



14 June 2023

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## Wednesday Warriors

Thanks to Platform Films we now have a fantastic new recruitment video setting out how we campaign on disrepairs, rents, service charges, anti-social behaviour, and lots of other issues.

Every Wednesday we ask members to share a selected Facebook and Twitter message about the **Freeze Rents & Service Charges campaign**. It helps raise our profile and get the message out.

We want to build a large resistance to future unaffordable rent and service charge rises. Help us by liking and sharing our video, and using the #FightForHousingJustice hashtag.

- [Facebook](#) ~ [Twitter](#) ~ [YouTube](#)



## Ombudsman Consultation

The Housing Ombudsman is starting a new investigating for another Spotlight report. The issues covered will be:

- what it means to be vulnerable in social housing
- what is an appropriate response by landlords
- what effective communication looks like
- how this could help service better outcomes
- whether there are areas (either service or demographic) where there are repeated patterns of poor service response.

It is really important that these questions are asked, and we are encouraging all members to share their experiences. Scroll to the bottom of the page and use the 'Link for residents' [here](#).



## Southwark Law Centre Letter to Michael Gove

Southwark Law Centre has written an excellent letter to Michael Gove about the Housing Ombudsman and access to free legal advice. Lack of access to justice is a huge problem for our members and we welcome this initiative. Michael Gove's direction is to continue to push tenants towards the Ombudsman, but as SLC says, this can't be the only route to get housing issues addressed and it is important to have access to free legal advice and representation. You can read their letter [here](#) or on their [website](#).



## Conference Invitation

Suzanne Muna and Chris Reeves, both from SHAC Committee, will be speaking truth to power at a social housing conference in Manchester, and you are all invited!

We will be speak specifically on service charges during a lunchtime slot at **Housing 2023**, Manchester Central Convention Centre, Windmill Street, [M2 3GX](#)

Session date: Thursday 29 June

Session time: 12:45-13:30

Session title: Service charges issues and the impact on tenants

If you would like to join us, you can register as a visitor [here](#) and if you select 'housing association' as the organisation type, you receive a free pass. Also please let [SHAC](#) know you're coming.



## Interview Call

Journalist [Andrew Kersley](#) who we've worked with before is writing an article for Politics Home's The House Magazine about temporary accommodation. He is interested in interviewing people who have experienced poor housing conditions, overcrowding or prolonged stays in temporary accommodation. If you have an experience to share with Andrew, please contact him by **Friday 23rd June** at the latest.

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