



Homes & Communities Agency

The social housing regulator

By email

Ms Winsome Chambers
London Housing Trust
Unit 8b Evelyn Court Business Park
Grinstead Road
London
SE8 5AD

E: adrian.rowland@hca.gsi.gov.uk
T: 020 7393 2070 (direct line)

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Dear Ms Chambers

**London Housing Trust (LHT)
Removal from the regulator's grading under review list**

I refer to previous correspondence and write to advise LHT of its status on the regulator's grading under review list following completion of investigations into LHT's performance against the requirements of our published economic and consumer standards.

As you know the regulator first alerted LHT to a number of matters that had come to the regulator's attention and which had the potential to lead to a finding of non-compliance with standards in emails dated 1 and 2 June 2016. The emails confirmed that the regulator would investigate those matters. LHT subsequently provided information and documents which the regulator has considered carefully as part of its investigation.

Economic standards

The regulator's investigation focused on the continuity of services to tenants, the capacity and capability of the board and senior management team and viability. LHT initially submitted some limited assurance that it was operating and providing services on a day to day basis and that its tenants were not at risk. LHT's response sign-posted a number of key documents that might have provided additional assurance of compliance had they been provided to the regulator. LHT subsequently sent those documents to the regulator. When taken together they provided sufficient additional assurance of LHT's overall compliance with economic standards. The documents were:

- The board skills audit appraisal documents for each of the five board members
- The corporate strategy and business plan for 2016 to 2021
- The financial controls document
- A recent example of the regular financial report that was considered at every board meeting
- The framework document for achieving compliance with [both economic and consumer] standards

Consumer standards

The regulator's investigation focused on the quality of accommodation, anti-social behaviour, the level of support for vulnerable tenants and communication around responsibility for the payment of utility bills. LHT's initial response did not provide assurance and the regulator had to seek more information and documents several times. At the end of that process the regulator was satisfied that:

- On the quality of accommodation there was insufficient evidence to suggest a breach of the home standard
- On anti-social behaviour there was no breach of the neighbourhood and communities' standard
- On the level of support for vulnerable tenants there was insufficient evidence of a breach of the tenant involvement and empowerment standard
- On communication around responsibility for the payment of utility bills in would be disproportionate to conclude that there had been a breach of the tenant involvement and empowerment standard

Conclusions

Against that background the regulator has concluded that LHT has provided sufficient additional assurance in relation to those matters which were of concern and remains compliant with both economic and consumer standards. As a consequence I can confirm that:

- LHT will be removed from the regulator's grading under review list
- The notice published on the website on 2 June 2016 will be taken down
- LHT will continue in routine regulatory engagement for a provider with less than a thousand units

Future regulatory engagement

LHT will now return to routine regulatory engagement which will be led by the relevant regulatory operations team. As things stand it is anticipated that our future regulatory engagement will be in accordance with our usual approach for a provider with less than a thousand units and will focus on a review of the annual accounts. Should new information come to light about LHT's performance against either economic or consumer standards the regulator will review its approach and may seek additional assurance from LHT about its compliance with the standards.

Yours sincerely,



Adrian Rowland
Senior Adviser - Investigation and Enforcement