



Report of the

## Annual Tenants Survey 2019

*My landlord pose as charitable whilst refusing to allow people on benefits to live on our estate.*

**Peabody Trust tenant**

*OHG treat its tenants as if we are stupid and cannot be trusted. They are not our saviours.*

**One Housing Group tenant**

*NHG are still a poor landlord who are not acting on the promises they have made to us residents. The level of service is poor and communication has broken down again.*

**Notting Hill Genesis tenant**

### Introduction

SHAC was set up to unite people who live or work in social housing or cooperatives. It aims to empower tenants, residents, workers and activists through action and information. We encourage collaborative campaigns on issues of common concern, ultimately seeking to improve homes, services, jobs and communities.

Working together, we have developed a series of demands for widespread, affordable social housing and rolling back the commercialisation of the sector, placing the needs of people rather than profits at the heart of housing policy.

Our Annual Tenant Survey is one of our most popular activities, giving voice to those who live in housing association and co-op properties. We are deeply grateful to everyone who took the time to participate in 2019, and hope this report prompts landlords to improve their performance. For details of methodology, please see [Annex I, 'About the Survey'](#).

*I have been an 'involved' tenant for over 26 years and since Clarion evolved into the mega-landlord it now is, I have seen a drop in overall standards, confusion and chaos in abundance. The image they try to portray on their website and social media etc. bears no resemblance whatsoever to my (and my neighbours') lived experience on one of their estates.*

**Clarion Housing Group tenant**

### The Findings

The survey findings make grim reading especially when combined with the commentary provided by respondents. It is a damning indictment which speaks to a sector that has lost direction.

*The chief exec of One Housing should resign from the post. Simply put, our voices are not heard. Complaints disappear into their black void ... they never respond to tenants calls or emails. One Housing should not be allowed to operate as it is!*

**One Housing Group tenant**

The table of aggregated scores shows deep dissatisfaction with rent and service charge levels, resident involvement and accountability, and the performance of association boards and management, all scoring an average 1 out of 5. Standards of maintenance and repairs fared better with an average score of 3 out of 5.

<b>Table 1: All Landlords (Aggregated)</b>	<b>Average Rating Out of 5</b>
<b>Standard of Maintenance and Repairs</b>	<b>3.0</b>
<b>Service charge levels</b>	<b>1.0</b>
<b>Development and regeneration</b>	<b>2.0</b>
<b>Rent levels</b>	<b>1.0</b>
<b>Resident involvement and accountability</b>	<b>1.0</b>
<b>Board and management</b>	<b>1.0</b>
<b>Overall adequacy</b>	<b>2.0</b>
<b>Average Star Rating</b>	<b>2.0</b>

Overall, the sector achieves just 2 out of 5, suggesting that these large and wealthy organisations are badly failing residents and service users.

For individual landlord tables, please see [Annex II](#).

## SHAC Annual Tenants Survey 2019

In total, the survey received responses from almost 500 tenants housed by 34 separate landlords, ranging from the very largest such as Places for People, to the smallest such as Womens Pioneer:

**Table of all housing association scores:**

Association	Category Scores out of 10							Average Star Rating
	1	2	3	4	5	6	7	
Accent Group	1.0	1.0	3.0	3.0	3.0	1.0	2.0	2 / 5
Catalyst Housing Limited	0.0	0.4	1.0	0.8	0.2	0.4	0.2	0 / 5
Clarion Housing Group Limited	1.1	1.2	1.1	1.8	1.0	0.9	1.0	1 / 5
Cobalt Housing Limited	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0 / 5
East Kent Housing	1.0	1.0	1.0	1.0	0.0	1.0	1.0	1 / 5
Gentoo Group Limited	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0 / 5
Golding Homes Limited	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4 / 5
Great Places Housing Group Limited	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0 / 5
Guinness Partnership Limited	0.5	0.0	1.5	2.0	0.0	1.0	1.0	1 / 5
Hexagon Housing Association Limited	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0 / 5
Hyde Housing Association Limited	1.4	1.2	1.4	1.7	1.1	1.2	1.5	1 / 5
Islington and Shoreditch Housing Association Limited	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0 / 5
Johnnie Johnson Housing Trust Limited	4.0	5.0	4.0	5.0	4.0	3.0	5.0	4 / 5
London & Quadrant Housing Trust	1.0	0.3	1.3	1.3	1.5	0.8	1.0	1 / 5
Metropolitan Thames Valley	1.5	0.9	0.9	1.0	1.0	0.6	1.0	1 / 5
Midland Heart Limited	0.0	1.0	2.0	0.0	0.0	0.0	0.0	0 / 5
Network Homes Limited	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1 / 5
Notting Hill Genesis	0.9	0.9	1.1	1.7	1.1	0.9	1.1	1 / 5
One Housing Group Limited	1.1	1.2	1.4	1.6	1.2	1.0	1.0	1 / 5
Optivo	1.0	1.0	1.0	2.0	1.0	1.0	1.0	1 / 5
Peabody Trust	0.7	0.4	0.7	1.2	0.9	0.7	0.9	1 / 5
Places for People Group Limited	4.0	4.0	3.0	5.0	4.0	3.0	4.0	4 / 5
Raven Housing Trust Limited	2.1	2.4	2.3	3.4	2.8	2.3	2.8	3 / 5
Riverside Group Limited	1.0	1.0	1.0	2.0	0.0	1.0	1.0	1 / 5
Sanctuary Housing Association	0.9	0.9	0.9	1.4	0.7	0.8	0.9	1 / 5
Soha Housing Limited	4.0	4.0	4.0	5.0	5.0	5.0	5.0	5 / 5
Southern Housing Group Limited	1.6	2.1	2.0	3.5	1.6	1.7	1.8	2 / 5
Stonewater Limited	3.0	3.0	4.0	4.0	2.0	3.0	3.0	3 / 5
Sutton Housing Partnership	1.0	0.0	1.0	2.0	1.0	1.0	1.0	1 / 5
Torus62 Limited	1.3	2.0	1.1	3.0	1.1	0.7	1.3	2 / 5
Vivid Housing Limited	1.0	1.0	2.0	1.0	0.0	1.0	1.0	1 / 5
Wakefield And District Housing Limited	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0 / 5
Wheatley Group	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1 / 5
Womens Pioneer	3.0	1.0	2.0	1.0	1.0	1.0	2.0	2 / 5
Number of associations	34							

### Categories

- 1 - Maintenance & Repairs
- 2 - Service charge levels
- 3 - Development & regeneration
- 4 - Rent levels
- 5 - Resident involvement & accountability
- 6 - Board & management
- 7 - Overall adequacy

Six associations failed to achieve a single positive score in any category. These are:

1. Cobalt Housing Limited
2. Gentoo Group Limited
3. Great Places Housing Group Limited
4. Hexagon Housing Association Limited
5. Islington and Shoreditch Housing Association Limited
6. Wakefield And District Housing Limited

*Peabody have consistently run down their social housing stock. All repairs are completed without checks or inspections. The maintenance management for social housing is entirely inadequate. When challenged about this Peabody reacts with contempt.*

**Peabody Trust tenant**

A further seven landlords scored just below 1 out of 5 averaged across all categories. This includes some of the largest landlords and care service providers in Britain. They also include associations where Unite members have been in dispute with their employer such as Catalyst, Peabody and Sanctuary. The seven (with scores in brackets) are:

1. Midland Heart Limited (0.4)
2. Catalyst Housing Limited (0.4)
3. Peabody Trust (0.7)
4. East Kent Housing (0.8)
5. Guinness Partnership Limited (0.8)
6. Sanctuary Housing Association (0.9)
7. Metropolitan Thames Valley (0.9)

*Absolutely disgusting organisation! Charity?! I don't think so. Total disregard for tenants! Repeated long term (15 years) failure to carry out repairs. They should be investigated for their terrible service!*

**Sanctuary Housing Group tenant**

*Catalyst used to have a very good Resident Involvement Policy, a policy that included residents in every avenue of their business. Over the past couple of years this has got a lot worse ... their attitude to Social Tenants leaves a lot to be desired.*

**Catalyst Housing Limited tenant**

At the other end of the scale, there were five landlords achieving upwards of 3 out of 5 on average across all categories. The list tends towards smaller associations, but does include one of the largest - Places for People. The five are:

1. Stonewater Limited (3.1)
2. Places for People Group Limited (3.8)
3. Golding Homes Limited (4)
4. Johnnie Johnson Housing Trust Limited (4.2)
5. Soha Housing Limited (4.5)

The overwhelming majority of comments in the feedback section were negative, and almost half were complaints against a single association: Clarion Housing Group. The three associations attracting most feedback were (with percentage of comments shown in brackets)

1. Clarion Housing Group Limited (48%)
2. Sanctuary Housing Association (10%)
3. Hyde Housing Association Limited (6%)

*Regularly charges for services that do not exist or maintenance that has not happened. ... Serious lack of communication and often mislead and misinform tenants. Makes our lives incredibly stressful and concerned for whether this affordable housing continues to be affordable or not.*

**Hyde Housing Group tenant**

### Conclusion

Although the sample size of the survey is small compared to the population of housing association tenants, the responses indicate an ongoing decline in service standard.

These results are deplorable in a sector which recorded a surplus of £3.7 billion in 2019, and which pays top executives an average of £174,000, a rise of 3.61% on the year before. In 2019, the highest paid housing association chief executive received a salary of £574,611.

Tenants, residents, service users, communities and workers are being let down by housing association sector leaders. SHAC will endeavour to share these results to shame the poorly performing housing associations listed. But more importantly, we will continue to organise as a united front until such time as these organisations are managed democratically in the interests of workers and communities, instead of the interests of commercialisation.

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### Tenants and Residents

- **In writing** PO Box 66701 London E11 9FB
- **Phone** 0796 885 2255
- **Email** [shac.action@gmail.com](mailto:shac.action@gmail.com)
- **Facebook** <https://www.facebook.com/groups/145158149342578/>
- **Twitter** @HAWRNet
- **Sign up** [here](#) to become a supporter and receive regular updates

### Workers

- **In writing** PO Box 66701 London E11 9FB
- **Phone** 0796 885 2255
- **Email** [suz.muna.unite@gmail.com](mailto:suz.muna.unite@gmail.com)
- **Website** [www.housingworkers.org.uk](http://www.housingworkers.org.uk)
- **Facebook** <https://www.facebook.com/groups/181528368580712/>
- **Twitter** @UniteHousing

## Annex I - About the Survey

The Social Housing Action Campaign (SHAC) Annual Tenants Survey was open for the month of November 2019. It was accessible on Survey Monkey and available to anyone who wanted to complete it.

We are deeply grateful to everyone who took the time to participate.

The survey asked respondents to rate their landlord's performance in seven categories, with one star representing a low score, and five stars an excellent score. Respondents could also opt for 'no stars' to indicate the worst performance. The survey offered guide text on the kind of performance that would warrant high or low scores.

Respondents could also add comments relating to their scores and contact details to join our growing list of members.

The seven categories were:

1. Standard of maintenance and repairs
2. Service charge levels
3. Development and regeneration activity
4. Rent levels
5. Resident involvement and accountability
6. Board and management competence
7. Overall adequacy as a landlord

The findings of the survey were collated by landlord and scores averaged across all respondents from the association. A table of all aggregated results was also produced to show overall sector performance. The resulting individual tables are available in [Annex II](#).



## Annex II

### Individual Landlord Tables

Accent Group	Average Rating Out of 5
Standard of Maintenance and Repairs	1.0
Service charge levels	1.0
Development and regeneration	3.0
Rent levels	3.0
Resident involvement and accountability	3.0
Board and management	1.0
Overall adequacy	2.0
<b>Average Star Rating</b>	<b>2.0</b>

Catalyst Housing Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	0.0
Service charge levels	0.4
Development and regeneration	1.0
Rent levels	0.8
Resident involvement and accountability	0.2
Board and management	0.4
Overall adequacy	0.2
<b>Average Star Rating</b>	<b>0.4</b>

Clarion Housing Group Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	1.1
Service charge levels	1.2
Development and regeneration	1.1
Rent levels	1.8
Resident involvement and accountability	1.0
Board and management	0.9
Overall adequacy	1.0
<b>Average Star Rating</b>	<b>1.1</b>

Cobalt Housing Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	0.0
Service charge levels	0.0
Development and regeneration	0.0
Rent levels	0.0
Resident involvement and accountability	0.0
Board and management	0.0
Overall adequacy	0.0
<b>Average Star Rating</b>	<b>0.0</b>

East Kent Housing	Average Rating Out of 5
Standard of Maintenance and Repairs	1.0
Service charge levels	1.0
Development and regeneration	1.0
Rent levels	1.0
Resident involvement and accountability	0.0
Board and management	1.0
Overall adequacy	1.0
<b>Average Star Rating</b>	<b>0.9</b>

Gentoo Group Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	0.0
Service charge levels	0.0
Development and regeneration	0.0
Rent levels	0.0
Resident involvement and accountability	0.0
Board and management	0.0
Overall adequacy	0.0
<b>Average Star Rating</b>	<b>0.0</b>

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<b>Golding Homes Limited</b>	<b>Average Rating Out of 5</b>
Standard of Maintenance and Repairs	4.0
Service charge levels	4.0
Development and regeneration	4.0
Rent levels	4.0
Resident involvement and accountability	4.0
Board and management	4.0
Overall adequacy	4.0
<b>Average Star Rating</b>	<b>4.0</b>

<b>Great Places Housing Group Limited</b>	<b>Average Rating Out of 5</b>
Standard of Maintenance and Repairs	0.0
Service charge levels	0.0
Development and regeneration	0.0
Rent levels	0.0
Resident involvement and accountability	0.0
Board and management	0.0
Overall adequacy	0.0
<b>Average Star Rating</b>	<b>0.0</b>

<b>Guinness Partnership Limited</b>	<b>Average Rating Out of 5</b>
Standard of Maintenance and Repairs	0.5
Service charge levels	0.0
Development and regeneration	1.5
Rent levels	2.0
Resident involvement and accountability	0.0
Board and management	1.0
Overall adequacy	1.0
<b>Average Star Rating</b>	<b>0.9</b>

<b>Hexagon Housing Association Limited</b>	<b>Average Rating Out of 5</b>
Standard of Maintenance and Repairs	0.0
Service charge levels	0.0
Development and regeneration	0.0
Rent levels	0.0
Resident involvement and accountability	0.0
Board and management	0.0
Overall adequacy	0.0
<b>Average Star Rating</b>	<b>0.0</b>

<b>Hyde Housing Association Limited</b>	<b>Average Rating Out of 5</b>
Standard of Maintenance and Repairs	1.4
Service charge levels	1.2
Development and regeneration	1.4
Rent levels	1.7
Resident involvement and accountability	1.1
Board and management	1.2
Overall adequacy	1.5
<b>Average Star Rating</b>	<b>1.4</b>

<b>Islington and Shoreditch Housing Association Limited</b>	<b>Average Rating Out of 5</b>
Standard of Maintenance and Repairs	0.0
Service charge levels	0.0
Development and regeneration	0.0
Rent levels	0.0
Resident involvement and accountability	0.0
Board and management	0.0
Overall adequacy	0.0
<b>Average Star Rating</b>	<b>0.0</b>

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Johnnie Johnson Housing Trust Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	4.0
Service charge levels	5.0
Development and regeneration	4.0
Rent levels	5.0
Resident involvement and accountability	4.0
Board and management	3.0
Overall adequacy	5.0
<b>Average Star Rating</b>	<b>4.3</b>

London & Quadrant Housing Trust	Average Rating Out of 5
Standard of Maintenance and Repairs	1.0
Service charge levels	0.3
Development and regeneration	1.3
Rent levels	1.3
Resident involvement and accountability	1.5
Board and management	0.8
Overall adequacy	1.0
<b>Average Star Rating</b>	<b>1.0</b>

Metropolitan Thames Valley	Average Rating Out of 5
Standard of Maintenance and Repairs	1.5
Service charge levels	0.9
Development and regeneration	0.9
Rent levels	1.0
Resident involvement and accountability	1.0
Board and management	0.6
Overall adequacy	1.0
<b>Average Star Rating</b>	<b>1.0</b>

Midland Heart Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	0.0
Service charge levels	1.0
Development and regeneration	2.0
Rent levels	0.0
Resident involvement and accountability	0.0
Board and management	0.0
Overall adequacy	0.0
<b>Average Star Rating</b>	<b>0.4</b>

Network Homes Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	1.0
Service charge levels	1.0
Development and regeneration	1.0
Rent levels	1.0
Resident involvement and accountability	1.0
Board and management	1.0
Overall adequacy	1.0
<b>Average Star Rating</b>	<b>1.0</b>

Notting Hill Genesis	Average Rating Out of 5
Standard of Maintenance and Repairs	0.9
Service charge levels	0.9
Development and regeneration	1.1
Rent levels	1.7
Resident involvement and accountability	1.1
Board and management	0.9
Overall adequacy	1.1
<b>Average Star Rating</b>	<b>1.1</b>

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One Housing Group Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	1.1
Service charge levels	1.2
Development and regeneration	1.4
Rent levels	1.6
Resident involvement and accountability	1.2
Board and management	1.0
Overall adequacy	1.0
<b>Average Star Rating</b>	<b>1.2</b>

Optivo	Average Rating Out of 5
Standard of Maintenance and Repairs	1
Service charge levels	1
Development and regeneration	1
Rent levels	2
Resident involvement and accountability	1
Board and management	1
Overall adequacy	1
<b>Average Star Rating</b>	<b>1.1</b>

Peabody Trust	Average Rating Out of 5
Standard of Maintenance and Repairs	0.7
Service charge levels	0.4
Development and regeneration	0.7
Rent levels	1.2
Resident involvement and accountability	0.9
Board and management	0.7
Overall adequacy	0.9
<b>Average Star Rating</b>	<b>0.8</b>

Places for People Group Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	4.0
Service charge levels	4.0
Development and regeneration	3.0
Rent levels	5.0
Resident involvement and accountability	4.0
Board and management	3.0
Overall adequacy	4.0
<b>Average Star Rating</b>	<b>3.9</b>

Raven Housing Trust Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	2.1
Service charge levels	2.4
Development and regeneration	2.3
Rent levels	3.4
Resident involvement and accountability	2.8
Board and management	2.3
Overall adequacy	2.8
<b>Average Star Rating</b>	<b>2.6</b>

Riverside Group Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	1.0
Service charge levels	1.0
Development and regeneration	1.0
Rent levels	2.0
Resident involvement and accountability	0.0
Board and management	1.0
Overall adequacy	1.0
<b>Average Star Rating</b>	<b>1.0</b>

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Sanctuary Housing Association	Average Rating Out of 5
Standard of Maintenance and Repairs	0.9
Service charge levels	0.9
Development and regeneration	0.9
Rent levels	1.4
Resident involvement and accountability	0.7
Board and management	0.8
Overall adequacy	0.9
<b>Average Star Rating</b>	<b>0.9</b>

Soha Housing Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	4.0
Service charge levels	4.0
Development and regeneration	4.0
Rent levels	5.0
Resident involvement and accountability	5.0
Board and management	5.0
Overall adequacy	5.0
<b>Average Star Rating</b>	<b>4.6</b>

Southern Housing Group Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	1.6
Service charge levels	2.1
Development and regeneration	2.0
Rent levels	3.5
Resident involvement and accountability	1.6
Board and management	1.7
Overall adequacy	1.8
<b>Average Star Rating</b>	<b>2.0</b>

Stonewater Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	3.0
Service charge levels	3.0
Development and regeneration	4.0
Rent levels	4.0
Resident involvement and accountability	2.0
Board and management	3.0
Overall adequacy	3.0
<b>Average Star Rating</b>	<b>3.1</b>

Sutton Housing Partnership	Average Rating Out of 5
Standard of Maintenance and Repairs	1.0
Service charge levels	0.0
Development and regeneration	1.0
Rent levels	2.0
Resident involvement and accountability	1.0
Board and management	1.0
Overall adequacy	1.0
<b>Average Star Rating</b>	<b>1.0</b>

Torus62 Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	1.3
Service charge levels	2.0
Development and regeneration	1.1
Rent levels	3.0
Resident involvement and accountability	1.1
Board and management	0.7
Overall adequacy	1.3
<b>Average Star Rating</b>	<b>1.5</b>

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Vivid Housing Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	1.0
Service charge levels	1.0
Development and regeneration	2.0
Rent levels	1.0
Resident involvement and accountability	0.0
Board and management	1.0
Overall adequacy	1.0
<b>Average Star Rating</b>	<b>1.0</b>

Wakefield And District Housing Limited	Average Rating Out of 5
Standard of Maintenance and Repairs	0.0
Service charge levels	0.0
Development and regeneration	0.0
Rent levels	0.0
Resident involvement and accountability	0.0
Board and management	0.0
Overall adequacy	0.0
<b>Average Star Rating</b>	<b>0.0</b>

Wheatley Group	Average Rating Out of 5
Standard of Maintenance and Repairs	1.0
Service charge levels	1.0
Development and regeneration	1.0
Rent levels	1.0
Resident involvement and accountability	1.0
Board and management	1.0
Overall adequacy	1.0
<b>Average Star Rating</b>	<b>1.0</b>

Womens Pioneer	Average Rating Out of 5
Standard of Maintenance and Repairs	3.0
Service charge levels	1.0
Development and regeneration	2.0
Rent levels	1.0
Resident involvement and accountability	1.0
Board and management	1.0
Overall adequacy	2.0
<b>Average Star Rating</b>	<b>1.6</b>