



Richmond Council's Tenants' Champion

Annual Report

April 2023 - March 2024

Councillor Paulina Vassileva

Welcome to the Tenants' Champion annual report for 2023-2024, reflecting my second year in the role. It continues to be my privilege to speak to and represent the concerns of Richmond borough residents who have brought me complaints which they were struggling to get addressed with their housing association landlords.

The Tenants' Champion service – which started in 2011 – is a local escalation route for the Borough's social housing residents when they are left dissatisfied by the housing associations' service or complaints process. It's always a concern for me when contacted to note what has gone wrong: it might be a service failure, or poor communication. Sometimes policies and practices have been followed but just aren't adequate for the complexity of issues at hand. In all cases, the Tenants' Champion service, with the expertise it has built up over the years, can often give helpful insights to housing association partners.

The aim is to be a critical friend to housing associations - not taking sides but able to ask difficult questions or highlight where things have gone wrong. A key element of this is the personal contact I have with the residents who come to me for help. By carefully listening to their issues, I can often add useful insight to the case, whilst giving them a chance to offload and feel more supported.

Although much of my workload is highly responsive, one of my key priorities is to draw out themes from cases and share with partners. I am an enthusiastic advocate of the need for joint working across agencies, and by hosting the 'Tenants' Champion



Interagency Forum' twice a year, I provide an opportunity to renew contacts, hear about organisational changes and challenges and discuss issues of mutual interest.

I would like to thank all our housing association partners, the police, council teams, voluntary sector organisations, fire service and mental health staff for your efforts in helping me with this over the last year.



Cllr Vassileva

How the service works

Residents can access the Tenants' Champion service by filling out a short on-line form found on the Richmond Council website: [Tenants' Champion - London Borough of Richmond upon Thames](#) or they can ring the Council's contact centre on 0208 891 1411 where trained staff will log the enquiry.

Once the form has been received, I will arrange to have a personal telephone call, usually within a week, with the resident. This is vitally important as it enables me to properly listen to concerns.

Households Helped

This year the Tenants' Champion service assisted 138 households (compared with 166 the previous year).

Of these 116 were new cases (compared with 122 last year). The balance consisted of cases from previous years that continue to require ongoing support. 19 of the new cases were forwarded to the relevant ward councillor for help in the first instance and five new cases did not meet the criteria for help (private tenants or living outside the borough) so were directed to advice elsewhere.

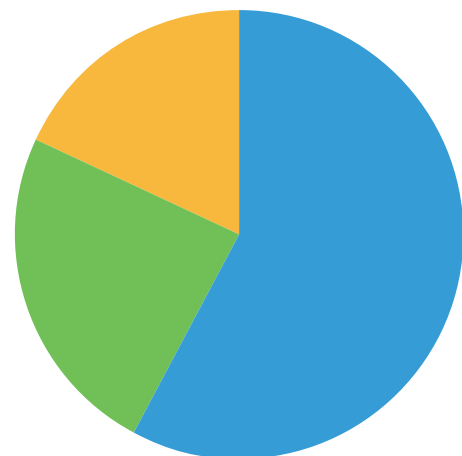
Of the new cases there were:

- 76 Repairs (58%)
- 24 Transfers (18%)
- 32 Anti-Social Behaviour (ASB) (24%)

Total 132

(NB some cases have more than one issue)

It is important to note continuation of last year's trend: the number of cases overall has gone down, but responses from housing associations and resolution times have taken longer. There is also an increase in the proportion of residents contacting the Tenants' Champion service for complex anti-social behaviour (ASB) cases that inherently command more time and multi-faceted approach.



58%
76 Repairs

24%
32 Anti-Social Behaviour (ASB)

18%
24 Transfers

'We value the collaboration between RHP and the Tenants' Champion, especially in supporting some of our most vulnerable residents. Working with the Tenants' Champion supports our ability to identify and resolve issues before they escalate, and their insight into residents' experiences allows us to improve and shape our services. This partnership approach not only enhances the quality of life for tenants, but also promotes a sense of security and wellbeing.'

Robert Dobbs, Director of Operations, RHP

Working with Housing Associations and other partners

Residents from seven different housing associations approached the service for help this year. These included Richmond Housing Partnership, PA Housing, L&Q, MTVH, Notting Hill Genesis, Hastoe and Hanover Housing Association.

Meetings continue to take place with senior staff from the four housing associations with the most homes in the Borough – RHP, PA Housing, MTVH and L&Q. The purpose is to enable staff and service updates to take place, review specific cases and to pick up on more general issues of concern.

The Tenants' Champion service is always happy to work with other partners to provide better outcomes for residents. Over the last year, there has been beneficial liaison with advocates from Citizens Advice, RUILS and Richmond Aid. The service has also liaised with the two Member of Parliament constituency offices covering the Borough (Twickenham and Richmond Park). The Tenants' Champion service tries not to 'double up' on cases at the same time as the MP as we find it duplicates resources and slows down responses.

Similarly, I advise against 'doubling up' where a tenant considers approaching the Housing Ombudsman. Where I believe all other options have been exhausted, and the Housing Ombudsman is the way forward, I usually cease my active work on a case. In previous years, the Tenants' Champion interaction with such Housing Ombudsman escalations, has been limited strictly to handing over records of our communications with the resident and the social housing provider involved. I regret to report that this past year, I have felt compelled, to take the unprecedented step of actively expressing support for residents' cases. This is reflective of the dynamics needed to find the most efficient approach for a resolution and the evolving nature of the Tenants' Champion capacity for scrutiny, insight and advice.

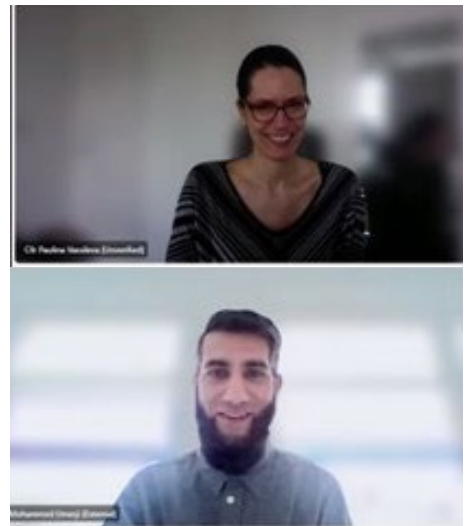


Cllr Vassileva with senior officers from RHP and the Council.

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'At PA Housing, we are always wanting to work collaboratively with our external stakeholders to get the best outcomes for our residents. We appreciate the support Councillor Vassileva has provided to our residents being a further voice for them. We have made some changes in 2024 to the services provided to our residents and with our Neighbourhood Champions being in our communities, we have already seen the impact it has had for our residents. We look forward to continuing to work with the Tenants' Champion in the year ahead.'

Sally-Anne Underhill, Director of Neighbourhoods, PA Housing



Cllr Vassileva with PA Housing's Complaints Manager Mohammed Umerji at a monthly casework catch up meeting



Cllr Vassileva meeting with council officers and colleagues from L&Q in November 2023

'L&Q regularly attend quarterly meetings with the Tenants' Champion, this enables us to provide up to date information about our organisation and share information with the Tenants' Champion so that they are aware of the various roles within the organisation. These meetings also allow us to discuss individual cases that have been brought to the Tenants' Champion's attention that may need further information or further investigation. This service is very important for both L&Q and our residents as this enables us to work collaboratively with the Tenants' Champion and resolve any complex issues that may arise. L&Q ensure that our residents are aware of this service as we advertise this in our newsletters and on our noticeboards throughout our schemes. Partnership working with the Tenants' Champion helps us to provide a better service to the residents and helps resolve cases. It has been a great year of collaboratively working and L&Q would like to thank Cllr. Vassileva for all her hard work in assisting our residents.'

Sharon Prospere, Area Housing Manager, L&Q

Tenants' Champion Casework themes

Although complaints are categorised under three main headings: Repairs, Anti-Social Behaviour (ASB) and Housing themes, we often find that common themes link the issues and we try to raise these at the Tenants' Champion Interagency Forum and in meetings with housing association managers.

Over the last year, the Tenants' Champion service has noticed an increased number of complaint escalations due to poor communication around the service or in updating the resident about the complaint. A highly unfortunate ramification has been the volume of repeatedly missed opportunities for resolution at an earlier stage, while the issues were still relatively minor and easier to manage.

This was particularly distressing when it affected residents with vulnerabilities or poor mental health. Some of the case study examples showed the impact when this went wrong. For the customers, this might mean admissions to mental health wards, suicide attempts, escalation of mental health conditions and for housing associations: large compensation claims, more complaints, escalation to the Housing Ombudsman service and legal action.

Poor communication around the service or in updating about the complaint can mean, for example, it's not just about the repair appointment being missed so the job remains outstanding, but the fact that someone has waited in all day, and no-one has told them, apologised and rearranged. This creates more work for everyone concerned and is inefficient, as the complaint builds and creates a greater number of escalations. Communication can be a particular problem with complaints that have multiple parts to them as residents need someone to update on all aspects – often the issues are being dealt with by multiple teams, so it requires a single point of contact to co-ordinate this. Often this is the complaints team – but they are only as good as the information supplied to them.

In this type of scenario, it is also the case that many voluntary sector organisations (such as RUILS, Richmond Aid, Citizens Advice) or services such as the Tenants' Champion service or MP get drawn in. All of us aim to help housing associations find resolutions without the need for further escalation. Some of the voluntary organisations can also provide more personal advocacy to support a resident with the management of

their personal, emotional and mental state too. I cannot overstate the importance of this support, which often provides the key to progress resolution. I always aim to work collaboratively with these helpful advocates to get the best outcome.

The Tenants' Champion service spends time listening to residents' concerns in detail. We also meet with multiple housing associations in the Borough, building up specialist housing knowledge and noting good practice. The service is, therefore, well placed to provide additional insight and suggestions to add value to the housing associations in trying to fix things.

Given that residents are often very frustrated when they contact the Tenants' Champion service, there is an opportunity to calm things down and de-escalate at this stage. Things work best when housing associations respond to Tenants' Champion queries quickly with the opportunity to have a follow up discussion to clear up any questions. Catching complaints early is more efficient for services with better outcomes for residents. Unfortunately, in the following examples of recent cases, multiple opportunities were missed to put things right in good time, even with the spotlight of the Tenants' Champion service, MP and other advocates.

Case A: Multi-faceted complaint starting in 2021, escalated from Ward Councillor to the Tenants' Champion service due to poor responses from the housing association. The Tenants' Champion sent multiple emails, spoke at meetings, facilitated a meeting with resident to help improve communication, escalated to senior management, and finally signposted to the Housing Ombudsman. Despite this, the housing association dealt with issues in silos within their organisation, did not support the complaints team properly and consistently failed to follow through on promised actions. Whilst they resolved some parts of the complaint, others remained outstanding.

Outcome: The resident moved out in Autumn 2023 blaming the housing association for a catastrophic

impact on their mental health. Compensation was given, and a maladministration determination was received from the Housing Ombudsman.

Case B: Complaint about noise in 2021 following new neighbours removing floor coverings. Whilst the housing association showed willing to some extent, they missed a lot of early opportunities to help resolve things, did not properly listen to representations from the resident, Tenants' Champion service or MP. They backtracked on agreed actions and then tried to reframe issues to close the complaint.

Outcome: This had a huge impact on the resident's mental health and family life and an escalation of tension between neighbours. The Tenants' Champion service intervened on numerous occasions and eventually took the unprecedented step of working with the MP who had also been pulled in, to raise at the most senior level and supported a Housing Ombudsman referral too. (NB: this is very unusual – usually the Tenants' Champion service tries to avoid further escalation to the Ombudsman). This led to a severe maladministration determination from the Housing Ombudsman, reputational damage to the housing association and large repair works and compensation costs.

Case C: Serious repairs resulting from subsidence. Stage 1 and 2 complaints around this resulted in promises to get work done by the housing association, to improve communication and a compensation offer.

The Tenants' Champion was involved in assisting in this case as although the housing association had carried out the majority of work, there were outstanding items that were promised but not followed through. Communication was also poor with promises not followed through on multiple occasions. The issues seemed to be lost within the organisation without anyone taking control.

Outcome: The resident submitted a further complaint and compensation request. The Tenants' Champion service expressed, at the highest level, severe concerns about the structure that is allowing lack of follow through on repairs and complaints. The housing association is reviewing the way it deals with such issues to make sure someone takes responsibility for complaints until all issues are resolved. Case currently with the Housing Ombudsman.

Case D: A complaint dating back to 2020; the resident has poor mental health, made several suicide attempts, was experiencing trauma associated with the flat and had many section referrals to a mental health ward. The lack of resolving repairs adequately over an extensive period, had led to them wanting to move.

Outcome: The Tenants' Champion service working with RUILS and the family helped facilitate seven monthly meetings with senior housing association managers to progress issues. It took this very high level of attention and resource to pull together multiple threads of the complaint and ensure accountability for following things through. The tenant was finally moved to a more suitable property and no further complaints have been received since. The outcome of a move and a substantial compensation offer, avoided further escalation to the Housing Ombudsman.

The Tenants' Champion is aware that different housing association's have different staffing structures to address the needs of residents, including complex case officers, embedded in repairs teams, to specialist teams to respond to MPs and Councillors, or escalations teams in the organisation to look at multi-faceted complaints.

The recommendations to housing associations from the Tenants' Champion perspective is to:

- Train staff to understand vulnerabilities, mental health issues and neurodiverse conditions.
- Make sure the systems are in place to recognise when a resident has a vulnerability and what that means for communication and delivery of services.
- Respect, make use of and respond promptly to the Tenants' Champion service, voluntary sector colleagues, Ward Councillors / MPs as a valuable resource that can offer challenge and add insight to make things better. Not doing so can make Housing Ombudsman escalation more likely, as highlighted in the examples above.
- Understand that good communication around a complaint can be as necessary as fixing the issue.

'I do appreciate your understanding of the complexities of this situation. Thank you once again for your understanding and efforts to encourage a comprehensive solution.' **Resident, WR**

Repairs

This year, complaints have been dominated, once again, by repairs issues and there still seems to be significant work to do to improve things. As Tenants' Champion, I have used case study examples to highlight to housing associations where things have been going wrong.

The Tenants' Champion service has been pleased to support a project undertaken by a partnership of Richmond's voluntary organisations, who collected feedback from 101 social housing tenants living in the borough. This highlighted the experience of disabled residents and those experiencing intersectional exclusion, who seemed to face even greater barriers to getting their repairs done and their voices heard.

The report is called 'Decaying Homes, Forgotten lives: A Call for Urgent Action in Richmond's Social Housing Disrepairs Crisis' and can be accessed in the publications section of the RUILS website.

www.ruils.co.uk

'Over the last year RUILS Independent Living, along with a collective of voluntary sector organisations, has delivered a social housing campaign aimed at tackling the disrepairs crisis in Richmond Borough. At each stage of our campaign, the Tenants' Champion has been incredibly supportive. From helping spread the word about our events and survey, up to attending our presentation with housing providers – they've worked with us to make sure that our campaign reaches those who need it most. Our campaign specifically highlights the barriers that disabled, vulnerable and intersectionally excluded tenants experience when trying to engage with their housing providers, which is closely reflected in the Tenants' Champion's own work in the borough. We benefit greatly from the Tenants' Champion's Interagency Forum that gives our organisations the space to collaborate with the Tenants' Champion to share trends, feedback and come up with creative solutions to our shared problems.'

Hallie Banish Campaigns and Communications Manager, RUILS Independent Living

'I just want to say you have an open invitation to visit my humble home and view the bathroom that you were instrumental in bringing about. Thank you.' **Resident, ME**

The Council has also worked closely with its four main housing association to agree a report template, which is used by the housing associations to report their key performance metrics to the Adult Social Services, Health and Housing Committee annually. These include stock condition, repairs performance and how mould and damp is responded to. The committee process provides an opportunity to have a transparent and open dialogue and for a level of scrutiny to be provided between the Council and housing associations, with an aim of delivering the best services possible for our residents.

Transfers

The Tenants' Champion service is always concerned to hear from people who desperately want or need to move properties within the social housing sector. It is important to be clear with those who contact the service that I cannot bypass the systems that are in place. They are designed to be fair to everyone and to make best use of available supply. However, I do spend some time checking that people are on the right transfer lists and have registered with the home swapping websites. I also check that any relevant medical information has been correctly assessed.

At the Tenants' Champion Interagency Forum in March, I led a discussion which asked what housing associations were doing in an environment of a shortage of supply of social housing (in Richmond, 600 families are living in temporary accommodation and over 5,000 households are on the housing register). I asked what efforts were being taken to maximise their stock and assist tenants where changing needs necessitate a move in addition to the Council's housing officers ongoing work to encourage Housing Associations to speed up the turnaround times of empty properties. Often, due to lack of vacancies, tenants are encouraged to join home swapping sites to encourage exchanges. We discussed if reciprocal exchanges among housing associations could be helpful, or more proactive work by local housing officers who knew of tenants that wanted to move, to help find exchange partners. It was noted that the Council had a generous [scheme for those wanting to downsize from social housing](#). It was also interesting to hear about the almshouses in the Borough that residents could apply to live in.

There are multiple challenges in delivering additional affordable housing in Richmond Borough including high land values, scarcity of available land and much rightly protected green space, but this administration is committed to doing all it can to increase supply and has, since 2018, developed a programme to deliver over 1,000 affordable homes.

Over this last financial year 40 affordable homes were completed by Richmond Housing Partnership. These included two large family sized homes at Bucklands Road in Teddington and 24 homes for the over 55s at Somerville House (Whitton). At Hampton Road in Teddington, the first London Living Rent homes were completed, providing genuinely affordable rented homes for local residents, many of whom are keyworkers.

Anti-Social Behaviour (ASB)

The Tenants' Champion continues to be contacted by residents who are suffering from ASB.

The Tenants' Champion service takes part in the monthly Community Multi-Agency Risk Assessment Conference (CMARAC). This forum is facilitated by the Council's Community Safety team and deals with complex, often high-risk cases where information is shared between agencies (such as housing associations, police, NHS mental health, adult social care and others) to safeguard

victims and witnesses and prevent further victimisation. As I attend this forum, I can listen to the discussion and represent issues of concern. I can also add insight on specific aspects that arise from my contact with residents. Often in complex cases, because the discussions are confidential, residents that might have been affected by the ASB but are not party to this information worry that nothing is being done. Whilst I cannot repeat confidential information, being part of this process often enables me to reassure residents or local ward councillors that I am scrutinising the process as an impartial third party and can confirm that action is taken behind the scenes to help resolve issues.

The Community Safety Team and Police representatives attend my Tenants' Champion Interagency Forum. It's always useful for partners to be updated on powers available and how to seek multi-agency support on these issues, which is rarely straightforward. At the latest Tenants' Champion Interagency Forum, I highlighted my dedication to encouraging and, where possible, facilitating interaction between partners with the goal to build efficient, beneficial and sustainable multi-agency approaches to tackling complex issues.

'Thank you for your time, patience and understanding regarding this anti-social behaviour case, most appreciated.' **Resident, FG**

The Community Ambassador Project (CAP)

The CAP is a capacity building project to recruit social housing residents across Richmond as Community Ambassadors, in collaboration with the four main housing associations in the Borough.

Following a successful initial pilot the project has been extended from 2024 -2026 to further improve engagement with social housing residents. A new full-time officer has been brought in to support the role and he has been working with existing Ambassadors to build relationships with our local housing association partners and has reported - see box to the right.

This is the link for more information about the Community Ambassadors: [Get involved as a Community Ambassador - London Borough of Richmond upon Thames](#)

'We have helped Community Ambassadors to get some long-standing repairs sorted, but there is still a long way to go. We have supported gardening projects in Barnes and Mortlake which are helping to improve local neighbourhoods and build local people's skills.

In the spring two Community Ambassadors attended the Housing Committee so they were able to put questions directly to their landlord along with the Councillors. This was a great success and we hope to repeat it with all the partner landlords over the year.'

Simon Martin, Community Ambassadors Projects Officer

Social Housing Improvement Plan (SHIP)

Although the provision of new social housing is a huge priority for the Council, it is also extremely important to drive investment in the homes of residents currently living in existing social housing and their communities.

The Council has worked in partnership with residents and the four major housing associations in the Borough to develop a Social Housing Improvement Plan (SHIP). This is currently being consulted on (with residents and partners) to get further feedback on the following priorities:

- Putting the resident voice at the heart of decision making
- Improving repairs service
- Investing in sustainable homes
- Tackling defects and disrepair
- Investing in safe and strong communities

'Cllr Vassileva's work supporting individual residents with unresolved cases is absolutely vital and has a double value – she is able to bring her understanding of what the emerging themes and priorities are from her knowledge of a wide range of individual cases in the borough and feed that in to the scrutiny of our housing provider partners' performance against our Social Housing Improvement Plan at the Adult Social Services, Health and Housing Committee, alongside other councillors and community ambassadors, where her knowledge and experience are hugely valuable.'

Cllr Jim Millard, Joint Deputy Lead of the Council, Spokesperson for Housing, Vice-chair, Adult Social Services, Health and Housing Committee.

'I am, of course, very grateful for your efforts on my behalf. Without them, I am confident that my housing association would have done nothing.' **Resident, NG**

'Hope you're keeping well - thanks again for your support, you were amazing, thanks.'
Resident, RJ

Aims for the year ahead:

- 1 Continue to offer a Tenants' Champion service for Richmond Borough's housing association tenants and leaseholders
- 2 To host the twice yearly 'Tenants' Champion Interagency Forum'. This will include making sure the multi-agency Mental Health and Housing Joint Working and Hospital Discharge Protocols are working and kept up to date. This may also involve helping to facilitate any training of interest to partners
- 3 To continue to analyse themes, trends and volumes in casework to see how housing associations' management practices are affecting residents and to promote good practice in key areas.
- 4 Maintain a focus on effective joint working to ensure that services are co-operating well, particularly with unresolved cases involving anti-social behaviour.
- 5 Progress work to champion best practice in how housing associations engage with residents and work with them to ensure standards in Richmond Borough lead the way.
- 6 Continue to report back with a yearly update on changes and improvements made by housing associations in tenant and leaseholder engagement as an appendix to this annual report.
- 7 Support the launch of the Social Housing Improvement Plan.
- 8 Re-establish focus on Tenants' Champion service as an additional and useful resource for housing providers to identify and address ongoing and specific issues before they escalate significantly.



Tenants' Champion Interagency Forum held in March 2024

Tenants' Champion Interagency Forum

The Tenants' Champion service works to encourage good joint working practices with partners by hosting the twice-yearly Tenants' Champion Interagency Forum. This year, the September meeting took place on-line over a Teams meeting, and in March, one was held in person at the Council offices.

These meetings give an opportunity for agencies including the Council's community safety team, adult social services, housing associations, police, fire brigade, NHS mental health services and voluntary sector organisations to share learning from the cases the Tenants' Champion service has dealt with through the year. It is also a venue to discuss issues and themes that have emerged where a joint approach can make a big difference. Regular agenda slots give an opportunity for each agency to update on any significant policy or staffing changes -this helps everyone keep up to date.

At the September meeting, in addition to the regular update slots, we learnt more about the RUILS-led voluntary sector disrepair consultation, a briefing on the Social Housing Regulation Act (2023) including Awaab's Law (the Government's response to mould and damp in social housing) and a presentation on the role of the Home Improvement Agency.

In March, mental health took centre stage as we heard about St George's and South West London's community transformation project, and from Richmond Borough MIND and the services this voluntary sector

organisation contributes to provide mental health support.

As Tenants' Champion, I led a discussion on how housing associations could use creativity when dealing with long-term, complex complaints. Everyone agreed that housing associations were increasingly working with people with far more complex needs. The necessity of housing officers to be equipped to deal with this and work with multi-agency partners was explored. I am pleased to report that all partners not only acknowledged the need for such discussion but also contributed to it with a level of enthusiasm that far exceeded the time available. Consequently, the foundations were laid for this to be an on-going key theme for future Tenants' Champion exploration.

It's always interesting to have the contribution of the Borough Fire Commander at the meeting and we learnt of the increasing horror of fires from ebikes and scooters and the necessity of having some simple guidelines in place to avoid these (such as buying one from a reputable company, using the dedicated charger and making sure they never block escape routes from a property).

Appendix 1

Housing Associations and tenant and leaseholder engagement – update to the tables included in the Leading the Way in Residents Engagement report first published in 2020

Housing Association	Residents were consulted on participation arrangements	Residents were actively involved in reviewing participation arrangements	Residents sit on the Board	Residents sit on other Committees which feed directly into the Board	Scrutiny groups for Residents	Publish annual report	Publish regular performance data	Publish Service standards	Mystery shopping scheme	Estate Inspector scheme
A2 Dominion	✓	✓	✗	✓	✓	✓	✓	✓	✗	✓
Anchor Hanover	✓	✓	✗	✓	✓	✓	✗	✓	✗	✗
Guinness Trust	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓
L&Q	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Metropolitan Thames Valley Housing	✓	✓	✗	✓	✓	✓	✗	✗	✗	✗
Notting Hill Genesis	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓
PA Housing	✓	✗	✓	✓	✓	✓	✓	✗	✗	✓
Places for People	✓	✓	✗	✓	✓	✓	Information not supplied	Information not supplied	✓	✗
Richmond Housing Partnership	✓	✓	✓	✓	✓	✓	✓	✓	Under Review	Pending
Shepherds Bush Housing Group	✓	✓	✓	✓	✓	✓	✓	Under review	✗	Currently being recruited
Sovereign Network Group	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Housing association	Complaints panel with residents	Feedback from resident involvement provided	Newsletter for residents	Formal support for Residents' Associations	Recognition schemes	Funding streams for residents to access	Periodic surveys	Transactional surveys
A2 Dominion	✗	✓	✓	✓	✗	✓	✓	✓
Anchor Hanover	✓	✓	✓	✓	✓	✓	✓	Some
Guinness Trust	✗	✓	✓	✗	✓	✗	✗	✓
L&Q	No formal panel but residents can sit on a scrutiny panel and receive training	✓	✓	✓	✓	✓	✓	✓
Metropolitan Thames Valley Housing	✗	✓	✓	✓	✗	✓	✓	✓
Notting Hill Genesis	✓	✓	✓	✓	✓	✓	✓	✓
PA Housing	✗	✓	✓	✓	✓	✓	✓	✓
Places for People	✓	✓	Information not supplied	✓	✓	Information not supplied	Information not supplied	Information not supplied
Richmond Housing Partnership	✗	✓	✓	✓	✗	✗	✓	✓
Shepherds Bush Housing Group	✗	✓	✓	✓	✗	✗	✓	✓
Sovereign Network Group	✗	✓	✓	✓	✓	✓	✓	✓

* RHP, L&Q, PA Housing, MTVH, Sovereign Network updated data this year.

Appendix 2: Richmond upon Thames Private Registered Provider Stock 2023.

Housing Associations	General Needs - self contained units	Housing for older people units	Total:
A2 Dominion	99	0	99
Anchor Hanover	0	39	39
Guinness Partnership	146	28	174
Inquilab	27	0	27
L&Q	492	84	576
Metropolitan Thames Valley Housing	348	0	348
Network Homes	107	0	107
Notting Hill Genesis	79	0	79
PA Housing	1425	196	1621
Places for People	145	0	145
Richmond Housing Partnership	5890	390	6280
Shepherds Bush Housing group	5	0	5
Total	8763	737	9500