Housing Association Workers & Residents Network

The Alternative Housing Awards

Landlord Categories

1. **Overall Lousy Landlord: Hyde Housing Association Limited**

   Has received over 220 nominations. primarily for shirking its social responsibility after claiming it cannot afford to run community centres despite revenue of £351m in 2016, a surplus of £95m, and CEO pay of £220k in 2016. Like many of the associations recognised by our awards, they could each appear in several categories. Hyde received several nominations for being bullying bosses, with senior managers accused of having created a culture of fear at the association.

2. **Senseless Social Cleansing and Dodgy Development: Clarion Housing Group**

   Numerous examples but probably one of the worst is Orchard Village in Havering, built with £31m of public money. This was a so-called “flagship” estate in the London borough of Havering whose residents describe it as a “living hell”. They have had to endure mould and damp, broken heating systems, inadequate fire-proofing and missing insulation. They have also been put at risk from high levels of toxic gas including methane and hydrogen sulphide. The association has now been forced to buy back the properties from the residents. But Affinity and Circle made surpluses of £145 million and almost £86 million respectively so they don’t care what the residents suffer.

3. **Blundering Board and Management: Peabody Trust**

   For dismantling the Community Based Housing Association in east London and transferring all the assets to the parent Peabody. This destroyed an association that had excellent tenant satisfaction across a whole range of aspects that far outstripped Peabody’s satisfaction rates. They dismantled the model that worked best and imposed the one that was weakest. Their CEO took home £230k in 2016 and the organisation made a surplus of £116 million.

4. **Most Rotten Repairs: Genesis Housing Association Limited**

   Described as making tenants' lives hell for many years and their track record is only getting worse. They have failed to respond in a timely way to call outs for repairs and maintenance, and then when they receive complaints, the corporate line is to blame the tenants and residents. Their CEO took home almost £2198k in 2016 and a surplus of £27.8 million.

5. Soaring Service Charges: Family Mosaic Housing

Not only does Family Mosaic seem to be escalating service charges out of control for services they are legally bound to provide, but when they are called out for any repairs or to carry out any work, they act like they're doing tenants a favour. CEO pay was £220k in 2016 and their surplus was £75 million.

6. Rocketing Rents: One Housing Group Limited

Increasing the rents of keyworkers by 40% despite turnover of £219m and a surplus of £33m in 2016. The residents have complained bitterly about the attempt to quash the tenant voice and the fact that OHG has turned from social housing landlord to property developer and speculator. They abolished the tenants forum and won't recognise the residents association. They also refuse to allow tenants to hold estate meetings in the residents halls. Their CEO Mick Sweeney received a salary of just under £230k in 2016.

7. Customer Disservice: Notting Hill Housing Trust

For leaving tenants to freeze over the winter rather than fixing their heating. It is a problem affecting not just tenants but those who have bought their homes too. Their new development at Carillon Court, a property development of new buildings that soon became uninhabitable Their CEO Kate Davis received a salary of £220k and the association made a surplus of £125 million.

Employer Categories

8. Overall Bullying Bosses: Clarion Housing Group Limited

For threatening to de-recognise the unions and then trying to cut sick pay. Staff described the organisation as being all glitz and fancy stationery but no substance, presenting a well manipulated narrative on staff representation but managing their staff through bullying and sacking. For this, the bosses were rewarded with fat salaries at their previous organisations. The current Clarion's CEO received a salary of £300k in 2016 whilst at Affinity Sutton, and Circle's outgoing CEO received almost £240k.

9. Interminable Restructures: East Thames Group Limited & London & Quadrant

The two merged organisations will be restructuring for at least a year following their merger. This involves the usual tired old mechanism of making people apply for their own jobs with entirely predictable outcomes. It is creating a climate of job insecurity within the organisation and is a distraction from peoples work. The CEO of L&Q and

East Thames received salaries of nearly £270k and over £130k respectively. Their surpluses were £274 million and £28 million.

10. Poverty Pay: Sanctuary Housing Association

This organisation cut the pay of frontline staff by up to one third. The staff look after some of the most vulnerable residents including those who are elderly or disabled. If the attempt hadn't been defeated by Unite, some of the staff would have had to claim in work tax credits to make ends meet, despite Sanctuary recording a surplus of almost £52 million and paying their CEO around £350,000 per year.

11. Punitive Performance Management: Catalyst Housing Limited

Catalyst could also have easily been a winner in the Dodgy Development category. Its Caulfield Park development in south Acton, west London, which was completed in 2011 and received £19.5m in grants from the Greater London Authority, residents have complained for five years about repeatedly broken lifts, infestation by rats and mice, and faulty plumbing. The performance management of the CEO wasn't quite so punitive – he took home £200k in 2016. The association made a surplus of nearly £27 million.

Others in the Roll Call of Disgrace

- **Gateway Housing Association**
- **Habinteg Housing Association Limited**
- **Helena Partnerships Limited**
- **Sentinel Housing Association Limited**
- **Torus62 Limited**
- **Tower Hamlets Community Housing Limited**