

25 October 2024



Richard Brittain
By email

Building 800
Guillat Avenue
Kent Science Park
Sittingbourne
Kent ME9 8GU

Dear Richard

Kent Regional Residents Panel Statement

I write further to your email to Southern Housing of 23 October presenting a position statement from the Kent Regional Residents Panel.

We value the work of our regional residents panels and, as you know, are working to ensure each panel's oversight and scrutiny is focussed on the specific issues and priorities identified by the panel for each region.

We take all allegations of failings very seriously and will investigate the matters that have been raised in the statement and report back to the panel at its next meeting, within the limitations of what can be shared in relation to safeguarding concerns.

We are, however, very concerned that you have misstated some facts and appear to be confused on what the respective responsibilities are of the multiple agencies involved in the example cases you have provided. You have made some sweeping generalisations about Southern Housing in relation to its culture and its governance and have presented these as a systemic issue within Southern Housing. We completely disagree with these.

When we met on 8 October I confirmed our willingness to listen and to work with the panel in a constructive, supportive and collaborative manner. I emphasised the importance of fact checking the information you hold given the serious nature of the allegations you were making. The case studies you have provided relate to safeguarding issues for very vulnerable tenants. What you have described, however, does not correlate with what these tenants have actually told us. We are, therefore, extremely concerned that you are misrepresenting vulnerable tenants and may inadvertently be exacerbating their vulnerabilities by misleading them and acting as an "untrained housing officer" as you put it. In separate emails we understand you have shared personal and sensitive information about tenant A and tenant B from your personal email address and must, therefore, have it stored on your personal computer. As you are not formally acting as their advocate and have no remit to use their details in this way you must delete this information, confirm that you have done so and avoid any further practices of this nature.

You are purporting to do all of this in your formal role as chair of the Kent regional residents panel for which there is no formal remit for you to do so.



Yours sincerely

A handwritten signature in black ink, appearing to be "P. Mann".


Director of Governance and Regulation