

2025-12-15 14:04:28 From Four Million Homes/CCH to Everyone:

Switch on closed caption by clicking ... in the menu (+ choose your language)  
Keep your mic off and turn it on to speak  
Use the raise hand emoji or the chat for questions or comments  
Switch off your camera if you definitely don't want to appear online!  
We'll send out the slides and the links from the chat after the session, along with a certificate of your participation  
Msg me if you have a technical question.


2025-12-15 14:04:40 From Michael Firth to Everyone:

camera off duo to eating food

2025-12-15 14:06:59 From Alicia Mortlock to Everyone:

Camera off as dipping in and out of two meetings

2025-12-15 14:12:33 From James Heneghan to Everyone:

Hello everyone i am J  ames a torus social housing tenant from Torus.

2025-12-15 14:13:38 From Alicia Mortlock to Everyone:

It will be useful to know where grants are spent

2025-12-15 14:16:20 From James Heneghan to Everyone:

Will this apply to private overseas ethical investment providers and uk ethical landlords and how can the gov enforce this Laws adhesion with absentee landlords.  
James.

2025-12-15 14:20:45 From Alicia Mortlock to Everyone:

That's my worry. How many times are they going to quote commercial sensitivity?

2025-12-15 14:20:50 From James Heneghan to Everyone:

Such as intellectual property rights effecting the business. James.

2025-12-15 14:22:16 From chris hesketh to Everyone:

November 2022 I requested some basic information in regard to installation types and materials used in a local 5 new build project just basic stuff ie types of heating for examples to which the council refferred me to foi to which took a number of weeks then the info came to which was only in part and to which was initially promised to be completed in full, to which was never fulfilled to which all evidence and proof is online through relevant email communications , si in summary the foi was just used as a delay tactic and another barrier for helping not to disclose information in particular in regard to the air source heat pumps that are recommended to run 24/7 & feed large hot water systems just to validate warranties to which of course for small 1/2 bedroom flats are and were totally unsuitable in general

2025-12-15 14:23:26 From James Heneghan to Everyone:

What about for profits and their investments interests as alleged ethical landlords usually through an agent. James

2025-12-15 14:23:54 From BECKY BLUNDEN to Everyone:

can we make complaints regarding refusal to disclose at present? I have gone down the information request route many times regarding who has had access to my home following the flood, but all requests have been refused. Having had a lot of my personal belongings been taken by contractors, I feel it is my right to know who has been in. Their refusal has actively prevented me seeking legal redress

2025-12-15 14:25:36 From James Heneghan to Everyone:

I thought the electrical component came thriough the updated TSMs and awaabs Law. James

2025-12-15 14:26:29 From James Heneghan to Everyone:

ISnt this through Decent Homes Standards. James

2025-12-15 14:26:42 From Alicia Mortlock to Everyone:

Replying to "I thought the electrical component came through t...":

James, I am confused about this too.

2025-12-15 14:28:30 From James Heneghan to Everyone:

This should remedy this for you Becky. James

2025-12-15 14:29:54 From Suzanne Hydes to Everyone:

Hello, I'm travelling a train (so cannot unmute and speak). My question: would the salary and financial disclosures potentially compel housing associations to provide details on how service charges are calculated. For example: could we request their financial accounts and receipts on a local level?

2025-12-15 14:30:11 From James Heneghan to Everyone:

it`s a typical matrix overlap. through both Jaames

2025-12-15 14:31:08 From James Heneghan to Everyone:

sorry typo James.

2025-12-15 14:31:35 From BECKY BLUNDEN to Everyone:

what about when there has been criminal activity?

2025-12-15 14:32:21 From Four Million Homes/CCH to Everyone:

If there has been criminal activity @BECKY BLUNDEN you should report to the policy.

2025-12-15 14:32:27 From Four Million Homes/CCH to Everyone:

sorry, police.

2025-12-15 14:33:07 From Suzanne Hydes to Everyone:

Would there be any additional rights to challenge inaccurate information (in addition to GDPR)?

2025-12-15 14:33:11 From BECKY BLUNDEN to Everyone:

I did, but my landlords would not tell me which contractor companies nor their employees names, so the police were uninterested

2025-12-15 14:35:22 From Suzanne Hydes to Everyone:

Replying to "If there has been criminal activity @BECKY BLUNDEN...":

The police will often ignore criminal activity by housing association staff and will dismiss it by claiming "it's a civil issue". Police forces are very reticent to investigate large corporate organisations, even when they clearly break the law.

2025-12-15 14:35:26 From chris hesketh to Everyone:

However ground /water source heat pumps on the other hand are and should be considered for ever type of dwellings that comes under multiple occupation, this is where the mass confusion arises in regarding to heat pump systems that have been seriously undermined by irresponsible decision makers giving the impression all systems are were a one type fits all situation [ comletly wrong]

2025-12-15 14:36:04 From Suzanne Hydes to Everyone:

The police will often ignore criminal activity by housing association staff and will dismiss it by claiming "it's a civil issue". Police forces are very reticent to investigate and charge corporate organisations, even when they clearly break the law.

2025-12-15 14:37:15 From Four Million Homes/CCH to Everyone:

Becky, have you tried making a Subject Access Request and/or a formal complaint saying that?

2025-12-15 14:37:44 From Four Million Homes/CCH to Everyone:

<https://www.gov.uk/government/consultations/consultation-on-changes-to-the-tia-standard>

2025-12-15 14:37:47 From BECKY BLUNDEN to Everyone:

Replying to "If there has been criminal activity @BECKY BLUNDEN...":

@Suzanne Hydes I know, I have even showed them a video taken from my door cam which showed a senior manager spending a great amount of time trying to access the keys from my keysafe then allowing herself into my home without my knowledge or permission. The police simply ignored it, despite this manager then answering my door to somebody claiming to be me

2025-12-15 14:39:09 From BECKY BLUNDEN to Everyone:

Replying to "Becky, have you tried making a Subject Access Requ...":

Yes, ive tried many times-they just shut me down, or blatantly ignore any request

2025-12-15 14:39:17 From Four Million Homes/CCH to Everyone:

Replying to "Becky, have you tried making a Subject Access Requ...":

<https://ico.org.uk/for-the-public/getting-copies-of-your-information-subject-access-request/>

2025-12-15 14:40:12 From Four Million Homes/CCH to Everyone:

If you have made a subject access request and that has been denied, you can go to the Information Commissioners Office. If you have made a complaint and that is being ignored or you are unhappy with the reply, go to the Housing Ombudsman.

2025-12-15 14:40:53 From BECKY BLUNDEN to Everyone:

Replying to "If you have made a subject access request and that...":

thank you