

CLARION CALL

A Call to Clarion Housing Group

It is ironic that the word 'clarion' derives from the Latin for 'clear'. As **SHAC@Clarion** members know only too well, when it comes to communicating with tenants, the largest housing association in England is failing!

-  **Communication** There is a lack of accessibility in communication channel, direct contacts are rarely given and information constantly gets lost regarding repairs, rents, service charges, and anti-social behaviour.
-  **Repairs and Maintenance** Repairs teams are understaffed and do not have sufficient time, skills, tools or materials to complete the job. Too often, sub-standard materials are used.
-  **Complaints Procedure** The procedure is not working. Many staff seem inadequately trained or do not have the authority to address the issue. When complaints finally get into the system, they drag on endlessly.
-  **Anti-Social Behaviour** Estates have become run down and anti-social behaviour is not addressed effectively.
-  **Genuine Engagement** Clarion favours only those forms of engagement that it can control completely, cherry-picking the issues it will address. It is increasingly turning its back on genuine, democratic tenant and resident associations.
-  **Lack of Consultation** Clarion regularly changes tenancy agreements without fully consulting and getting the agreement of tenants.
-  **Service Charges** Bills for services are not properly itemised. Tenants are regularly overcharged for services 'in error', or are charged for services that are not provided, and find it difficult to get reimbursed.



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The Social Housing Action Campaign

SHAC is a joint initiative between housing association and co-operative residents, tenants, housing activists, and members of the Unite Housing Workers Branch. It fights for better social housing provision and opposes commercialisation.

SHAC@Clarion is a sub-group dedicated to campaigning for a better deal for the tenants and residents of this giant landlord. It now has its own Steering Group of Clarion tenants to direct its work. The primary improvements needed relate to:

- 📣 Repairs and maintenance
- 📣 Genuine tenant and resident engagement
- 📣 Rents and service charge transparency and fairness

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