement.

Shian's senior staff are:

- **Leslie Laniyan** (Managing Director)
- **Indran Thavendra** (Finance Director)
- **Minara Sultana** (Operations Director)
- **Sam Bereket** (Asset Manager)
- **Uzoma Okpala** (Health and Safety Manager)
- **Funke Osikoya** (Finance Manager)

Our Management Committee

Overall governance of our organisation is provided by our Management Committee, which is made up of independent professionals, alongside our Company Secretary.

- **Bertie Cairns** is the Chair of our Management Committee
- **Devan Kanthasamy** is our Company Secretary

Our decision-making processes

We publish information that explains how we make decisions affecting residents.

We hold supporting reports, operational records and background papers that may be considered for disclosure where appropriate under the STAIRs information request arrangements.

The Management Committee's role

The Management Committee meets regularly to oversee our work and decision making.

Members approve our corporate strategy and business plan which sets the framework for our work each year.

Involving residents

We are in the process of offering OEHA residents two new ways to get involved in our work.

To help us improve satisfaction at your estates, we are looking for volunteers to act as estate champions, reporting back on the condition of your communal areas in between inspections.

REF02
Social Housing
(Regulation) Act 2023
(see Appendix A)

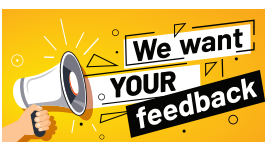
Our main contact details
are on the back cover

For more details about
Shian and its staff go to:
www.shian.org.uk

There is a list of
Management Committee
members on our website



Bertie Cairns



We also want to strengthen tenant involvement by starting a Tenants' Scrutiny Panel, which would review our overall service performance and influence service improvement.

Keeping you informed about changes

Where we are planning major works, changes to the management of your estate or other significant service changes, we make sure that any residents affected are kept informed.

Depending on the nature of the works or change, we may communicate by letter, email, text message or through the MyTenancy portal. We will explain what is happening, why the work or change is taking place, the expected timescales and any impact on residents.

Where appropriate, we will give you the opportunity to ask questions, raise concerns or provide feedback. We will take your feedback into account where it is reasonable and practical to do so.

For more significant projects, we may hold resident information meetings or drop-in sessions at or near your home, giving reasonable notice where appropriate. We may also contact individual residents where a change directly affects their home or tenancy.

Where legislation or regulatory requirements require formal consultation, we comply with those statutory requirements.

Finance and spending



Our accounts

The latest professionally audited accounts are available to download from our website.

We also provide a summary of our financial information in our annual reports for residents.

Our rents

Our homes are let at social housing rents.

In April 2025, our rents rose by 2.7% – in line with the Government's rent guidance. The rise represents CPI inflation as recorded in September 2024, plus 1%. This was a lower rise than for the past two years, because the rate of inflation had dipped.

Based on CPI in September 2025, plus 1%, our rent rise in April 2026 was 4.8%.



Our social housing rents	2024-25	2025-26	2026-27
Rent collected	99.67%	101.58%	To follow
Current rent arrears	3.45%	2.1%	To follow
Rent rise	7.7%	2.7%	4.8%

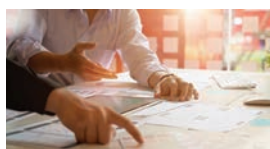


Procurement and contracts

If you require information about our procurement and contract arrangements, please write to us.

When our contract information is held on our behalf by our contractors and professional advisers, we will work with these partners to obtain relevant information in response to STAIRs requests

Housing stock management



Corporate plans and objectives

Our corporate strategy and business plan set out the framework for our work each year and our plans for the future.

Our ongoing works programme will ensure that we meet Decent Homes, and health and safety requirements.

If you wish to see our corporate strategy and business plan, please write to us

Improving the energy efficiency of our homes

The Government expects social landlords to improve the energy efficiency of their homes by 2030, although the detailed requirements are still being finalised and some properties may qualify for exemptions.

Many energy efficiency improvements involve significant investment, and the cost and suitability of measures can vary considerably depending on the type and age of each property.

We will investigate the technical and financial viability of improvement works, with a view to investing in measures that improve the energy efficiency of our homes, reduce carbon emissions and help lower residents' energy costs where this is practicable and represents value for money.

REF03
Government statement on improving the energy efficiency of socially rented homes in England (see Appendix A)

Our housing stock

OEHA has 55 properties, 40 of them at Eton House, a large block in Highbury, while the remainder are in smaller schemes and street properties in the Islington area.

Stock changes

We sold one of our two flats in Trevellian Court in Windsor during the year. We sold the second in the current financial year.

The location of these two properties – far from our core stock in Islington – had been making them more difficult and expensive to manage.





Repairs and maintenance

During 2025-26, 192 repairs of all types were carried out, including work related to health and safety.

We report on our repairs and maintenance work, as well as our plans to carry out major works, in our annual report. We include updates on our response time performance for day-to-day repairs in our newsletters. We report these details quarterly to the Management Committee.

We provide details about our repairs service, repair responsibilities and other property-related issues in our Repairs Guidance and Responsibilities Handbook.

We also provide management information to our Regulator when we report the results of our two-year Tenant Satisfaction Measures (TSM) surveys.

As reported to our Regulator	Target response times for different types of repair	2025
RP02 (1)	Non-emergencies	99%
RP02 (2)	Emergencies	100%



Stock condition surveys

Rand Associates carried out a stock condition survey of our properties throughout the summer of 2025. This survey data is being held on our behalf on an M3Vision asset management system.

Using the results of the stock condition survey, our first major works programme got underway, which saw new windows being installed at Coombs Street in Islington.

Decent Homes

The Decent Homes standard we have been working to is a set of minimum standards for social housing, introduced in 2006. This set four simple criteria for landlords to meet:

- A statutory minimum standard – no serious hazards (e.g., structural risks, fire dangers)
- Reasonable repair – key features (roof, windows, heating) are in good condition
- Modern facilities and services – for example, a proper kitchen and bathroom
- Thermal comfort – sufficient insulation and heating (linked to energy standards)

Our Decent Homes performance, as reported to our Regulator, is shown below.

As reported to our Regulator	Homes that do NOT meet Decent Homes standard	2025-26
RP01	2006 regulations	0%



In January 2026, the Government introduced the New Decent Homes standard, which tightens the requirements and sets a target date of 2035 for all homes to meet them.

The main changes are that:

- this is a standard for all rented homes – including those that are privately rented, and
- there is an additional criterion that a home must be free from damp and mould.



Lettings and home sales

During 2025-26, two homes became vacant. Both were offered to local teachers. We do not have any shared ownership properties and did not sell any individual homes to tenants (but see stock changes on page 6).

REF04
Government policy statement on the New Decent Homes Standard (see Appendix A)

Our performance



Inspection outcomes and ratings

The Regulator of Social Housing has a set of standards that social housing landlords have to meet. These are grouped into consumer standards and economic standards. As a small housing association, we have to meet these standards, but we are not given a grade.

We have not been inspected by the Regulator this year, or in the previous two years.

REF05
Regulatory standards for landlords (see Appendix A)

Performance reviews and audits

Due to the small size of our organisation, we have no current plans to arrange for an independent specialist to carry out an internal audit.

Tenant Satisfaction Measures (TSM)

We are required to carry out a major survey of our residents every two years, using a number of questions supplied by our Regulator. This allows for comparison against other landlords.

Our latest survey, carried out in 2025, took responses from 29 tenants. In all, 66% were satisfied with our services.

The results of our latest TSM survey are on our website



Annual report to residents

Each year we publish an Annual Report to Residents, which includes our Tenant Satisfaction Measures, financial highlights and information about our performance, services and priorities.

For reports published in recent years, go to our website



Our news

As a small organisation, with limited resources, we do little external media work and have rarely issued a press release.

We highlight important information and occasional internal news items for our residents and stakeholders on the Home page of our website.

Continuous improvement

As part of our commitment to continuous improvement, we regularly review Housing Ombudsman decisions and sector guidance to improve both our services and the information we publish.

Complaints

How we handle complaints

We have a clear complaints policy and process, which is set out in full in our policy document.

We explain our complaints process in plainer English on our website and in our leaflet. We also include this information in our Residents' Handbook and in occasional newsletters.

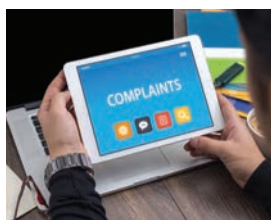
We report on complaints received and lessons learned to every Management Committee meeting, in our newsletters and in our annual reports.

Each year, we provide an Annual Complaints Performance and Service Improvement Report. You will find recent reports on our website.

Complaints metrics

The management information we supply to our Regulator includes specific information about complaints.

The table on the next page shows the information we supplied in 2025.



As reported to the Regulator	Description	Number* reported for 2025
CH01 (1)	Number of stage one complaints received per 1,000 homes	18
CH01 (2)	Number of stage two complaints received per 1,000 homes	18
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	0%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%

**We actually received one complaint, however, to compare our results with those of other landlords, we are required to scale up our numbers as if we had 1,000 properties. (We have to divide the actual number of complaints we received by the number of homes we provide, then multiply this by 1,000.)*



Housing Ombudsman

Residents who remain dissatisfied after completing our two-stage complaints process have the right to refer their complaint to the Housing Ombudsman for an independent review.

We welcome the important role the Housing Ombudsman plays in promoting fair complaint handling and in driving service improvements across the social housing sector.

Housing Ombudsman decisions are published in an anonymised form on the Housing Ombudsman's website.

Compensation

Where our service falls below the standards we expect, we will apologise, put things right where possible and, where appropriate, offer compensation in line with our Compensation Policy, or comply with any remedy ordered by the Housing Ombudsman.

Information data requests

You have the right to request a copy of the personal information we hold about you by making a Subject Access Request under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

From April 2027, subject to the implementation of the Social Tenant Access to Information Requirements (STAIRs), residents will also have the right to request certain information about our housing services and how we operate.

Information we hold

This Publication Scheme is intended to make key information readily available, to reduce the need for individual information requests.

Where information is requested under STAIRs, we will deal with requests in accordance with the relevant legislation and our published procedures. We will also consider publishing a disclosure log, where this would assist residents and promote transparency.

Information we do not normally publish

We may choose not to publish information if it contains:

- personal information
- commercially sensitive information
- safeguarding information
- legal advice, and/or
- security information.

REF06
Housing
Ombudsman Service
guidance and
published decisions
(See Appendix A)

REF07
UK GDPR guidance
(See Appendix A)

REF01
Government STAIRs
policy statement
(See Appendix A)





Health and safety performance and assessments

We report on our health and safety assessments as part of the management information we provide to our Regulator, as shown below.

Where our assessments affect the building or home you live in, we make this information available to you in your MyTenancy account. If you require other information, we may need to anonymise it.

As reported to Regulator	Description	2025
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	75%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	83%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	Not applicable
BS06	Proportion of homes for which all required electrical safety checks have been carried out	88%



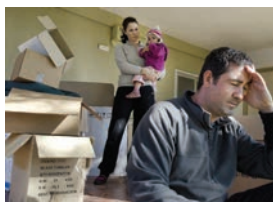
Awaab's Law compliance

The introduction of Awaab's Law in October 2025 set new standards for social housing landlords around damp, mould and emergency hazards. You can download our policy on meeting these new standards from our website.

Our performance from October 2025 to March 2026 is shown below. In future we will keep records on the current year and the previous two years.

REF08
See Government guidance on Awaab's Law (Appendix A)

Report	Action	Response target	Oct 2025 to Mar 2026
First report of damp and mould	Assess how serious	24 hours	One reported case, which was assessed on target
Judged to be emergency hazard (immediate threat to health or safety)	Make safe/begin repairs	24 hours	Case not an emergency
	Complete repair	Five working days	N/A
Judged to be significant hazard	Inspection	10 working days	Inspected on target
	Summary report	Three working days after inspection	Action plan sent within three working days
	Work completed	12 weeks	Completed within three weeks
All works	Check for recurrence	Six months	No reports of further damp to 28 August 2026



Evictions

Eviction would always be our last resort. If we evicted someone it would probably be because they had not engaged with us to tackle their rent arrears, leaving us with no choice but to take court action.

We might occasionally have to evict people for other breaches of their tenancy conditions – for example anti-social behaviour.

We have evicted no-one during the three years 2023-26.

Decants

When landlords carry out major repair works, they sometimes have to move people to temporary alternative accommodation.

We did not decant any of our residents during 2023-26.

Housing services and tenant liaison



Handbooks

Our Residents' Handbook gives overall details about your tenancy, your rights and responsibilities and the services we provide.

Our Repairs Guidance and Responsibilities Handbook focuses on our repairs and maintenance service and on your rights and responsibilities around repairs.

The latest versions of both are available on our website.

Leaflets

We provide general guidance for our residents in a range of leaflets on our website. This includes leaflets on various health and safety topics.

Tenant liaison

Our managing agents handle tenancy, rent and repairs queries on our behalf. They can also offer some support around income and benefits. They can be contacted through the MyTenancy portal, by phone, email or text message.

Where residents need specialist advice and guidance, for example around debt management, staff will signpost or refer them to more relevant services.

Lists and registers



We are registered with the Regulator of Social Housing: registration L2000.

We are a Registered Society (an Industrial and Provident Company) under company number IP12223R.

Health and safety registers

Gas safety registers

An independent consultant provides monthly reports on all gas safety checks.

Fire risk assessments

We record all fire risk assessments for communal areas and multi-occupied buildings.

Electrical safety records

We record all electrical safety checks and EICR records.

Asbestos register

We maintain an asbestos register for our properties, incorporating information from surveys of communal areas and individual homes, where appropriate, to support the safe management of asbestos.

Water hygiene

We adopt a risk-based approach to water hygiene. We undertake representative risk assessments and maintain records of the findings, with further assessments carried out where a water storage tank is present or where major works may affect the water system.

Building safety performance

We maintain registers of identified health and safety risks and monitor any actions arising from inspections and assessments. At the time of publication, there are no outstanding high-risk issues requiring ongoing monitoring beyond our normal compliance programmes.

Other registers

Information governance

On our behalf, Shian HA maintains:

- information asset registers
- a records retention schedule

Our Company Secretary maintains:

- information owners, and
- information governance procedures.

If you wish to see any of our health and safety registers, please write to us



Damp and mould

We have always recorded and managed reports of damp and mould. In response to Awaab's Law and evolving regulatory requirements, we have strengthened our monitoring and record-keeping arrangements to ensure cases are managed consistently and effectively.

Estate inspection schedules

We report on our monthly estate inspection schedules as part of our key performance indicators.

Home accessibility and adaptations register

We can support residents who require adaptations to their homes by working with local authorities and other agencies, including assisting with applications for Disabled Facilities Grants where appropriate.

Social housing management



We work to policies and procedures that help ensure our services are delivered professionally, consistently and in accordance with current legislation, regulatory requirements and recognised good practice.

Our policies are regularly reviewed and updated to reflect changes in legislation, regulatory expectations and sector best practice, ensuring they remain relevant and effective.

Our policies

OEHA policies that impact on our residents' rights and responsibilities are as follows.

Customer support policies

- Additional assistance and reasonable adjustment policy
- Compensation and goodwill policy
- Complaint policy
- Customer engagement policy
- Domestic abuse policy
- Hate incident policy
- Multi-agency public protection arrangements policy
- Safeguarding policy
- Target hardening policy
- Unacceptable behaviour policy

Data protection policies

- Data protection policy
- Generative artificial intelligence policy
- Staff privacy notice
- Subject access request policy

These policies are available to read and download from our website

Health and safety related policies

- Asbestos policy
- Damp & mould policy
- Electrical safety policy
- Fire safety policy
- Gas safety policy
- Health & safety policy
- Register of accidents and near misses policy
- Safe use of a balcony policy
- Water hygiene and safety policy

Property related policies

- Access policy
- CCTV policy
- Electrical vehicle charging policy
- EPC and sustainability policy
- Home adaptations policy
- Housing conditions disrepair claims policy
- Mobility aids policy
- Property investment policy
- Property management operational policy
- Rechargeable repairs and services policy
- Repairs policy

Tenancy management policies

- Account marker policy
- Allocations policy
- Anti-social behaviour policy
- Breach of tenancy policy
- Compensation policy
- Fixed-term tenancy review policy
- Hoarding policy
- Lettings of homes policy
- Mutual exchange policy
- Pets policy
- Rent arrears policy – general needs
- Right to buy and right to acquire policy
- Service charge policy
- Succession policy
- Temporary moves policy
- Tenancy fraud policy
- Tenancy sustainment policy
- Tenure policy
- Void management policy
- Transfer policy
- Joint tenancies policy
- Relationship breakdown policy
- Running a business from home policy
- Squatters policy
- Subletting & lodgers policy

Tenant-relevant corporate policies

- Equality diversity and inclusion policy
- Procurement policy
- Transparency and accountability policy

About this Publication Scheme

We review this Publication Scheme annually. It may also be reviewed following:

- legislative change
- Housing Ombudsman decisions
- new regulatory guidance, and/or
- changes to our services.

We are committed to continually improving both the information we publish and the way we make information available to residents.

Publication scheme principles

Our publication scheme will be:

- transparent
- accurate
- accessible
- timely
- proportionate
- lawful, and
- regularly reviewed.

Appendix A: reference library

REF NO.	Document	Publisher	Website
REF01	STAIRs Policy Statement	UK Government	gov.uk
REF02	Social Housing (Regulation) Act 2023	UK Government	legislation.gov.uk
REF03	Improving the energy efficiency of socially rented homes in England	UK Government	gov.uk
REF04	The New Decent Homes Standard: policy statement	UK Government	gov.uk
REF05	Regulatory standards for landlords	UK Government	gov.uk
REF06	Housing Ombudsman decisions	Housing Ombudsman	housing-ombudsman.org.uk
REF07	UK GDPR Guidance	ICO (Information Commissioner's Office)	ico.org.uk
REF08	Awaab's Law: Guidance for social landlords	UK Government	gov.uk
REF09	NHF Operational Guidance	National Housing Federation	housing.org.uk



Old Etonian Housing Association

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

Write to us:

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

Phone: 020 8525 7650

Email:

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(housing) housing@oldetonianha.org.uk
(repairs) – repairs@oldetonianha.org.uk
(finance) finance@oldetonianha.org.uk

SMS texting: 07535 269 269

Website: oldetonianha.org.uk

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