

Fitzrovia News

Produced by residents and volunteers. Distributed free. Issue 167, 9 November 2022

Clarion under scrutiny at council meeting

Clarion Housing Group has been unable to provide Camden Council with basic figures for its performance in the borough for the year 2021/2022 due to a cyberattack on its servers in June this year, according to a council report.

The report for the Housing Scrutiny Committee contains an update from the largest housing associations in the borough.

In Camden there are 46 housing associations (HAs) who own and manage 12,223 homes between them.

Four of them — One Housing Group (OHG), Origin Housing, Notting Hill Genesis (NHG) and Clarion — manage nearly two-thirds of those homes.

In November 2016, Circle merged with Affinity Sutton to form Clarion Housing Group (Clarion), which is now the largest HA in the country.

Clarion has dozens of homes in

Fitzrovia mostly in Grafton Mews, Warren Street, and Whitfield Street.

The Council's housing scrutiny committee reviews the HAs' progress in delivering and managing new homes in the borough.

“The Council has little formal regulatory control over HAs but instead relies on its strategic partnership working with HAs to resolve issues and to work together to meet borough wide priorities as set out in plans such as the Camden Plan and the Homelessness and Rough Sleeping Strategy,” says the report.

The report states that “due to a major cyberattack, some performance data was unavailable for Clarion” and it was unable to provide data for voids, evictions, and rent arrears for the financial year 2021/2022.

While council officers made no further comment on this, it does suggest that Clarion did not have a back up of the data that was lost due to the cyberattack, including a record of rent payments.

However, its annual report published on 20 September 2022 stated that “the process to restore our systems is still ongoing” but the “incident did not have any impact on the operations or performance reported in this set of financial statements”. Its auditor KPMG also did not raise any concerns about financial record keeping.

Fitzrovia News has asked Clarion to explain why the data for Camden is missing.

But while Clarion was unable to give Camden a figure for the last financial year on tenant arrears, its annual report stated that it is “consistent between years at 5.7 percent” of its rental income.

Camden's own figures stated that despite having the least stock of the four HAs, Clarion had the most complaints to the council's private sector housing team (PSHT).

“Clarion, NHG and OHG had the

Housing special edition

This single-page edition features only one of the many news reports we publish on our website. See fitzrovia.com for all the stories, and reports on public consultations, or subscribe to our free email update at: newsletter.fitzrovia.com

equal most Enforcement Notices Issued by PSHT,” states the report.

The scrutiny committee of 15 November will have the following officers in attendance from the four HAs to answer questions:

Clarion – Catherine Kyne, Regional Director (London);

One Housing Group – Sandra Fawcett, Director of Customer Operations;

Origin – Carol Carter, Chief Executive; Notting Hill Genesis – Richard Bellis, Regional Head (North).

Housing Scrutiny Committee: 6pm Tuesday 15 November 2022, Crowdale Centre, 218 Eversholt St, London NW1 1BD.

Agenda at: camden.gov.uk/democracy

If residents of Clarion, or of any of the other HAs, wish to speak at the meeting (called making a deputation), please write to the committee officer Gianni Franchi. Email:

gianni.franchi@camden.gov.uk

The deadline for deputation requests for this meeting is 5pm on Friday, 11 November 2022. You have the option to make your deputation remotely via Microsoft Teams.

Contact your local ward councillors about housing

Bloomsbury ward, which includes Fitzrovia East, is represented by three Labour councillors:

Councillor Sabrina Francis:

sabrina.francis@camden.gov.uk

Councillor Adam Harrison:

adam.harrison@camden.gov.uk

Councillor Rishi Madlani:

rishi.madlani@camden.gov.uk

Or call: 020 7974 2792

Fitzrovia News is produced by the Fitzrovia Community Newspaper Group, c/o Flat 2, 19 Tottenham Street, London W1T 2AN with support from the Fitzrovia Neighbourhood Association.

Editor: Linus Rees

news@fitzrovia.com

fitzrovia.com

twitter.com/fitzrovia

facebook.com/fitzrovia

instagram.com/fitzrovia

ISSN: 0967-1404