

SHAL's Community Chat 2024-04

Neighbourhood and community

This chat focused on neighbourhood and community and we explored the responses to the questions in the recent survey and the Tenant Satisfaction Measures (TSMs).

55%	80%
Satisfied they feel part of the community	Satisfied with the neighbourhood as a place to live
54%	48%
Satisfied with SHAL's approach to handling ASB	Satisfied SHAL makes a positive contribution to the neighbourhood

We talked about what the words “community” and neighbourhood” mean. Is there a difference? Does it mean your road/block or town/village? We talked about how people are living insular (and increasingly busy) lives and the impact of the pandemic is still being felt. Across the sector, satisfaction with community and neighbourhood has reduced and the pandemic is a common factor.

Our “communities” are spread across Somerset and range in size from 1 home in a village to 27 flats in a block. We have 779 homes in 49 separate towns and villages – with 49% of homes being outside Bridgwater.

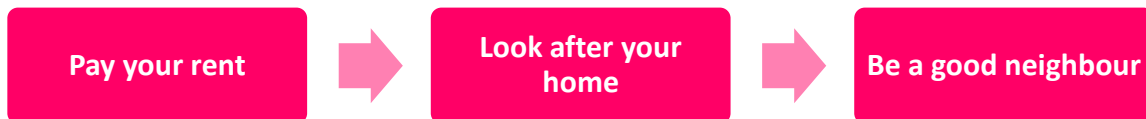
There was a discussion about what a “positive contribution” looks like – and how this could be difficult to achieve where we have just 1 or 2 homes. **We agreed it all comes down to effective 2-way communication between landlord and tenant (and between tenants if there's a dispute within the community). For example, could we start creating smaller more localised/specialised newsletters?** We shouldn't lose sight of the fact that while we're the landlord and own the house it's the tenants' home.

Your tenancy is safe!

There was a discussion about whether tenants feel they can speak up and, if required, complain to SHAL as their landlord. One person commented there is a fear that landlords “chuck out” tenants who complain.

These “no fault” (or so called “revenge” evictions) are sometimes seen in the private sector where landlords can end tenancies with as little as 2 months’ notice – and for no reason in particular.

We cannot emphasise enough that your tenancy is safe. We do not evict people for having their say or making a complaint about us or our services.



Your tenancy can only be ended by a court order and that will only be granted if you’ve breached your tenancy and the judge decides to grant us possession of your home after hearing the case in court

There are “discretionary” and “mandatory” grounds. You can find out more from organizations like Shelter who offer independent advice about housing and tenancies:

www.england.shelter.org.uk/housing_advice/eviction/grounds_for_evicting_housing_association_assured_tenants

**HOME IS
EVERYTHING**

