

Living in Hackney Scrutiny Commission 13th July 2022 Item 6 – Implementation of the Charter for Social Housing Residents – Housing Associations	Item No 6
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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

The scrutiny commission asked local housing associations to provide information on how they have responded to and are implementing each of the seven commitments below. The commission has expressed a particular interest in repairs, complaints, disputes, and transparency in decision-making relating to service charges. The Charter for Social Housing Residents below sets out seven commitments that residents should expect from their landlord.

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.

The Commission invited the following housing associations

- **Peabody** - Peabody is a housing association responsible for over 104,000 homes and 220,000 customers across London and the Home Counties.
- **Sanctuary** - Sanctuary is a housing association and care provider which owns and manages more than 105,000 homes.

- **One Housing** - One Housing is a housing association which owns and manages over 17,000 homes in London and the South East and is landlord to over 35,000
- **Agudas Israel Housing Association** – Agudas Israel Housing Association works within the Charedi community. Its activities include the provision of supported housing for people with special needs and large housing units for extended families in Hackney and Barnet.
- **Shian** - Shian is a housing association that caters for the general housing requirements of ethnic minority people in Hackney and neighbouring areas.

Report in the agenda:

To support this discussion the following reports and presentations were included for background information.

- Shian Housing Association Ltd's response to the implementation of the 7 commitments outlined in the Charter for Social Housing Residents.

Invited Attendees

Peabody

- Veronica Kirwan, Managing Director, South London & Hackney – Peabody

Sanctuary

- Stefanie Turton, Regional Housing Director, London and South East – Sanctuary

Agudas Israel Housing Association

- Chaya Spitz, Chief Executive - Agudas Israel Housing Association

One Housing

- Richard Hill, Group Chief Executive Officer - One Housing
- Chyrel Brown, Chief Operating Officer - One Housing

Shian

- Aaron Whitaker, Chair, Management Board - Shian
- Minara Sultana, Operations Director – Shian
- Leslie Laniyan, Managing Director – Shian

Action

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