



Richmond Council's Tenants' Champion

Annual Report

April 2022 - March 2023

Councillor Paulina Vassileva

I am pleased to take this opportunity to present the Tenants' Champion 2022-2023 report and, thus, reflect on one year in the position. I took on the role of Tenants' Champion following the Local Government Elections in May 2022, taking over from my colleague, Cllr Alan Juriansz. It has been a demanding, challenging, and intense year with the sector-wide repairs service crisis and the cost-of-living crisis affecting so many. But it has also been a year of achieving for residents, learning moments, and setting of ambitious goals.

It has been 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.

I've worked hard to get to understand our local housing associations' policies and practices and build relationships with staff so I can target my help most productively.

An essential goal during my first year in the role has been, despite the challenging nature of the cases I've been involved in, to foster an environment of productive collaboration. My experience, so far, has highlighted the importance of building and maintaining close working relationships with senior staff at our partners. It's in everyone's interests to resolve problems quickly, avoid escalation and learn from mistakes. To that end, I'm grateful for staff at the housing associations who have helped work towards resolutions.

The Tenants' Champion has always encouraged joint working across agencies to break down barriers to get good outcomes for residents. This year I've continued to do this by hosting the twice-yearly Tenants' Champion Interagency Forum and other meetings to find solutions in complex situations. Understanding and appreciating the different perspectives and working practices of staff from housing associations, the police, mental health services, social services and the voluntary sector can be key to unblocking barriers and finding solutions.



As Tenants' Champion I identify themes from my casework and I've highlighted some of the issues later in my report. I've also been pleased to note the work started in 2020, where the Council is 'leading the way in resident engagement'. The charts at Appendix 1 show how the Borough's housing associations are doing with key indicators. In addition, the Community Ambassador scheme has progressed, given the Borough's residents a real opportunity to get involved in helping improve their local communities.



Cllr Vassileva

'We greatly value the Tenants' Champion service and the positive impact it can have on our residents' lives. This service plays a role in assisting RHP residents in finding resolutions to intricate situations that often require a multi-agency approach. Our ongoing partnership with Councillor Vassileva as the Tenant's Champion has been instrumental in building effective collaboration and achieving positive outcomes for our residents. We appreciate her dedication and the benefits that partnership working brings.'

Robert Dobbs, Director of Housing Services, RHP

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, empathise and assess if and how I can help. Often, by the time the resident has contacted the Tenants' Champion service, they are really fed up. The personal contact can make a big difference to feeling supported. I will then follow things up with their housing association as required and monitor things until conclusion.

Households Helped

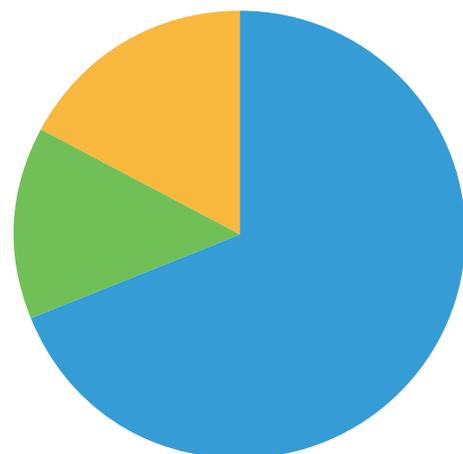
This year the Tenants' Champion service assisted 166 households (compared with 189 the previous year). Of these 122 were new cases (compared with 161 last year). The balance consisted of cases from previous years that continue to require ongoing support. 32 of the new cases were forwarded to the relevant ward councillor for help in the first instance and one new case was a private sector tenant so was directed to advice elsewhere .

Of the new cases there were:

- 99 Repairs (69%)
- 24 Transfers (17%)
- 20 Anti-Social Behaviour (ASB) (14%)

Total 143

(NB some cases have more than one issue)



69%

99 Repairs

14%

20 Anti-Social Behaviour (ASB)

17%

24 Transfers

Working with Housing Associations and other partners

Residents from nine different housing associations approached the service for help this year. These included Richmond Housing Partnership, PA Housing, MTVH, L&Q, Network Homes, Places for People, A2Dominion, Notting Hill Genesis, Inquilab.

Meetings continue to take place with senior staff from the four main housing associations with the most homes in the Richmond 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 MP's 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.



Cllr Vassileva meeting with Sharon Prospere and Judy Waine from L&Q

'L&Q have been working collaborating for years with the Tenants' Champion. This service is not only beneficial for our residents but is also a chance for L&Q to discuss individual cases that may need further investigation. This is a very important service and partnership working helps us to provide a better service to the residents, especially when managing complex cases. It is also an opportunity to provide up to date information on our organisation and share information with the Tenants' Champion so that they are aware of the various roles within the organisation. We promote this service at our quarterly residents' meetings and sometimes cases are closed quicker, due to us working collaboratively. L&Q would like to thank Cllr. Vassileva for all her hard work and we are looking forward to the year ahead.

Sharon Prospere, Area Housing Manager, L&Q

The Community Ambassador Project / Resident Engagement

Further to the 'Leading the Way in Resident Engagement' report which reviewed resident participation arrangements across social housing landlords in Richmond, progress has been made on the Community Ambassador programme which is now in its 2nd year.

The programme is designed for residents living in social housing to get more involved in working with the Council and their housing association landlord in improving their local areas. Currently there are 17 Community Ambassadors comprised of RHP and PA housing residents. These are some of the initiatives they've been involved in:

- Training for ambassadors: this has received positive feedback and to date, on average, ambassadors have rated their induction training 9.8 out of 10
- Projects: ambassadors have set up new projects including a community garden, which will transform underused space on an estate
- Match funding: Housing associations have agreed to provide match funding for two social housing community gardening projects (Chertsey Court and Walnut Tree Close)
- Estate Inspections: to date, three ambassadors have worked with housing associations and ward

- councillors to set up estate inspections and agreed steps for the housing association to improve the physical appearance of communal spaces; more inspections are in the pipeline
- Listening: ambassadors have fed into conversations about Council priorities, including the Council consultation on the high street renovation of the Castelnau parade
- Scrutiny: ambassadors have had the chance to scrutinise their housing associations' work. For example, individual ambassadors have:
 - Taken part in a panel for the procurement of RHP's new repairs contractor.
 - Taken part in a panel to interview the candidates for the role of new CEO of RHP
 - Sat on PA Housing's Scrutiny Committee

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



Cllr Vassileva meeting with Council officers and colleagues from MTVH in October 2022

At MTVH we believe everyone should have a decent home and the chance to live well. As such, we are really proud to work with Richmond delivering housing and care and support services within the Borough. As part of our five-year strategy to serve people better every day, we are working hard to listen better to customers and residents, and address what matters most to them. We appreciate the opportunity to continue to achieve this through our regular case work discussions and six-monthly overview with the Richmond Tenants' Champion Service. We have found the twice-yearly Tenants' Champion Interagency Forums, particularly useful this year, especially as they are in-person and bring together multi-agency colleagues to share information about services and highlight good practice.

Julie Shuter, Customer Services Director, MTVH

Report on Casework

Repairs

Most complaints to the Tenants' Champion service this year have been in relation to repairs issues and this has continued to be a cause for concern. The report in the Autumn of two-year-old Awaab Ishak who died in Rochdale because of damp and mould in his home, shone a spotlight on housing associations' management of the issue. Reports of damp and mould increased and housing associations took dedicated measures to respond to this. The Tenants' Champion service made a point of scrutinising the implementation of these measures.

An additional very serious concern has been the impact the cost-of-living crisis has had on our social housing residents. In addition to scrutinizing housing associations provision of support measures, I was also pleased to invite the senior officer from Southwest London Energy Advice Partnership to my Tenants' Champion Interagency Forum. All partners heard what SWLEAP could do via home visits and advice to help residents manage damp and mould and get some practical measures to deal with energy efficiency and the cost of heating their homes.

Following on from last year, repairs complaints continued to increase. The explanation for this still seems to be the continuation of pent-up demand following ease of lockdown restrictions. Additionally, contractors are having problems with material supplies due to supply chain issues resulting from the pandemic, Brexit and the war in Ukraine. Recruiting and retaining good trades people, as well as turnover and vacancies in the housing association teams also presents an ongoing challenge. The Tenants' Champion has worked with the lead member for housing, Cllr Millard, to make it clear that, whilst we understand this situation is largely due to external factors, the resultant delays are unacceptable; to press for additional investment; and to provide scrutiny of housing associations' measures to address these serious service delivery issues internally. At the same time, the Tenants' Champion has maintained focus on the detail of complaints. Over the last six months, I have met at least monthly with the Complaints managers of RHP and PA Housing in a joint effort to address issues of concern.

Both PA housing and RHP changed repairs contractors at the beginning of June 2023. It is too early to assess the impact of this change, but everyone hopes this will lead to a significant improvement in performance and customer satisfaction. We will continue to monitor progress, noting the arrangement RHP is making to train and manage their repairs contractors more directly via a subsidiary called RHP Home, with the intention this will enable significant improvements.

The Tenants' Champion service is always pleased to support partner organisations aiming to improve life for social housing residents, including the current disrepair campaign that RUILS are leading on in the Borough. RUILS and partners are collecting feedback from Richmond borough social housing tenants on their repairs experience. The aim is that this will provide an additional feed-in to the work on systemic change of services to help with communication on repairs, particularly for people who may be inter-sectionally excluded.

'Over the last year there have been several challenges in delivering our maintenance services to our residents in Richmond. We appreciate the support Councillor Vassileva has provided to our residents to resolve issues brought to us. We have worked together on some difficult cases and have appreciated the Tenants' Champion's insight in seeking solutions.'

We welcomed the opportunity to speak at the interagency forum event in March 2023 where we shared our approach on reasonable adjustments for residents with vulnerabilities.

We look forward to working with the Tenants' Champion in the year ahead.'

Emma Solomons, Director of Specialist Housing and Support, PA Housing

Anti-Social Behaviour (ASB)

The Tenants' Champion continues to be contacted by residents who are suffering from anti-social behaviour.

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 etc) 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. 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 a relatively impartial third party and can confirm that action is being taken behind the scenes to help resolve issues.

The Community Safety Team and Police continue to be represented on 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.

'I am really grateful for the support of the Tenants' Champion Forum not only from a Community Policing perspective but also as one of the co-chairs for the CMARAC. This forum facilitates the right people working together to problem-solve often complex issues in an efficient manner. It also enables us to share best practices which in turn result in positive outcomes, increasing trust and confidence within our community. Massive thank you to Cllr Vassileva for all her hard work and diligence whilst performing the role of the Tenants' Champion.'

**Inspector Jon Mcloughlin,
Richmond Borough SNT**

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. 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. A key goal this year was to spend some time trying to understand how mental health conditions, as opposed to physical health conditions, are considered in assessing priority for a move. I've been pleased to learn that housing associations, where required, can commission an additional psychiatric independent medical assessment when a deeper understanding of how mental health issues can impact the need for a house move.

Efforts continue to address the challenge of overcrowding. Unfortunately, overcrowding can directly contribute to some of the repair situations, particularly in relation to condensation, damp and mould. I am aware that demand for social housing is acute in Richmond Borough and I continue to work closely with Cllr Millard, officers and the Adult Social Services, Health and Housing committee to support the Council administration in addressing this.

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 council administration is committed to doing all it can to increase supply and has, since 2018, developed a pipeline of over 1000 affordable homes.

These are starting to be delivered and this last year, 14 homes were completed for London Affordable Rent, delivered by RHP at Edgar Road, Whitton and Bucklands Road, Teddington. This included nine family-sized homes at Edgar Road and five family-sized homes at Bucklands Road. All these homes have been let to Borough residents who were in urgent housing need on the Council's Housing Register.

The Council also launched its acquisition scheme, successfully purchasing 17 properties on the open market that had previously been purchased under the Right to Buy programme, to be let as affordable housing for residents on the Council's Housing Register. In addition to investing £12 million in this scheme, the Council was successful in securing £1.7m of GLA grant to support this programme.



Cllr Vassileva with Emily John from RUILS and Cllr Julia Cambridge, Mayor for 2022-23

How Housing Associations communicate

A key theme for me this year has been about how housing association staff communicate with their residents – especially to those who may be vulnerable, perhaps with poor mental health or a neuro-diverse condition that requires an understanding approach.

My concern has been about how poor communication / understanding can lead to catastrophic results. Some examples are as follows:

Case A – Resident is autistic, with OCD (obsessive compulsive disorder) and phobia of asbestos. They requested clear communication about when and how repairs would take place. However, resident has consistently said their concerns were not listened to or responded to adequately. Their OCD has escalated, and they have now been admitted to a mental health ward.

Case B – Resident has severe anxiety / suicide attempt. Has requested clear and regular communication about repairs issues. When this does not happen, the anxiety escalates.

Case C – Resident is autistic and made housing association aware that using digital systems was hard. Lack of personal post-tenancy support and proper communication around repairs meant they were left without heating for years. Housing association is now facing a large compensation claim.

Case D – Resident has poor mental health, several suicide attempts, trauma associated with the flat and many sections to mental health ward. Lack of sorting out repairs adequately over an extensive period of years, has led to them wanting to move.

I have discussed this theme separately when I've met senior housing association staff and at the March 2023 Tenants' Champion Interagency Forum. These are some of the questions I've posed:

- How are housing association staff trained to understand mental health / neurodiverse conditions?
- How do housing associations listen and respond to other advocates such as the TC service, MP, RUILS, Richmond Aid, Citizens Advice etc who try to help support their residents?
- How are flags put on systems if someone needs reasonable adjustments? Are these shared with contractors? What happens if it's a communal repair / rather than individual to the flat?
- How do housing associations support communication to residents on missed repairs

appointments? (Especially at a time when the repairs service is under strain and broken appointments are common)

- How can housing associations support residents that need or have requested extra care in their communication? How is the need to speak to a different person every time they call avoided?
- How do housing associations support residents with mental health issues to move, particularly if their poor service over years has contributed to mental health decline?

I'm aware that housing associations locally have different staffing structures and systems so I will continue to keep an eye on responses to these questions and share good practice. However, some of the initiatives that seem helpful so far include:

- Flags on systems about individual adjustments if needed, that can be shared with contractors.
- Tenancy / resident support workers who can be a single point of contact with vulnerable clients and help advocate for them within the organisation.
- Phone systems to recognise phone numbers and route to the advisor they've spoken to before.
- Specific work streams on how to improve systems to account for vulnerability and individual reasonable adjustments needed.
- Capturing information about needs / reasonable adjustments at an initial contact
- A vulnerability audit of all residents

- Specialist staff that can train others on mental health / neuro-diverse conditions.
- Mental health practitioners embedded in the housing association.
- Dedicated intensive support for residents at key times.
- Knowing about and communicating well with other professional colleagues and advocates
- Training in recognising vulnerability or safeguarding concerns.

'In the last year, the Pathways service at RUILS has worked very closely with the Tenants' Champion to resolve complex and long-standing housing issues. The Tenants' Champion is a vital service within the local authority that helps bridge the gap between social landlords and residents, which can sometimes be a challenging relationship to navigate. The service acts with the utmost professionalism, but also offers compassion and a deep respect to service users, which has helped establish many positive working relationships. The partnership has been invaluable for RUILS, as it has enabled both services to share knowledge and experience of supporting social housing tenants, particularly those with disabilities and long-term health conditions. I am hopeful that our partnership will grow further in the future and we will be able to maximise the support given to residents'.

**Emily John, Caseworker,
RUILS independent living**

Thanks from Residents:

"I thought you would like to know that we had our new front and back door fitted yesterday and have noticed the improvement already. No longer can we feel a draft of cold air coming in when sitting in our living room.... Thank you for all your help... it's only a shame that we needed your support" (BW)

"Thank you so much for your kind support during my period of discussions with my housing association" (ME)

"We cannot thank you enough for helping us get to this stage" (VH)

Thank you for all of your help (RJ)

"I wanted to personally thank you for your support throughout the professionals' meeting. I value the Tenants' Champion's input very highly" (TP)

"I am always going to be grateful for all the time and support given to me by you all. Thank you with all my heart for everything. I am ever so grateful. You stood in my corner and had belief in my circumstances when I was being dismissed by others. I really thank you for the support and care you gave me" (JK)



Tenants' Champion Interagency Forum held in March 2023

The 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 was held on-line over a TEAMS meeting, and the 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.

The additional theme for the September meeting was the cost-of-living crisis. The Council had set up a cost-of-living hub and had put funds aside to support the Borough's residents. Our voluntary sector partners, such as Citizens Advice, RUILS and Richmond Aid, talked about the increase in demand for services and

the disproportionate affect the situation was having on people with disabilities and long-term health conditions where living costs could already be typically higher. It was good to hear about some of the initiatives offered by housing associations. Some of these included Tenant Welfare funds to support residents with managing rent payments and meeting fuel and food costs. There was also practical support in assisting people to budget and maximising knowledge of funds available. One housing association was looking at how empty properties were managed, taking a more proactive approach to reusing flooring and furniture.

Our colleagues in Achieving for Children (AFC) also explained how they were working to create warm spaces and wrap-around activities and support for families. This included passing on warm coats, shoes and food vouchers, where there had been an increase in demand. AFC was also running a holiday fund which enabled activities and hot food for eligible children in school holidays.

We also heard what support the Council could offer, supporting partners such as the Richmond Furniture Project, to help with financial pressures and prevent homelessness.

The September meeting was packed with different items. Further to Baroness Casey's review of the standards and behaviour and internal culture of the Metropolitan Police, Inspector McLoughlin explained that it was likely that Community Policing would be put front and centre as part of the turnaround plan. The Borough's fire commander told us about the danger of lithium-ion battery fires and gave advice about this and about new building regulations.

It's always important to hear updates from colleagues from the Southwest London and St Georges Mental Health Trust and the Mental Health Social Care teams at the Council. We learnt that the trust is in the process of community transformation working with MIND on peer support recruitment and that the Richmond Wellbeing Trust was now part of the trust (transferring from the East London Foundation Trust). Pressures on the Social care team are high, where people need care act assessments and there was a 6 month wait for floating support. It's always helpful for housing associations and other partners to share and understand the pressures with the mental health services as so much joint support and working is needed.

The Community Safety Team manager outlined the team's approach to how anti-social behaviour was managed in Richmond Borough. Communication around ASB can often be very frustrating for Ward Councillors and community members who may be suffering but, due to data protection, are not party to everything that is happening to resolve things. This is acknowledged by the team and information is shared in certain situations where the necessary confidentiality agreements are in place.

The Tenants' Champion also shared some anonymised case studies to illuminate concerns arising from case work about how housing association staff communicate with their residents, especially to those who may be vulnerable, perhaps with poor mental health or a neuro-diverse condition that requires a more understanding approach. Housing associations' approaches to dealing with damp and mould were also discussed, together with a presentation on the preventative work done by the Southwest London Energy Advice Partnership (SWLEAP) to help with energy efficiency measures. (see themes above for more detail)

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 seeking effective joint working to ensure that services are working well together, 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.

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	✓	✓	✗	✓	✓	✓	✗ data shared with regional customer panels	✗	✗	✗
Notting Hill Genesis	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓
PA Housing	✓	✓	✓	✓	✓	✓	✓	✗	Under review	✓
Places for People	✓	✓	✗	✓	✓	✓	Information not supplied	Information not supplied	✓	✗
Richmond Housing Partnership	✓	✓	✓	✓	✓	✓	✓	✓	Under Review	Pending
Shepherds Bush Housing Group	✓	✓	✓	✓	✓	✓	✓	Under review	✗	Currently being recruited

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 Opportunity for any resident to be involved in complaints quality assurance	✓	✓	✓	✓	✓	✓	✓
Metropolitan Thames Valley	✗	✓	✓	✓	✗	✓	✓	✓
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	✗	✓	✓	✓	✗	✗	✓	✓

*Only RHP, L&Q, PA Housing and MTVH updated data this year

Appendix 2: Richmond upon Thames Private Registered Provider Stock 2022.

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	495	84	579
Metropolitan Thames Valley	348	0	348
Network Homes	107	0	107
Notting Hill Genesis	79	0	79
PA Housing	1420	192	1612
Places for People	145	0	145
Richmond Housing Partnership	5858	391	6249
Shepherds Bush Housing group	5	0	5
Total	8729	734	9463