



Social Housing Action Campaign

12 September 2023

SHAC Update

Service Charge Strikers and Crumbling Concrete Hit the Headlines

End Service Charge Abuse

Two groups of SHAC supported service charge strikers have hit the headlines over the last week. The [iNewspaper](#) article gives national coverage to the One Stratford leaseholders, residents of One Housing Group (Riverside). This follows coverage in [Inside Housing](#) at the end of August.

In contrast to the headline, the residents involved are not powerless. They are taking action and getting attention!

A response from the Department of Levelling Up, Housing and Communities suggests they intend strengthening service charge legislation but only for leaseholders. We believe that the campaigning our members have done on this issue has triggered this pledge.

However it is not just leaseholders or shared owners who are affected. Many, many full-renters also pay service charge and have no protection under the current Landlord & Tenant Act (1985). Our work is far from done!

The large and coordinated strike by 60 Clarion households in Southall has also received attention, this time from [Ealing News](#). The tenants and residents are protesting about various issues including service charges and disrepairs.





As far as we know, this action is the largest rent and service charge strike that has taken place in the UK for some time with the exception of the student rent strikes during Covid. It demonstrates that people are increasingly driven towards this tactic.

And of course it is not just the larger housing associations which are guilty of service charge abuse. One of our members recently won an apology and compensation for mishandling of his service charge complaint by Leeds Jewish Housing Association.



We reported on [the lessons from the Ombudsman's findings](#) at Leeds Jewish highlighting areas where we believe the law needs further tightening.



RAAC Concrete and Housing

The concerns we have raised about the use of reinforced autoclaved aerated concrete (RAAC) in housing association properties has been picked up by [Open Democracy](#). Disgracefully, government has already said that it will not provide financial support to put it right.

We have also raised questions directly with L&Q and MTVHA in our recent meetings with their executives. They rightly point out that the risks are low, and that the use of this material ceased in the 1990s. However, we have pressed the need for inspection, transparency, and action if found.

We have also drafted a [template letter](#) that concerned members can use.

[See previous updates](#)

Join the WhatsApp Campaign Groups

[SHAC Campaign WhatsApp group](#)

[\[Link\]](#)

[Clarion WhatsApp group](#)

[Hyde WhatsApp group](#)

[Sign the Freeze Rents & Service Charges Pledge](#)

[Take our Service Charge Survey](#)

[See our Events calendar](#)

[Make a donation](#)



SHAC | Contact us via email, ~, SHAC.ACTION@GMAIL.COM United Kingdom

[Unsubscribe shac.action@gmail.com](#)

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent byshac.action@gmail.compowered by



Try email marketing for free today!