



1st June 2024



Dear Suzanne

- The Golden Web -

- Disability Visibility Meeting - Weds 5th June -

- Inside Housing Interview Call Out - Shelter Meeting Report -

SHAC Article



THE GOLDEN WEB

The Golden Web

There is a golden web at the top of the housing association sector. A club whose members are former colleagues and friends from other parts of the sector. The connections they share provide the pathways through which housing associations influence the institutions that fund, scrutinise, and regulate them.

Parts of this web have been mapped by SHAC for the first time and make for interesting reading.

Within minutes of the article's publication, Fiona Fletcher-Smith, L&Q chief executive and G15 landlord group lead, was Tweeting that our claims were untrue. It turned out that one employee listed as having two current roles is now only doing one (now amended), but otherwise was unable to identify inaccuracies. She also emailed to ask what we wanted to achieve by publishing the article, so we explained this too. It shows that they would prefer to keep this

information hidden.

[Read more.](#)

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Disability Visibility Meeting

6.30pm - Wednesday 5th June - Online

Disability discrimination continues to prevail in the way that housing associations deliver services to tenants and residents. Our Disability Visibility group aims to challenge and change bad practice. If you are affected, join us to discuss how:

- **6.30pm, Wednesday 5th June**
- [Zoom link](#) ~ ID: 824 8151 1745 ~ Passcode: 788777

You can find resources developed after previous discussions on our [Disability Visibility](#) web page.



**INSIDE
HOUSING**

Inside Housing Interview Call Out

Philippa Willitts is a disabled journalist who has written a number of articles for Inside Housing highlighting the challenges facing disabled people and their landlords.

Philippa is now writing one on government dropping its commitment to increase the amount of work people applying for Disabled Facilities Grants can get funded.

Disgracefully, despite sharply rising costs, this has been capped at £30,000 in England since 2008. The limits are £36,000 in Wales and just £25,000 in Northern Ireland.

Philippa would like to speak to our members for the article. If you need to get your home adapted but have not been able to because of the upper limit, she is interested in finding out how this has affected you. Please contact Philippa by [email](#).



SHAC and Shelter

SHAC representatives met with Shelter policy staff last week to discuss areas where our work overlaps and which might provide opportunities for collaboration.

[Shelter](#) is a household name and is widely known as a charity and campaign group that "*exists to defend the right to a safe home*". They offer advice, guidance and support.

Through the discussion, we identified overlaps on service charges, pressuring government to build significantly more council housing at social (rather than 'affordable') rents, and lack of access to legal help on housing related issues.

On the latter point, SHAC offered to support SHAC if it proves possible to take strategic legal action against government over service charges. We will be meeting our legal contacts at the Public Interest Law Centre next weeks to find out how their research is progressing.

END SERVICE CHARGE ABUSE



[Take the
Survey](#)

Service Charge Cost Comparison Survey

We have taken the first download of data from our cost comparison survey to develop tables showing the minimum, maximum and average cost charged by landlords for services such as bulk waste removal and communal cleaning.

Once processed, this data will help members identify where their own charges sit within the spectrum, and how their landlord compares to others.

The survey remains open and would encourage everyone who pays service charges to add them in. The data will be used in media and for briefing politicians as part of our ongoing campaign to [End Service Charge Abuse](#).



SHAC's Thriving WhatsApp Communities

Our WhatsApp groups are proving to be a great way to bring tenants and residents together so that they can share experiences and plan action.

The main SHAC Campaigns group is open to all. Others are landlord specific. We've recently added A2 Dominion to the list. Click the relevant link below to join.

- **SHAC Campaigns**

- Clarion
- Hyde
- MTVHA
- Notting Hill Genesis
- Riverside / One
- Housing
- L&Q
- Southern
- Peabody
- Guinness / SBHA
- Home Group
- Wandle
- Councils
- THCH
- A2 Dominion

If you don't have WhatsApp, you can download it to your phone and computer [here](#). You can also mute it if you don't want notifications each time someone posts a comment.

The Nextdoor logo is displayed in white lowercase letters on a green square background.

**Join
Nextdoor**

Nextdoor Network

Posting a message on the Nextdoor app is one great way to encourage tenants and residents from your landlord (or other housing associations) to join SHAC and build critical strength.

Nextdoor is a Facebook-style social networking site that links people in the same locality. You can find out more and get set up [here](#).

Some of our members have been very successful in using it to raise awareness of SHAC's work, in one case getting 1,800 views for a single post, and recruiting neighbours who are also residents of her landlord.

Missed an Update?

Previous issues of SHAC Action can be downloaded [here](#).

Take Action

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