



28 October 2020

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Dear Suzanne,

Thank you for your letter dated 23 September addressed to Bernadette Conroy, Chair of Network Homes. Bernadette has passed this to me to respond on her behalf. We have been giving this a considerable amount of thought internally, hence the delay in getting back to you, for which I apologise.

Network Homes employs a compassionate and bespoke approach to income collection, where evictions are only ever an absolute last resort. Part of this approach has been supporting residents in need to access the extraordinary individual support that government has put in place for individuals – to help them pay their rent and meet other costs, through a skilled and well-established welfare advice team. We will continue with this approach as the full economic effects arising from the coronavirus crisis are felt.

Network Homes uses its income to fund the development of new homes, invest in our stock and provide services to residents. It is fundamental to our ability to do this that we are able to collect income. Further the government has made clear that it's financial strategy for dealing with the pandemic is based on supporting households to enable them to meet their expenses rather than asking organisations to waive charges in a way which will impede their ability to deliver services or contribute to post pandemic economic recovery.

Yours sincerely,

Helen Evans
Chief Executive Officer, Network Homes