



# Inside SHA

Updates, news and information from your housing provider

SUMMER/  
AUTUMN  
2024



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# Enter our November 2024 Prize draw for a chance to win by completing the tenants' satisfaction survey

The Tenant Satisfaction Measures (TSM) were introduced by the Regulator of Social Housing (RSH) in England to evaluate housing associations' performance in providing high-quality homes and services. Spitalfields Housing Association (SHA) believe your feedback is invaluable in shaping our services to ensure we meet your expectations.

That's why we encourage you to participate in our Tenant Satisfaction Survey and play a vital role in enhancing our offerings. If you fully complete the survey below, you will gain a free entry into our November 2024 prize draw for a chance to win 1 of the 13 prizes, including an Honor Pad 9 12" tablet or a £300 total pool of Amazon vouchers.



Complete the survey and **be in a chance to win one of these prizes** in our November 2024 prize draw:



**1st prize:**  
Honor Pad 9 256GB



**2 x 2nd prizes:**  
£50 Amazon vouchers



**10 x runner-up prizes:**  
£10 Amazon vouchers

Please help by taking part in the Tenant Satisfaction Measures survey.

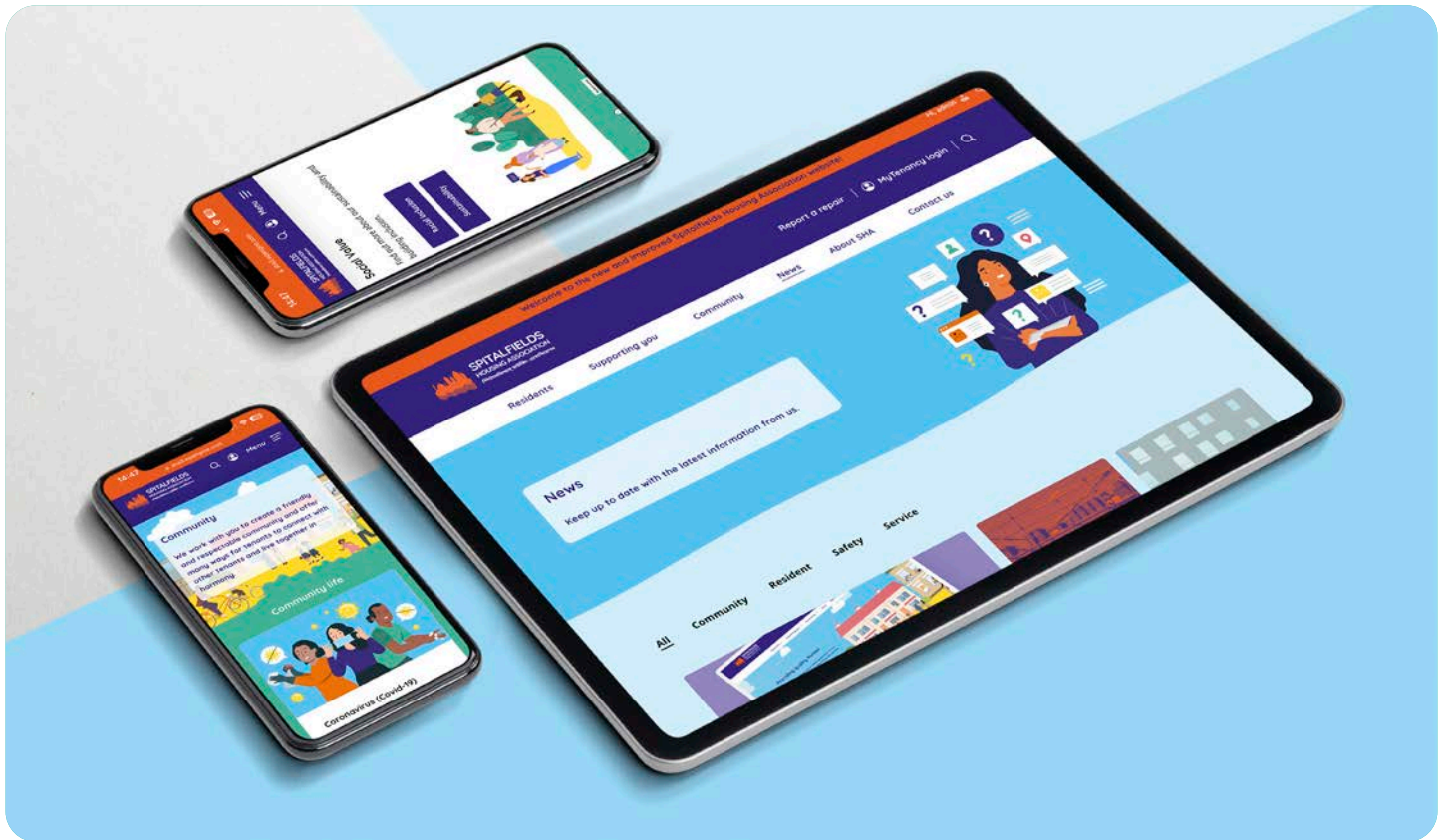
Responses must be submitted before midnight, 31 October 2024 to be entered in to the prize draw.

Visit [spitalfieldsha.co.uk/prizedraw](https://spitalfieldsha.co.uk/prizedraw) for terms & conditions.



Scan this QR code to complete the survey

or via  
[spitalfieldsha.co.uk/tsmsurvey](https://spitalfieldsha.co.uk/tsmsurvey)



## Our new website is now live!

We're excited to announce that our newly redesigned website is live! This new website has been co-produced with input from residents, staff members and the design team. We have listened to our residents and want to make it easier to access our services both online and in-person.

### Key features:

- **Upgraded forms:** Our forms are now automated and better integrated, making it easier to track requests. You will find feedback forms on many of the pages to ensure dialogue remains open.
- **Tenant's toolbox:** Easily manage your tenancy and access essential tools from the homepage. You will find the policies that guide us and local information and updates that affect your home and environment.
- **Community updates & news:** Stay informed with organised news articles, which can be filtered by category.

- **Improved navigation:** Find what you need quickly with our streamlined content navigation.
- **Better accessibility:** The site meets WCAG 2.2 AA standards, ensuring accessibility

Our residents have told us that not everyone is digital-ready, so please call or email us to arrange an in-person meeting with a staff member who will listen and deal with any concerns in a timely manner.

We hope you are enjoying your residence with Spitalfields and that this visit to our website has been pleasant one. If we can make improvements, please use the feedback form to let us know.



Explore the new website including viewing in additional languages at [www.spitalfieldsha.co.uk](http://www.spitalfieldsha.co.uk) or contact us for assistance.





## Spotlight on our summer programme

This summer, the Hason Raja Centre (HRC) became a hub for a variety of community-wide activities, focusing on the health and well-being of girls and young women.

Vallance Community Sports Association (VCSA), the primary tenants of HRC, continued their impactful programme, which serves the elderly, disabled, minority communities, and youth groups. SHA are proud to have supported these initiatives.

Additionally, this year, we hosted events in collaboration with local charities, organisations supporting street children in Bangladesh, and the East End Women's Museum, with all held at the HRC. For more details about VCSA's programme, visit: [www.vallancecsa.org.uk](http://www.vallancecsa.org.uk)

Hason Raja Centre is located in the Whitechapel/ Bethnal Green area. If you would like to hire the centre, or hold a community event, get in touch with SHA by emailing [hello@spitalfieldsha.co.uk](mailto:hello@spitalfieldsha.co.uk)

## Setting up a residents group

Setting up a residents group can bring numerous benefits to a community living in a particular area. At SHA we keep dialogue open with our residents to ensure that we improve the service we provide.

At SHA we give access to our residents to hold meetings at the Hason Raja Centre located in the Whitechapel/ Bethnal Green area of East London. If you would like some advice in setting up a group, please call us on 020 7392 5400 or email us at [hello@spitalfieldsha.co.uk](mailto:hello@spitalfieldsha.co.uk)





## Fire Safety Tips

The tragic fire on Napier Road (Newham) highlights the critical importance of fire safety. SHA urges tenants to follow these key precautions:

- **Electrical:** Avoid overloading sockets, inspect and unplug appliances when not in use. Always supervise re-charging large electrical items.
- **Cooking:** Never leave cooking unattended and keep flammable items away from the stove.
- **Smoking:** Smoke outside and ensure cigarettes are fully extinguished before disposal.
- **Heating:** Maintain heaters, keep flammable materials away, and never use portable heaters while sleeping.
- **General fire:** Install and test smoke alarms regularly, plan and practice escape routes, and use fire-resistant materials where possible.

You can perform a free Home Fire Safety check online, on <https://www.london-fire.gov.uk/safety/the-home/home-fire-safety/home-fire-safety-checker-hfsc/>

By following these steps, we can help keep our homes and community safe.



To read the full article please scan the QR Code or visit: [spitalfieldsha.co.uk/fire-safety-tips](https://spitalfieldsha.co.uk/fire-safety-tips)





# Resident consultations during estate inspections

SHA's housing officers regularly undertake estate inspections, and it is also the duty of residents to report any estate-wide or communal repairs promptly. Tenants must allow access to the property promptly, as stipulated in their tenancy agreements.

## Staying on top of property maintenance

By conducting frequent inspections, we can identify issues like structural problems, plumbing defects, or general wear and tear early on. This proactive approach enables timely repairs, preventing minor issues from escalating into major, costly damages.

## Health and safety

Health and safety compliance is another important reason for regular checks. SHA have a responsibility to ensure their properties meet safety standards. Inspections help in spotting potential hazards such as mould, faulty electrical systems, or other risks that could compromise tenants' safety.

## Tenant well-being

Regular visits provide an opportunity for SHA to check in on tenants, particularly those who are vulnerable or have special needs.

This direct interaction helps in identifying any additional support or services tenants might require, thereby promoting their overall well-being.

## Building better dialogue

Building better dialogue with tenants is another benefit of regular estate visits. Frequent interactions help build trust and open lines of communication, leading to better tenant satisfaction and cooperation.

SHA residents are encouraged to speak with us about anything they are unsure about and to ensure access to their property is given when asked to. Please reach out to your Housing Officer if you have any questions.



For more information on resident consultations during estate inspections, visit: [spitalfieldsha.co.uk/resident-consultations-during-estate-inspections](https://spitalfieldsha.co.uk/resident-consultations-during-estate-inspections)

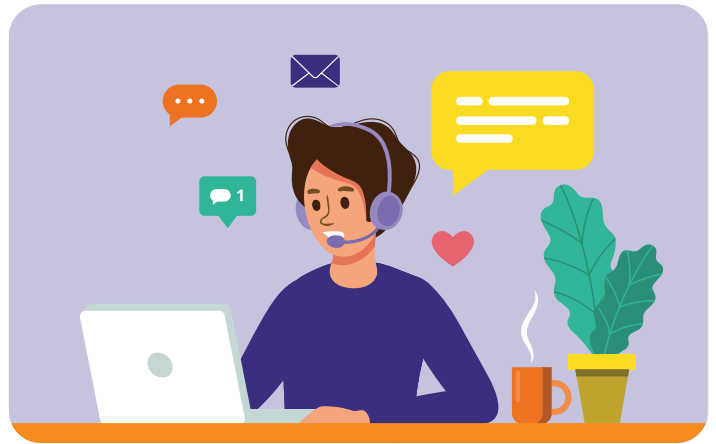
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# New regulations on complaints process

The new Housing Ombudsman Service (HOS) rules on how landlords like Spitalfields Housing Association (SHA) handle tenant complaints came into effect on 1st April 2024.

These new rules have led to changes in SHA's complaints policies with some changes and stricter guidelines on handling and in responding to residents' complaints. Notably, the process has been streamlined to two stages, with extensions allowed for both stages. This change aims to ensure the complaint has more time to be resolved within each complaint stage.

SHA staff have recently undertaken a training and workshop relating to the latest HOS changes to the complaints process.



If you have any questions on the latest HOS complaints process or require language translation, speak with a Housing Officer who is at hand to help guide you through the process.



For more information, scan the QR Code or visit: [spitalfieldsha.co.uk/new-regulations-on-the-complaints-process](https://spitalfieldsha.co.uk/new-regulations-on-the-complaints-process)

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# Got an idea for an event?

We want to see a gradual uptake at the Hason Raja Centre for community uses that benefit all of our residents. Hason Raja Centre is located on Vallance Road in Whitechapel, London E1.

SHA now has a growing number of volunteers to help with various community outreach and social projects taking place at the Hason Raja Centre in Whitechapel. Our community centre is focused towards health and wellbeing, lifelong learning and arts exploration. If you would like to become a volunteer, please contact us.

**Co-create spaces** is a new initiative from SHA. If you are a resident or community member and have an idea for an event or want to make a visible improvement to your surrounding environment, SHA staff will discuss your idea and if approved staff will work with you to make it a reality.



**Got an idea?** Fill in the request form on our website: [spitalfieldsha.co.uk/community/co-create-spaces/](https://spitalfieldsha.co.uk/community/co-create-spaces/)





## Local services available to you

### Adult social care

(Tower Hamlets Connect)

T: 0300 303 6070

E: [enquiry@](mailto:enquiry@towerhamletsconnect.org)

[towerhamletsconnect.org](http://towerhamletsconnect.org)

### Children's services

(Multi-Agency Safeguarding Team)

T: 020 7364 5006

E: [mast@towerhamlets.gov.uk](mailto:mast@towerhamlets.gov.uk)

### Council tax

T: 020 7364 5002

### Housing benefits

T: 020 7364 5000

### Housing options

T: 020 7364 7474

### Noise nuisance

T: 020 7364 5000

E: [environmental.protection](mailto:environmental.protection@towerhamlets.gov.uk)

[@towerhamlets.gov.uk](mailto:environmental.protection@towerhamlets.gov.uk)

### Pest control

T: 020 7364 5007

E: [pest.control@towerhamlets.](mailto:pest.control@towerhamlets.gov.uk)

[gov.uk](mailto:pest.control@towerhamlets.gov.uk)

### Bulky waste collection

(A free service for those on housing benefits)

T: 020 7364 5004

### For full services, visit:

[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)



## Staying connected with SHA

At Spitalfields Housing Association (SHA), your comfort and well-being are our top priorities. We've made it easier for you to reach out to us, whether you need help with your tenancy, rent, or have any housing-related queries.

### Ways to get in touch:

- **Online forms:** Easily report repairs or make enquiries via the SHA website.
- **By phone:** Speak directly with our customer service team during office hours (9.30am–5.30pm) on 020 7392 5400.
- **In-person:** Visit us for face-to-face conversations or arrange an online meeting.
- **Callback requests:** Short on time? Request a callback from one of our housing officers at your convenience.

### Stay updated with SMS (text message):

We're enhancing our communication through SMS for important updates and notifications. Please ensure your contact details are up to date by logging into the MyTenancy portal or contacting us directly.

If you've forgotten your MyTenancy password, you can reset it via our website.

For any assistance, don't hesitate to reach out – we're here to help.