

Living in Hackney Scrutiny Commission 13th July 2022 Item 5 – Implementation of the Charter for Social Housing Residents - Resident Experiences	Item No 5
---	---------------------

Outline

The Living in Hackney Scrutiny Commission is looking at how local social housing providers in the borough have responded to and are implementing the 7 commitments outlined in the Charter for Social Housing Residents - Social Housing White Paper November 2020. The Scrutiny Commission notes the paper sets out a Charter for Social Housing Residents and outline plans for new regulation, a strengthened Housing Ombudsman to speed up complaints, and a set of tenant satisfaction measures that social landlord will have to report against.

Discussion

To get an understanding of tenancy experiences. The Commission invited residents to submit information about their experiences and invited 2 advocacy groups to share information about the key issues tenants face and to outline their work to support tenants. The charter below sets out the seven commitments that residents should expect from their landlord.

- Cllr Joseph – resident cases
- Social Action Housing Campaign (SAHC) - SAHC is a network of tenants, residents, workers and activists in housing associations and cooperative that campaign on behalf of tenants
- London Renters' Union - The LRU is a coalition of housing groups and social justice groups campaigning for good quality, secure and cheap housing.

Commitments of the Charter for Social Housing Residents.

1. To be safe in your home.
2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money.
3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman.
4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.
5. To have your voice heard by your landlord.
6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.

7. The government will ensure social housing can support people to take their first step to ownership.

Invited Attendees

- Mick O’Sullivan – Committee Member SAHC
- Terry Harper – Committee Member SAHC
- London Renters’ Union

Action

Members are asked to consider the reports, presentations and ask questions.