



Social Housing Action Campaign

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12 August 2023

## SHAC Branches: Updates and Events

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**It's been a summer of frenetic activity for SHAC, with delegations of members meeting housing association executives. More meetings are planned for the Autumn.**

The executive forums offer an opportunity to press for strategic changes at each landlord, with a set of demands based on your lived experiences as tenants and residents. Our thanks to all who have participated.



**Hyde Housing** - Our second meeting with Hyde took place in May and they have offered a further meeting on the 30th October to focus on service charges. Please see the report [here](#). A branch meeting will be organised in early November to report on the executive discussion. Our Hyde members have set up a WhatsApp to continue planning between meetings which you can join [here](#).



**Southern-Optivo** - The second meeting with Southern was held on the 2nd August, and the executive continue to promise improvements. Many problems are blamed on the merger. A report of the meeting is being finalised and will be sent to members shortly. A report back meeting with the full branch has been scheduled for **Thursday 17th August**.

Despite the limitations, Southern have committed to two further meetings, with dates and delegations to be agreed. One will look at our Disability Visibility Charter and the second will discuss service charges.



**One Housing Group / Riverside** - The meeting on the 8th August was our first following the full merger of the two organisations. We strongly conveyed that members have detected few improvements since the organisations merged. The executive declined to work with SHAC on specifics, for example service charges.

More positively, some improvements around transparency and handling anti-social behaviour were promised. A report of the meeting is being finalised and will be sent to members shortly. A report back meeting with the full branch has been scheduled for **Monday 21st August**.



**Notting Hill Genesis** - This was our first meeting with NHG, and we met Patrick Franco, a reasonably new appointment as chief executive. There was a lot of acknowledgement of the association's failings and a promise of further meetings to work through specific issues in more detail. See [here](#) for notes of the meeting. A report back meeting with the full branch is scheduled for **Monday 21st August**.



**L&Q** - We have two meetings scheduled with the L&Q executive. The first is on the 29th August to discuss service charges, and the second is on the 6th September to discuss repairs, complaints handling, and organisational culture. We will circulate notes afterwards and report to the full branch on **Thursday 7th September**.



**MTVH** - Our second meeting with the MTVH executive is scheduled for the 11th September, and the delegation will report back to the full branch on the **14th September**.



**Clarion** - For the first time ever, and only after publication of our research into service charge abuse, a member of the Clarion executive will meet a SHAC delegation on 2nd October. A branch meeting will be scheduled beforehand to elect delegates and agree specific demands.

Our Clarion members have set up a WhatsApp to continue planning between meetings which you can join [here](#).



## Disability Visibility Meeting

**6.30pm ~ Wednesday 16th August**

[Zoom link](#) ~ ID: 835 4831 1039 ~ Passcode: 159540

Ending the double disadvantage experienced by disabled tenants and residents of housing associations is a key priority for SHAC. We've made progress on developing our [Disability Visibility Charter](#) and speaking to landlords about the need to implement it.

We've also worked with South Yorkshire Housing Association on a toolkit to help with practice. Our meeting will discuss these and other developments and plan future action.

If you are disabled, or a carer or activist, please join us.

## WhatsApp Campaign Groups

SHAC members are increasingly using WhatsApp to communicate between meetings, provide peer support, and plan action. Click on the relevant links below if you would like to join in.

[SHAC Campaign WhatsApp group](#)

[Clarion WhatsApp group](#)

[Hyde WhatsApp group](#)

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