



**CLARION**  
HOUSING GROUP

6 August 2020

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Social Housing Action Campaign

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Dear Suzanne,

Thank you for your recent letter, it might be helpful if I take the opportunity to summarise the work we have done as a social landlord to support our residents since the start of this pandemic.

I am proud that a Clarion home is home for 350,000 people in this country. We exist to provide affordable housing to those failed by the market, but the support we offer to our residents extends far beyond bricks and mortar. The measures we put in place to support our communities since the start of lockdown in March have been unprecedented and I wanted to share some examples with you.

- Our teams made more than 80,000 calls to residents aged over 70 and those with a registered disability, to check on their welfare and make sure they had the support they needed
- Residents of our LiveSmart schemes for over 55s received a daily call from the scheme manager and each has a personal alarm monitored 24/7 by a call centre. We continue to make 6,500 calls to LiveSmart residents each week
- We continued with urgent housing visits throughout the lockdown, equipping our staff with the correct PPE and keeping our residents safe by completing any urgent repairs.
- Between 1 April and 30 June, Clarion Futures (our charitable foundation) supported 480 people into work, many of whom have taken up roles directly linked to the COVID-19 crisis such as delivery drivers, supermarket workers or staffing the NHS 111 call centre.
- Clarion Futures set-up an Emergency Support Fund, providing grants to longstanding partners in the charity and community sector affected by the pandemic. To date we have issued 95 grants, worth more than £130,000 to organisations across the country. Recipients include food banks, community groups and local charities.

We have to continue to collect rent and charge for services to function as an organisation, but we will continue to do everything possible to support people in financial difficulty. Only a very small proportion of the cost of a new home is provided with government grant, most is provided by housing association's using their own resources or borrowing. The debt we raise has to be paid for, and so we have to continue to collect rents and service charges. However as you will know we also place significant emphasis on enabling our residents to be

economically self-sufficient. I believe we do take a lead on this issue securing employment for 4,000 people last year and continuing to do so even during the pandemic. Our work programmes provide a vital lifeline to many of our residents and we fund this from charitable resources. Where households are in financially challenging circumstances we signpost to the financial support available from government and our own Clarion Futures Money team provides our residents access to online banking, loans and savings products through our national partner, Leeds Credit Union.

Evictions will only ever be a last resort for Clarion and that is as true today as it was before the pandemic hit us. We provide homes and security to thousands of people who were formerly rough sleepers or at risk of being on the streets and we have redoubled our commitment to [combatting homelessness through our new partnership with St Mungo's](#).

I hope this gives you a sense of the scale of our work and why I am determined to continue to support our residents during these very challenging times.

Yours sincerely

A handwritten signature in cursive script that reads "Clare Miller".

Clare Miller,

**Group Chief Executive, Clarion Housing Group**