



SHAC ACTION

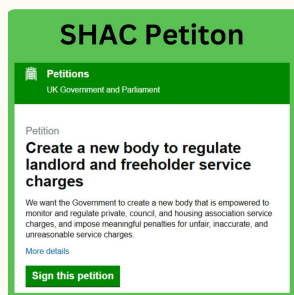
2nd January 2025

**- End Service Charge Abuse Updates - Disrepairs, Damp and Mould -
- Member Action and Partner Event -**

Welcome to our first newsletter of 2025, and wishing all our members a happy and healthy 2025!

We haven't been idle over the festive break and our first edition is packed with news, links, and calls to action. Thanks to our members' efforts, we made an astonishing impact over the last year, and with your support, we aim to do even more over the next twelve months. To round up 2024, we published our **annual report** which is available [here](#).

End Service Charge Abuse



Parliamentary Petition Launched

We have relaunched the petition calling for service charges to be regulated. We know that this is not a panacea - it would not solve all the issues. However, a Parliamentary petition helps publicise this systemic financial abuse. If we reach 10K signatures, government has to respond in writing. At 100K, it triggers a Parliamentary debate. The success of the petition depends not just on our members signing, but sharing and encouraging others to do the same. Please do all you can.

[Petition](#) - [Facebook](#) - [Twitter](#) - [Instagram](#) - [Bluesky](#)

Strategic Legal Action - Call for Evidence

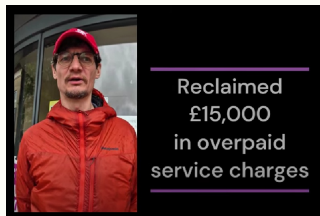


We are progressing with the potential strategic legal action on service charges and now need any evidence you may have for us to use in the legal bundle. Please share evidence with us which must be in the form of **documents, emails, or links to Tribunal judgements** fitting the following criteria:

- Tribunal decision/s where the judge has upheld a dispute about overcharging and an award was made; and / or
- Correspondence from landlords that contain their own admissions of overcharging or inaccuracies.

Just to note, cases where estimated costs vary from the final bill are **not applicable** unless the landlord includes an admission of an overcharging error and therefore has to adjust the bill on this basis.

Email evidence to shac.action@gmail.com.



SHAC Member Francesco on Service Charges

As part of our campaign, we filmed SHAC member Francesco speaking about the challenges he and his neighbours faced with their service charges. This includes services not received or not delivered to a decent standard, and Francesco has already reclaimed £15K from Hyde. The video helps to promote our petition. Please like and share.

[Video](#) - [Facebook](#) - [Twitter](#) - [Instagram](#) - [BlueSky](#)



SHAC Evidence to the London Assembly

In December, SHAC gave evidence to the London Assembly's inquiry into service charges. Originally, the Housing Committee wanted to confine the investigation to issues for leaseholders and shared owners, but following representations by SHAC, its remit was expanded to include renters. We stressed the commonality of problems for all tenants and residents, lack of regulation and accountability, and the huge enforcement gap that exists when those who have been overcharged try to get information and refunds from their landlords. Watch the video [here](#).

Disrepairs, Damp and Mould



SHAC on Sky News

Yet again, Sky News exposed appalling disrepairs and reported on the increase in complaints to the Housing Ombudsman. With 3.5 million homes in the UK failing the regulator's Decent Homes Standard, it cannot be left to individual households to approach the authorities for remedy. This is a failure of government enforcement. Councils are underfunded, but housing associations collectively have a surplus of £4.4 billion, and rents rose by 7% in 2023 and 7.7% in 2024. They cannot plead poverty and they have no excuse.

[Video](#) - [Facebook](#) - [Twitter](#) - [Instagram](#) - [BlueSky](#)



Awaab's Law and Renters Reform: An Enforcement Crisis

In an article co-authored by SHAC's Gerald Kennedy, we provide analysis of the 2024 Renters Reform Bill ('Awaab's Law') which is making its way through Parliament. Government said of the law that “*everyone deserves to live in a home that is decent, safe and secure*”, yet we highlight that there is no action to close the enforcement gap. If a landlord fails to make repairs, legal redress means suing the landlord for breach of contract, and involves lengthy court proceedings with associated costs.

[Article](#) - [Facebook](#) - [Twitter](#) - [Instagram](#) - [BlueSky](#)

Member Action and Partner Event

Financial Appeal: MTVHA Residents v Chinese Embassy



SHAC member Dave Lake chairs his residents' association which is locked in a battle to oppose a new building for the Chinese Embassy. The Chinese government plans to place a super-embassy next to their small residential estate near the Tower of London. If it goes ahead, it will be the biggest embassy in Europe. Residents of MTVH housing association who live on the estate fear that it will devastate their small, friendly neighbourhood and community. They need to raise £30K for legal representation.

[Fundraiser](#) - [Article](#) - [Facebook](#) - [Twitter](#) - [Instagram](#) - [BlueSky](#)

Dame Meg Hillier MP alerts Hackney Mayor to key worker Airbnb holiday home 'scandal'

By Josef Steen, Local Democracy Reporter | Friday 27 December 2024, at 16:39



Peabody Social Housing Listed on AirBnB

SHAC member Mary Pimm, who chairs the Victoria Park Community Association, alerted MP Meg Hillier and the press to the scandalous situation of a bungalow-style home intended for a key worker with disabilities being let out as a holiday home to people who are neither key workers or disabled. The home was partly funded by the sale of council housing, and Mary highlights how desperately needed such homes are. The MP has pledged to take action. Read more [here](#).

Inclusion London

Inclusion London: Barriers at Home Event

Inclusion London's new housing report, Barriers at Home, brings together evidence on the disproportionate impact of the housing crisis on Deaf and Disabled Londoners and includes recommendations on what can be done to tackle this. The launch event is hosted by Green Party London Assembly Member Zoe Garbett, and will take place on **5th February at London City Hall (London Living Room)** from **5.30 to 8.30 pm**. Register [here](#).

2025 Meeting Dates

SHAC Campaign Update Meeting

Our monthly SHAC meetings report on progress across all campaigns and allow members to share actions and events:

6.30pm, Thursday 30th January 2025



[Zoom link](#) ~ ID: 823 4952 0596 ~ Passcode: 656982

[Add to calendar](#)

The times and dates for all 2025 monthly meetings are all available on our [Events](#) page.

Join our themed and landlord WhatsApp groups

[SHAC Campaigns](#) | [Tribunals Support](#) | [SHAC Leaseholders & Shared Owners](#)
[Clarion](#) | [Hyde](#) | [MTVHA](#) | [Notting Hill Genesis](#) | [Riverside / One Housing](#) | [L&Q](#)
[Southern](#) | [Peabody](#) | [Guinness](#) | [Home Group](#) | [Councils](#) | [THCH](#) | [A2 Dominion](#)

The Nextdoor logo, featuring the word "nextdoor" in white lowercase letters on a green rectangular background.

nextdoor

**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.

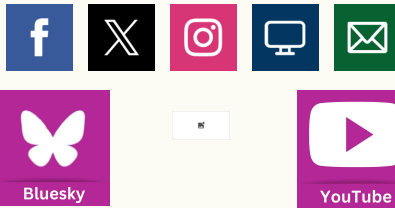
Missed an Update?

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

Take Action

[Sign the Unfair & Uncapped Pledge](#) | [Make a Donation](#) | [Join an Event](#)

Follow SHAC



SHAC | [Contact us via email](#) | ~, GB

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



Try email marketing for free today!