



## Department for Levelling Up, Housing & Communities

**Rt Hon Michael Gove MP**

*Secretary of State for Levelling Up, Housing & Communities*

*Minister for Intergovernmental Relations*

2 Marsham Street

London

SW1P 4DF

Tim Edwards and John Callaghan  
Director and Chief Executive  
Three Conditions Housing Association (3CHA)  
314 Midsummer Boulevard  
Midsummer Court  
Central Milton Keynes  
MK9 2UB

Our reference: MC2023/05224

8 December 2023

Dear Mr Edwards and Mr Callaghan,

I write following a finding of severe maladministration by the Housing Ombudsman against 3CHA for significant failings that led to the unreasonable eviction of a resident living in supported housing.

Your handling of a resident's eviction caused significant distress. You issued an eviction notice instructing them to leave their supported accommodation 'immediately' otherwise further action would be taken. This was contrary to your own policy where eviction notices should be signed off by a senior manager, notice to quit completed, and a 28-day period of notice given. The reasons you gave for the eviction were not legitimate – you cited the resident's refusal to allow entry to her home due to Covid to an engineer who was not wearing a mask. In fact, she had every right to refuse access.

I was also concerned to hear that the resident raised concerns about the conduct of your staff who were described as 'heavy handed and intimidating'. The Ombudsman also pointed to a dysfunctional relationship between your organisation and the managing agent. You failed this resident and treated them appallingly. Your subsequent apology did not recognise the effect on the resident's life.

The Social Housing Regulation Act is bringing in a tough new regulatory regime to support this Government's commitment to driving up standards and holding landlords accountable for providing social housing residents with decent homes. We have also made provisions for the Regulator of Social Housing to include requirements on Competence and Conduct in its standards. The standards will require landlords to make sure that their staff involved in the provision of housing management services have the skills, experience, knowledge, and behaviour to do their jobs effectively and deliver high quality and professional services to tenants.

I expect the necessary changes you are making, such as the monitoring of eviction approval processes, to make a difference to the service you deliver to your residents. You must treat everyone with respect and dignity. I will be taking a personal interest in how your organisation delivers its responsibilities.

I am copying this letter to Deborah Cadman OBE, Councillor John Cotton, Councillor Robert Alden, the Housing Ombudsman, and the Select Committee for Levelling Up, Housing and Communities.

Yours,

A handwritten signature in black ink that reads "Michael Gove". The signature is written in a cursive style with a large initial 'M' and a long, sweeping underline.

**RT HON MICHAEL GOVE MP**  
Secretary of State for Levelling Up, Housing and Communities  
Minister for Intergovernmental Relations