



CREATING
COMMUNITIES
TOGETHER

Annual Review
2023–24

MOVING FORWARD TOGETHER

This year we've continued our journey of integration following our merger in December 2022. Change brings both opportunities and challenges, and we've experienced both.

We know at times our services haven't met the high standards you deserve, we've been working hard to make improvements where it matters most, to you, our residents.

Your needs remain our top priority, and we're committed to learning, adapting, and growing together. Over the past year, we've taken huge steps to strengthen our services, with a particular focus on improving repairs and maintenance, ensuring your homes are safe, secure, and well-maintained.

We've also focused on improving our complaints handling services, working closely with residents to co-create services that truly meet your needs.

We're especially focused on being responsive and flexible. Whether it's providing financial guidance, improving digital access, or simply being there when you need us, we're here to support you.

We hope that as you read this report, you'll see the progress we've made and the steps we're taking to keep moving forward, despite the challenges. Together, we're building a future where everyone has a safe, comfortable home in a community they're proud of.

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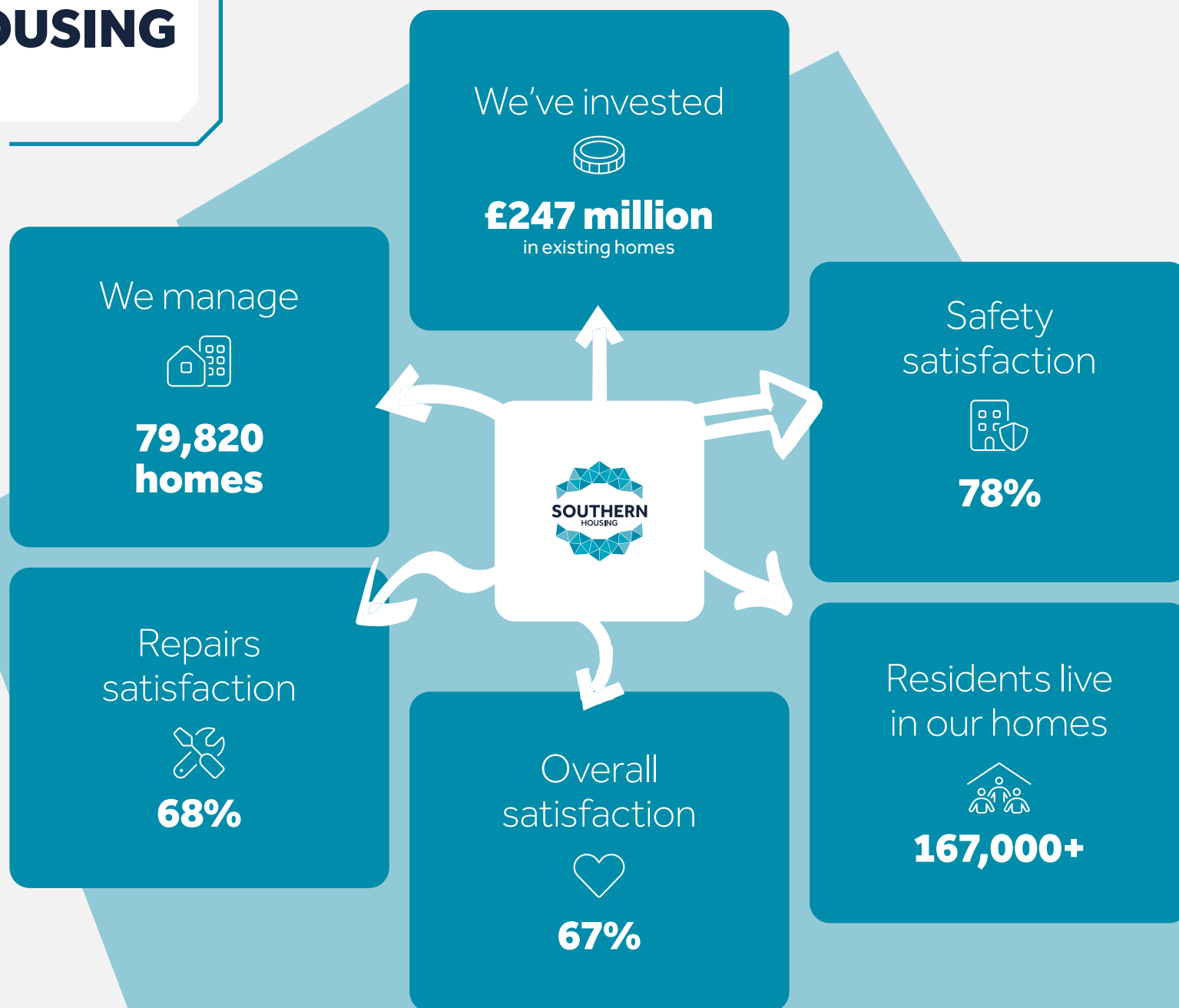
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SOUTHERN HOUSING AT A GLANCE

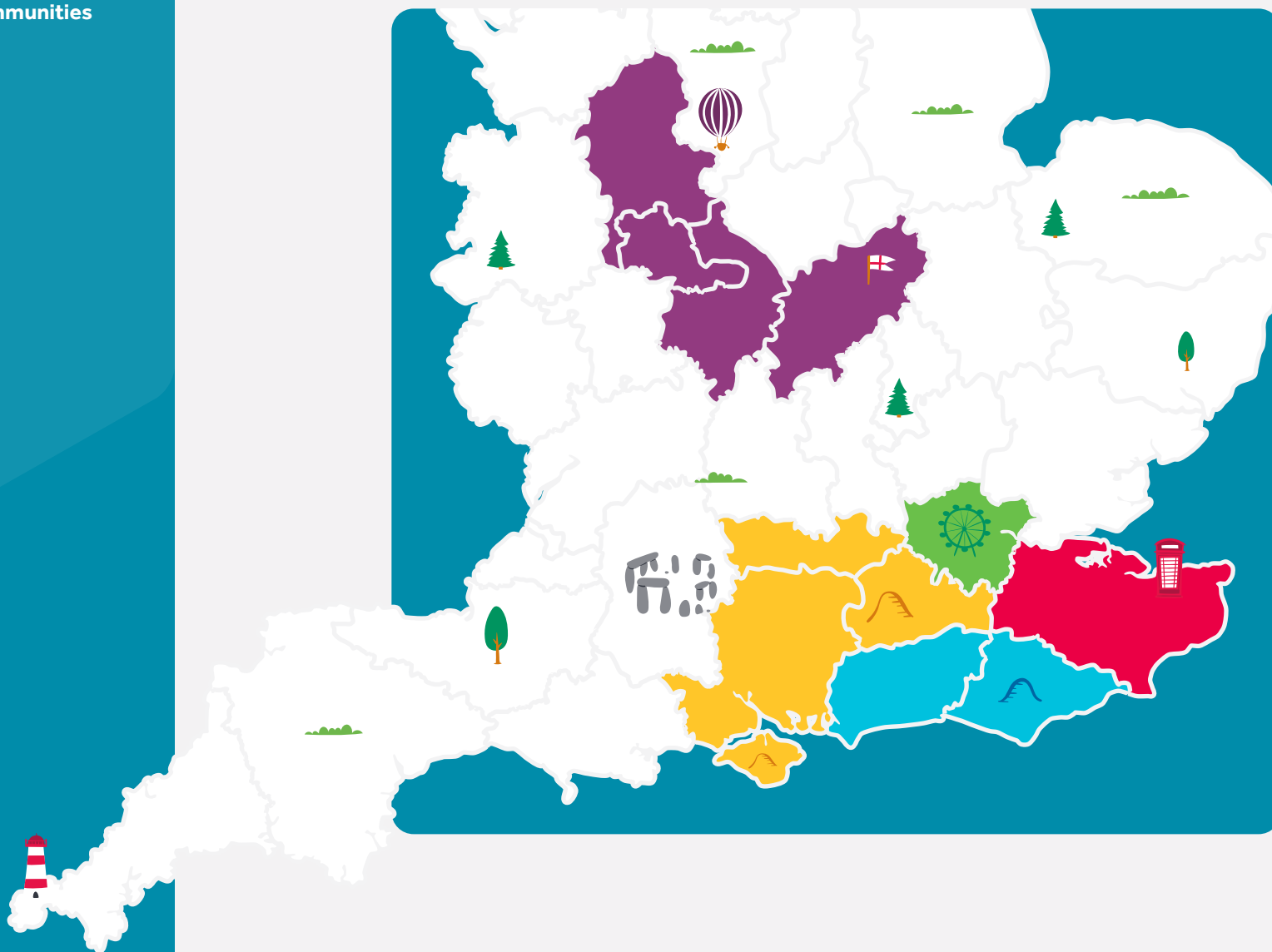
We're here to support the communities where our residents live, helping these neighbourhoods thrive by investing in the areas people call home.



WHERE WE OPERATE

With homes across the country, most of our residents and communities live in:

- London
- Kent
- Surrey
- Sussex
- Hampshire
- West Midlands
- Isle of Wight.



KNOWING OUR RESIDENTS

Understanding the diverse needs and preferences of our residents, and local communities is essential to improving satisfaction.

When we take the time to listen, understand and act, we know it will result in an improved customer experience.



GENERATION BREAKDOWN OF OUR RESIDENTS

Generation	Renting	Homeowning
Gen Z (up to 24 years)	2%	1%
Millennials (25-44 years)	27%	47%
Gen X (45-64 years)	43%	38%
Baby Boomers (65-74 years)	16%	8%
Silent Generation (75 years+)	12%	6%




35%

Residents live in Houses and Bungalows



65%

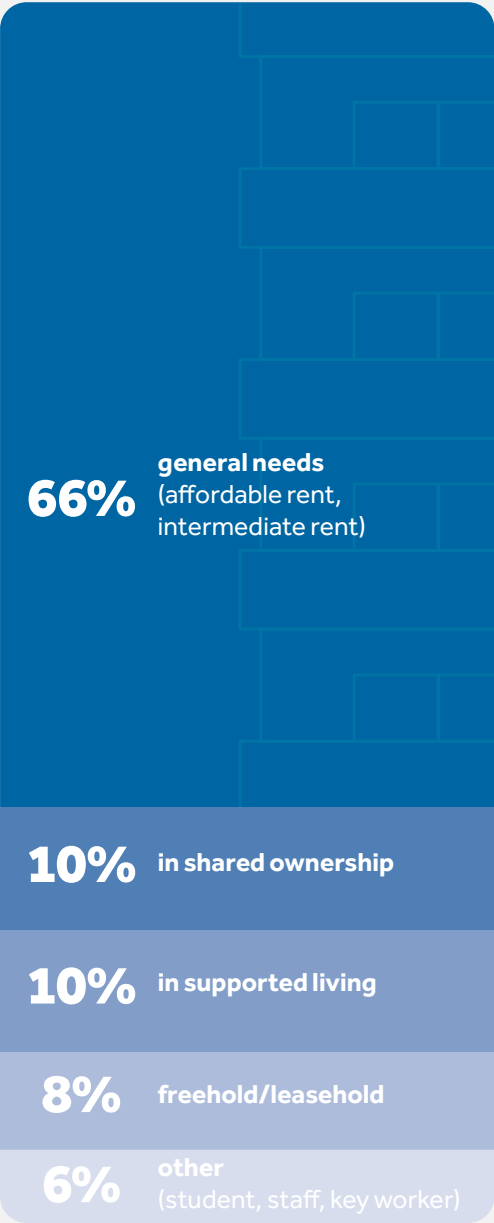
Residents live in flats/maisonettes



18% of Southern Housing residents have told us they have a disability

In England, over half (54%) of social rented homes (around 2.2 million) have a household member with a disability.

TENURE BREAKDOWN OF OUR RESIDENTS



A MESSAGE FROM CEO PAUL HACKETT

When we merged in December 2022, our shared commitment was to build homes and communities that people feel proud to live in. We wanted to create a strong and robust organisation that improved the services we offer all residents.

Over the last year, our first full year as a merged business, we've rightly seen increased scrutiny on the quality of services we provide to our residents.



RESIDENTS ARE AT OUR HEART

I'd like to personally thank our Residents Strategy Group (RSG), alongside all involved residents who are helping us to improve our services as we continue to integrate the two legacy businesses.

I'm delighted our commitment to resident governance and strong resident engagement has been recognised with one of our Resident Ambassadors being appointed to the National Housing Federation's (NHF) Tenant Advisory Panel (TAP). Our Chair of RSG has been appointed to the The Tenant Engagement Experts (Tpas) Board and one of our resident board members has been elected to chair the G15 Residents' Group. The G15 is a group of London's largest housing associations.

Six of our residents have also been appointed to the Housing Ombudsman's Residents' Panel. These external networks enable us to input into improvements for residents at a national level.

INVESTING IN REPAIRS AND SERVICES

We recognise we still have some way to go, and we're truly sorry to residents who've experienced service failures and who we've let down. We're using the learnings from the Housing Ombudsman's recent investigation report together with our long-standing commitment to resident governance to make improvements.

We've introduced a Customer Service Promise that was informed by 180 residents, and we're changing our culture to increase the importance of managing complaints quickly and effectively. We placed this process under the responsibility of a single executive director to ensure visibility and accountability. We've restructured our complaints handling process and we've grown our Complaints Team to clear the backlog of complaints following the merger. You can read more about our response to the Housing Ombudsman Service (HOS) on [page 18](#) ↗

We know that getting it right when it comes to repairs is a top priority for residents. We've invested significantly in our Repairs Team, creating over 90 new frontline jobs and increasing the amount we spend on repairs and planned improvements. In the next 12 months we expect to invest over £268 million in our existing homes – an increase of £64 million since the merger.

We've adapted our London repairs service contract, which has been the root cause of much dissatisfaction. We expect these changes to result in improvements in the coming months.

We've increased the number of colleagues we have in many of our frontline teams in order to meet the needs of residents. We've also created a dedicated team to tackle damp and mould as we know this is a priority for residents. You can read more on [page 27](#) ↗

A CHANGE IN PRIORITIES

This year, our Board took the very tough decision to scale right back our development commitments. This has allowed the significant increase we've made in investing in existing homes and services.

The good news is we've still been able to deliver 776 new homes this year, giving a significant number of families a place of their own. You can read more on [pages 36 to 38](#) ↗

Despite the challenges we've faced this year, we remain committed to delivering a great service to residents. On a daily basis I see examples of where we're making a real difference to peoples' lives.

We established Southern Housing with the aim of creating a more resilient organisation and that is clearly happening. We're on track to be fully integrated by April 2025. This will enable us to realise the full benefits of the merger and I'm confident we'll deliver services to a consistently higher standard.

Paul Hackett CBE

Chief Executive Southern Housing

A MESSAGE FROM YOUR RESIDENT STRATEGY GROUP

Welcome to this year's Annual Review. As members of the Resident Strategy Group (RSG), we're pleased to share our reflections on the past year and the progress we've made in representing your interests.

This year has seen significant growth in resident involvement. Our governance structure includes residents from diverse backgrounds, ensuring a wide range of voices and experiences are represented. We're proud to have a balanced representation across gender, age, ethnicity, ability, sexual orientation, and religious beliefs, reflecting the rich diversity of our communities.

Our primary role remains to hold Southern Housing accountable and scrutinise their work, always keeping your needs at the forefront of service provision. Despite this year's challenges, we've seen tangible results from this approach. Through our input, CEO Paul Hackett personally visited residents affected by flooding in Mitcham, demonstrating the organisation's commitment to addressing our concerns directly.

We've been actively involved in shaping services, from reviewing the customer journey to engaging in direct discussions with service directors, including those responsible for repairs.

This year has shown a marked improvement in how seriously resident input is taken at all levels of the organisation. This is reflected in Southern Housing's performance in the Tenant Satisfaction Measures, which now lead the G15 in areas such as transparency and resident influence. There is still work to do, however we're confident we're on the road to improvement.

This year, we've worked with Southern Housing colleagues to ensure a focus on clear communication and resident engagement. We've ensured residents are kept informed of service updates and planned improvements through a clear campaign of communications. You may have seen this messaging across a number of channels, a summary is available on the website.

Our influence has extended to key policies and strategies, including the Social Impact Statement. We've had direct input into the new Domestic Abuse Policy which includes harnessing funds from the Fresh Visions Charity to support survivors and assist with intervention projects.

Our Scrutiny Panel has been involved in critical scrutiny projects, taking a close look at the way services in particular areas

are managed. This includes a review of damp and mould services, where residents have impacted tangible changes including providing one point of contact, and a dedicated team for issues. You can read more about the support to improve damp and mould services on [page 27](#) ➡

Looking ahead, we're focusing on proactive improvements, particularly in areas such as repairs and complaints handling. As we enter the post-merger transformation phase, we're committed to ensuring that changes benefit all residents.

Your involvement is crucial to this process. We encourage all residents to engage with these initiatives - your experiences and insights are invaluable in shaping the future of our homes and communities.

Thank you for your ongoing support. With your help, we're focusing on investing in existing homes and communities. Your voice is crucial as we work with Southern Housing to improve where we live.

If you're interested in getting involved, you'll find information about the range of options and how to sign up via the website: www.southernhousing.org.uk/get-involved ➡

Thank you.

Billy and Charlaine
Resident Strategy Group Chair and Vice Chair



A WELL DONE FOR MONICA

Monica Barnes MBE, one of our Resident Ambassadors, has been officially recognised for her remarkable contributions to the organisation over the last 33 years.

Monica scooped the resident recognition award at the G15 Ethnicity in Housing Awards event, for her tireless efforts and advocacy on behalf of our residents.

Monica became a member of our Resident Governance structure in 2009 and went on to chair the London and South West regional panel. She was then appointed Vice Chair of our Residents' Strategy Group (RSG) before becoming Chair.

Instead of retiring after many years of service as part of the Resident Strategy Group, Monica has continued to show her commitment to the organisation through her role as Resident Ambassador. As an ambassador, she offers particular support to our black and minority ethnic communities and older residents to ensure resident voices are heard.

Monica is a leader in campaigning for the social housing sector and she's continued to show how passionate she is to drive change. The award she's received isn't just a testament to her personal achievements, but a reminder of the transformative power a driven individual can have.

UNIFY
Career | Culture | Network | Mentor

G¹⁵

**ETHNICITY
IN HOUSING
AWARDS
2024**

Thank
you, Monica,
for your
considerable
contribution,
you're an
inspiration.



OUR VISION AND VALUES



OUR VISION

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. Residents are at the heart of our services, and we use our size to influence positive change in the areas where we operate.



OUR HEART VALUES

Our heart values sit at the core of everything we do. We are:

- ♥ Honest
- ♥ Efficient
- ♥ Accountable
- ♥ Respectful
- ♥ Trustworthy



OUR OBJECTIVES AND SOCIAL PURPOSE



OUR OBJECTIVES 2023-26



one

Great customer experience



two

Listen and act on resident views



three

Safe sustainable homes in good repair



four

Neighbourhoods where residents are proud to live



five

Build homes to meet housing need



six

Empower our people



seven

Deliver efficiency



OUR SIX SOCIAL PURPOSE PRINCIPLES



Social Value

We seek to drive the most social impact in everything we do.



Not for profit

We reinvest surpluses into improving residents' homes, neighbourhoods, services, building new homes to reduce housing need.



Resident centred

We work with residents to shape services and we design service around residents.



Sustainable

We work hard to reduce the climate impact in all our work and services.



Inclusive

We recognise diversity as a strength and seek to harness this, creating workplaces and communities where everyone can thrive.



Fair and ethical

Value driven in the way the organisation works and what it expects from suppliers.

EXPLORING OUR TENANT SATISFACTION MEASURES 2023-24

The Tenant Satisfaction Measures (TSMs) are a set of measures that tell you how well we're performing.

In April 2023 the housing regulator introduced this new way of reporting performance so you can see how well we're doing at providing quality homes and services.

The TSMs cover repairs, safety, neighbourhood management and complaints. Over the last year we've surveyed 2,545 residents living in our homes to find out what they think about the services we provide. You can find out more about these results on our website: www.southernhousing.org.uk/TSM 

Keeping properties in good repair



Respectful and helpful engagement



Effective handling of complaints and enquiries



Responsible neighbourhood management



Maintaining building safety



Watch for our 
**TSM results
2023/24**

The following TSM results and review pages are sectioned into three areas:

- Rented homes
- Homeownership
- Business measures



2,545

surveyed to find out what they think of our services

TENANT SATISFACTION MEASURES RESULTS FOR RENTED HOMES

Over the last year we've been busy surveying residents living in our rented homes to find out what they think about the services we provide - from repairs to safety, neighbourhood management, complaints and more.

Having spoken to 2,545 residents and analysed the findings, it's now time for us to share the results with you.



TENANT SATISFACTION MEASURES REVIEW FOR RENTED HOMES



WHAT WE'RE DOING WELL

We're pleased 81% of residents feel we treat them fairly and with respect. We know this is really important to residents, so we're pleased to score highly in this area. This was closely followed by Contribution to Neighbourhood (80%).

78% of residents agree we keep them well informed and 78% reported they feel safe in their homes. This is great news as we know feeling informed and safe helps residents enjoy their homes and have peace of mind. We'll maintain our focus on these areas as we continue to improve the customer experience for all our residents.

Keeping homes well maintained (73%) is the second biggest driver of overall satisfaction for residents. Whilst this is a good result, we know we've more work to do to improve the repairs experiences for our residents.

We've invested significantly in our Repairs Team, creating over 90 new frontline jobs and increasing the amount we spend on repairs and planned improvements. This means that in the next 12 months we expect to invest over £268 million in our existing homes.

In the survey, we ask some extra questions to understand resident experience of the last contact they had with us.

The main reasons residents contact us are for repairs, tenancy management, complaints, and rent. 91% of residents said they were Treated with Respect and supported by the 'polite and helpful advisors'. 73% of residents agreed our colleagues took Responsibility to support them.



AREAS WE NEED TO FOCUS IMPROVEMENTS

Our Repairs service scored 68% and the time taken to complete repairs scored 63%. This was the second lowest satisfaction score, together with Listens and Acts.

Resident dissatisfaction with the repairs service comes from the time taken to carry out the repairs and the quality of the repair. Residents who were unhappy with the service commented that it can take months to complete repairs. Appointments were also raised as an issue, as operatives may not turn up or attend outside the scheduled time. We're already making improvements to our repairs service, and you can read more about this on [pages 28 to 30](#) ↗

Anti Aocial Behaviour (ASB) handling (68%) is also an area where we want to build higher levels of satisfaction. We're working closely with residents and our local partners on community safety and have introduced an ASB service improvement plan. Read more about our approach to ASB on [page 32](#) ↗

Complaints handling (34%) satisfaction is the lowest result among all the questions, Residents expressed the process was slow or they get no response (32%). Despite some negative feedback on complaints, some residents were happy with the complaints process, stating we dealt with issues quickly.

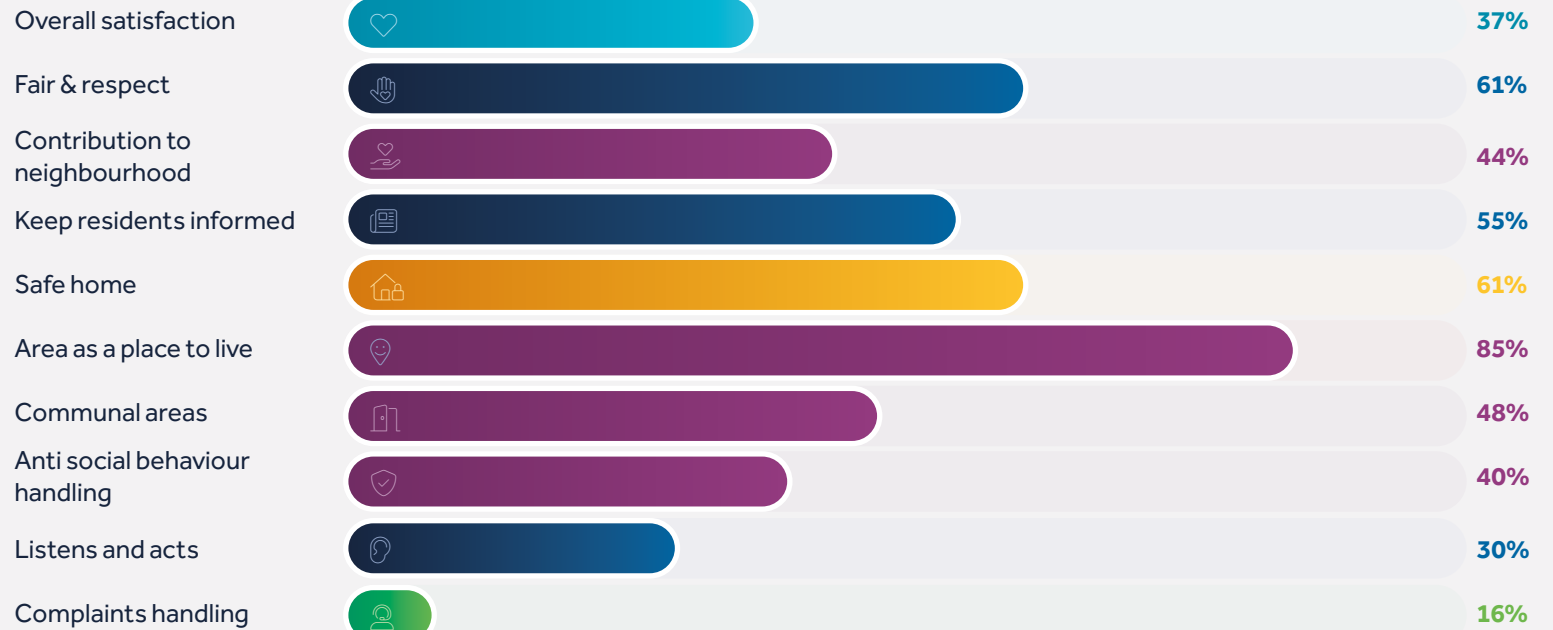
We're taking action to improve our complaints handling; you can read more about this on [pages 18 to 21](#) ↗



TENANT SATISFACTION MEASURES RESULTS FOR HOMEOWNERS

Over the last year we called homeowners to find out what they think about the services we provide. The telephone survey includes questions on communal repairs and safety, neighbourhood management, complaints and more.

Having spoken to 934 homeowners and analysed the findings it's now time for us to share the results with you.



**SOUTHERN
HOUSING**
home ownership

TENANT SATISFACTION MEASURES REVIEW FOR HOMEOWNERS



WHAT WE'RE DOING WELL

Living in a safe home (61%) is one of the biggest drivers of overall satisfaction for Home Ownership residents. Whilst this has scored well, we know there is still room for improvement. The top reason for dissatisfaction is communal entrance doors/intercom systems not working (21%). This is followed by concerns around the physical building (17%). We're already making improvements and have retendered our London repairs service contract. Read more about improvements to our repairs service on [pages 28 to 30](#) ↗

Being treated fairly and with respect (61%) is the second top driver of overall satisfaction.

Neighbourhood as a place to live (85%)* scored positively, showing on the whole residents are satisfied with their neighbourhood. Where issues were mentioned, these included comments about ASB (crime, drugs) and rubbish and items dumped on the road. Read more about our approach to ASB on [page 32](#) ↗

Keeping residents informed (55%) is 18% higher than overall satisfaction and stayed stable across the year. However, feedback regarding not being kept up to date with progress and issues not acted upon are the main concerns identified (38%).

We've increased our communications to Home Ownership residents this year, introducing a new, dedicated resident newsletter and email for homeowners. We'll continue to listen to residents to improve communications.

*Please note: This is a service promise question not a TSM.



AREAS WE NEED TO FOCUS IMPROVEMENTS

Listens and acts (30%) had the second lowest satisfaction score, however we've seen a steady increase throughout the year so residents are starting to report improvements.

Complaints handling (16%) has the lowest satisfaction score amongst all the results. Slow responses and lack of follow up are the main reasons for comments. We're working hard to improve our complaints service and you can read more about this on [pages 18 to 21](#) ↗

Satisfaction with communal areas (48%) stayed stable across the year. Feedback is that cleaning is good, but the overall maintenance of the building and communal areas could be improved. We're working with frontline teams and our contractors to share this feedback and highlight areas for improvement.


You can read more about the service improvements we're making on our website: www.southernhousing.org.uk/about-us/improving-our-resident-services ↗



**SOUTHERN
HOUSING**
home ownership

TENANT SATISFACTION MEASURES RESULTS FOR BUSINESS MEASURES

The Tenant Satisfaction Measures (TSMs) are made up of 22 measures.

The results for 12 of these measures come directly from our customer feedback surveys. You can view these results on [pages 12 to 16](#) 

The remaining ten business measures come from information we hold in our systems based on our day-to-day activity.

These measures cover:

- ◆ Building safety
- ◆ Anti social behaviour
- ◆ Decent Homes Standard and repairs
- ◆ Complaints.

Some measures are Combined (Com) or separated into Rent or Homeownership (H/O) groups.

Building Safety

Com

Proportion of homes for which all required safety checks have been carried out	99.7%
Proportion of homes for which fire risk assessments have been carried out	99.7%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	99.8%
Proportion of homes for which all required legionella risk assessments have been carried out	73.4%
Proportion of homes for which all required communal passenger lift safety checks have been carried out	99.9%

Anti Social Behaviour

Com

Number of ASB cases, opened per 1,000 homes	19.3
Number of ASB cases that involve hate incidents opened per 1,000 homes	0.6

Decent Homes Standards and Repairs

Rent

Proportion of homes that meet the Decent Homes Standard	99.7%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale	80.3%
Proportion of emergency responsive repairs completed within the landlord's target timescale	83.5%

Complaints

Rent


H/O

Number of stage one complaints received per 1,000 homes	69	68
Number of stage two complaints received per 1,000 homes	13	23
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	70.1%	78.1%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	49.4%	45.1%

RESPONDING TO COMPLAINTS

RESPONDING TO THE PARAGRAPH 49 REPORT BY THE HOUSING OMBUDSMAN

Last year the Housing Ombudsman Service (HOS) completed an investigation into our Complaints handling service.

You can find the full report at: www.housing-ombudsman.org.uk/2024/05/14/special-report-into-southern-housing 

We recognise the failures that led to this investigation and fully accept the Housing Ombudsman Service (HOS) reports and recommendations. We're sorry to any resident who has experienced service failures, including the 67 the report shows we let down. Any service failure can be distressing, and we're determined to do everything we can to achieve the standard of services our residents want and deserve.

Of the complaints reviewed in the report, 76 out of the 77 outcomes completed before our merger in December 2022. Since then, we've made strides to improve our complaints handling service.

OUR COMMITMENT TO IMPROVING COMPLAINTS HANDLING

We acknowledge there were failures that led to the P49 investigation, but since the merger we've already implemented many changes to support in improving services for our residents.

- ✓ We've launched a customer service training programme for all our colleagues
- ✓ We've introduced our Customer Service Promise that was informed by 180 residents
- ✓ We're changing our culture to ensure complaints are handled quickly and effectively
- ✓ We put the process under the responsibility of a single executive director
- ✓ We've restructured our complaints handling process and grown our Complaints Team to clear the backlog of complaints following the merger
- ✓ We've appointed a Board member lead for complaints.



We've carried out a self-assessment of the complaint handling service and we're pleased to say we're meeting the new Housing Ombudsman Code (April 2024).

WE HAVE MORE WORK TO DO

We're always listening to your feedback to improve how we handle complaints and deliver better services. Here are some key areas where we're focused on making further progress in line with the Housing Ombudsman code.



Timely Responses

We know how important it is to respond quickly to complaints and keep you updated throughout the process. We've expanded our team and changed how we work, which is already making a difference.



Easier Reporting

We're upgrading our technology systems to make reporting complaints through our website smoother and more efficient.



Clearer Information

We're updating our complaints leaflet, Putting it Right, and you'll see the new version by October 2024.



Training and Support

Throughout 2024-25, we'll be embedding a consistent approach to complaint handling across the entire organisation, including contractors, through ongoing training and communication.



Tracking Refusals

We've introduced a new system to better record and monitor reasons when a complaint is not accepted.



Performance Goals

Every colleague will have a specific complaints handling goal for 2024-25, ensuring everyone is focused on delivering better outcomes for you.



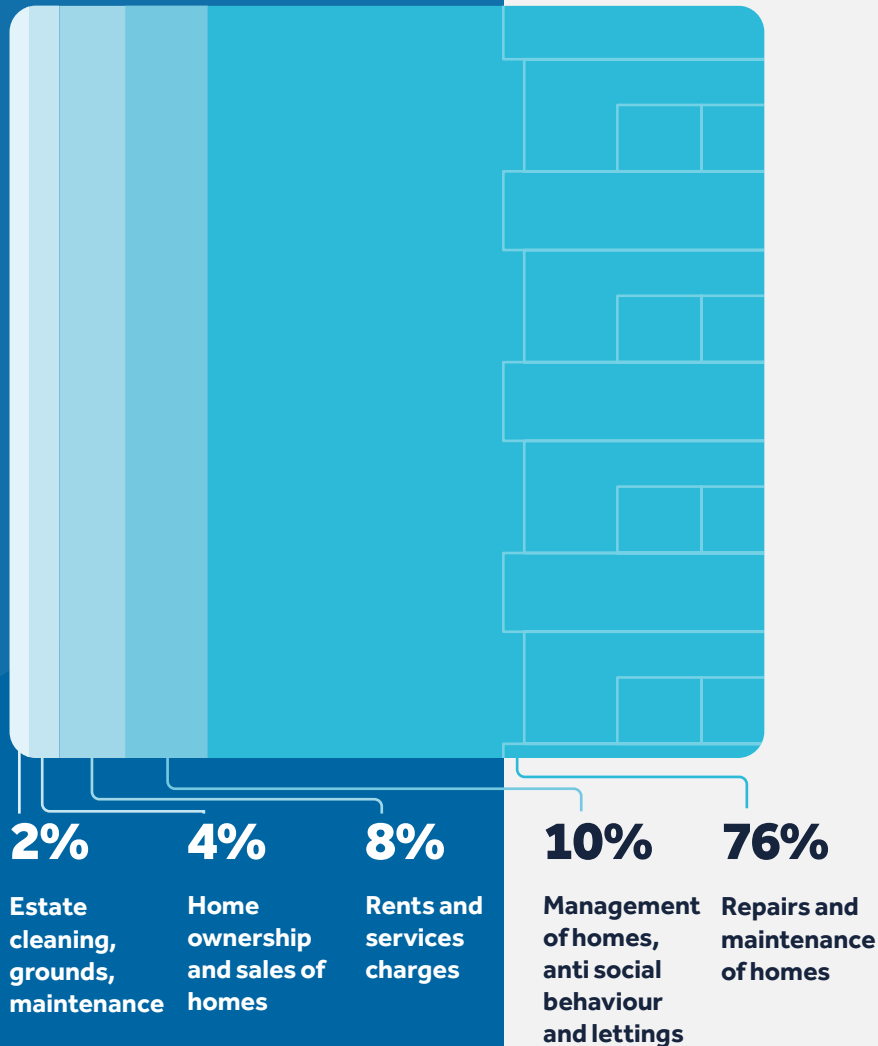
Technology Upgrades

We're continuing to improve our systems to provide better support for handling complaints, with changes being rolled out by 2025.



REASON FOR COMPLAINTS

We're always listening to your feedback to improve how we handle complaints and deliver better services. Here are some key areas where we're focused on making further progress in line with the Housing Ombudsman code.



LISTENING TO YOU

When our services go wrong, we want to put things right quickly. Here's an overview of the complaints we received in the last year and how we're responding.

We're not aware of any complaints being refused during the year. On occasions, residents resolve matters outside of the complaints process. This includes legal proceedings, service charge disputes, and disrepair claims. We've changed the way we record refusals to better understand the reasons for refusing a complaint.


55%

Stage 2 responded to in line with ombudsman code


970

Complaints responded to


77%

Stage 1 complaints responded to in line with Ombudsman code


1,102

Complaints received at stage 2


5,359

Complaints responded to (inc reports before 31 March 2023)


89%

Stage 1 acknowledged in line with Ombudsman code


5,317

complaints received at stage 1

ACTION FOR COMPLAINTS

We've listened to your feedback and made changes to improve our services.



Unreasonable Behaviour & Contact Restrictions

Based on a Housing Ombudsman review, we've updated our approach and policies to handle these issues more effectively.



Risk Management & Vulnerability

We now offer more tailored support to residents with additional needs, providing guidance and training to our teams. We're working with residents to ensure services meet the Housing Ombudsman's recommendations.



Communal Repairs

We're making communal repairs a priority, with new standards set for our London contracts. We're also piloting an automated messaging system to keep you updated on repair progress.



Damp & Mould Services

We've introduced a dedicated Damp and Mould Team to speed up diagnosis, repairs, and communication around these issues. Read more on page 27 [↗](#).



Anti-Social Behaviour (ASB)

We've revised our ASB policy with help from residents to improve how we respond and tailor services. Read more on page 32 [↗](#).



Repairs Services

We've heard your concerns about missed appointments and delayed repairs. To address this, we've replaced two of our main contractors in London. We've also had positive feedback on our internal repair teams and are committed to improving the overall repair process. Our repairs policy is being updated with input from residents to help reduce complaints.



Cleaning & Grounds Maintenance

Our in-house teams are delivering better quality services, so we're aiming to bring more of these services in-house. Read more on page 31 [↗](#).



Service Charge Enquiries

We've expanded our Service Charge Team and improved processes to provide better estimates, quicker documentation, and clearer communication over the next 12-18 months.



External Managing Agents (EMA)

We've set up a dedicated team to work closely with managing agents, ensuring better service and fewer complaints, based on Housing Ombudsman recommendations.

WE WANT TO GIVE YOU A GREAT CUSTOMER EXPERIENCE

We're committed to giving residents a positive experience. We know we've not always got this right, and we're working hard to deliver a service to be proud of. Through listening to your feedback, we're making the improvements you want to see.

SELF-SERVICE

Our online customer accounts allow residents to self-serve at any time. They include features that allow residents to check their rent and service charge balance and report repairs.



44,046

of our residents are signed up to our online accounts



OUR SERVICE PROMISE

You can expect us to:

- ✓ **Be accountable and look for solutions** – taking ownership to find a way to help, and to signpost you to others who can help where we're not able to
- ✓ **Be respectful** – our colleagues are polite, patient, empathetic, courteous, helpful, and inclusive
- ✓ **Do what we say** – give a time when it will be done by providing a great service
- ✓ **Keep you informed** – to avoid you having to contact us to find out
- ✓ **Listen and learn** – use your feedback and work with you to improve and put things right.



CONTACT IS KEY

Consistent communications and a range of ways to get in touch with us are central to providing residents with a great experience. We're investing in our teams and upgrading our systems to improve our services.

This year we've reviewed the systems we use to enable our teams to help you. We asked residents to give their feedback on how they like to get in touch with us. We're delighted more than 2,400 residents shared their feedback. This feedback is directly shaping the way we work.

Our new offer will start in autumn 2024. Over the following months, more services will move across to the new platform. Once live, this will give residents more choice of how to contact us, whilst providing a consistent service across all channels, including: phone, email, social media, and webchat.



236,694

online enquiries, transactions and emails handled



902,552

website page views from 221,517 visitors



518,815

calls made to our customer service teams

These changes mean:

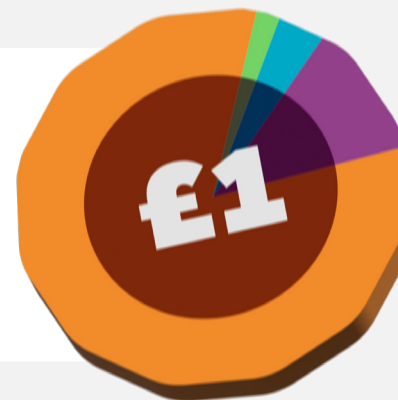
- ✓ A more consistent service no matter how you contact us
- ✓ We'll deal with your query faster thanks to a more streamlined service with some automation
- ✓ We'll have faster access to your records so you won't be hanging on.

SPENDING YOUR MONEY WISELY

The majority of the income we receive comes from the rent that residents pay to live in our homes, although we also earn money in other ways, including selling new homes.

OUR TOTAL SOCIAL LETTINGS INCOME WHERE EACH £1 COMES FROM

- 82p Rent
- 12p Service charges
- 4p Grant
- 2p Other income



The amount we can increase our rent for most of our homes is set by the Government through the rent standard. This means we can increase our rents by the rate of inflation plus 1% each year. However, we also cap our rent increases as we want to keep rents affordable for our residents.

We've been affected by high levels of inflation. It impacts every area of our business. We increase our rent so we can continue delivering good quality services to our residents. This includes repairing, maintaining and improving existing homes. We also want to invest in our homes and neighbourhoods.

OUR TOTAL SOCIAL LETTINGS COSTS WHERE EACH £1 IS SPENT

- 40p Maintenance & repairs
- 18p Management
- 15p Surplus reinvested
- 13p Cost of previous capital spend
- 14p Chargeable services



INVOLVING OUR RESIDENTS

Over the last year, we're pleased to have worked alongside residents to improve our services and ensure they meet your needs.

We're focused on activities that make a big impact to you and ensuring your voice is heard. Your input guides us, and we're dedicated to making sure we act on what you say. Getting involved really can make a difference.

Listening and involving you is critical to our success. That's why residents are co-creating our services, scrutinising our decisions, and helping shape our policies. As a result of involvement from residents, we co-created a new ASB policy drawing upon the lived experience of residents.



JOINT RESIDENT STRATEGY GROUP AND SOUTHERN HOUSING BOARD AWAY DAY

We held our first post-merger away day with the Resident Strategy Group, Executive Team, staff, and Board.

“

For me as a resident, being able to work alongside the Board at such an event is testament to the commitment the organisation has to truly embracing resident involvement and shows what can be achieved when we work together.

I have a renewed sense of hope for the future and confidence that together we'll be able to overcome the inevitable challenges which we as an organisation and the sector face.

”

BILLY BROWN

Chair of Resident Strategy Group



ENSURING DIVERSITY

We want to make sure all our residents are represented, and we've worked to improve the diversity of our involved residents.



59%

of involved residents are female



37%

of involved residents are from an ethnic minority



12%

of involved residents are part of the LGBTQ+ community



34%

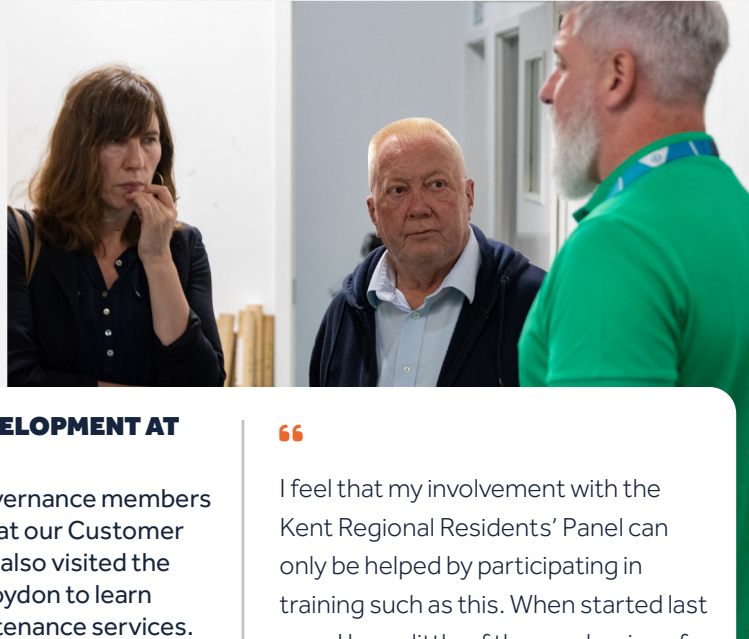
of involved residents are living with a disability



24 – 71

age range of involved residents





TRAINING AND DEVELOPMENT AT THE TRAMSHED

Last year, resident governance members shadowed colleagues at our Customer Contact Centre. They also visited the Tramshed office in Croydon to learn about repair and maintenance services.

“

What came across is how patient and professional the team are and how a frontline service really can influence resident satisfaction and make residents feel they're listened to.

”

ROB C

“

I feel that my involvement with the Kent Regional Residents' Panel can only be helped by participating in training such as this. When started last year, I knew little of the mechanics of the whole system.

By taking as many of the training opportunities offered, I feel able to play an active role on the panel. I'd urge all panel members to take advantage of the training.

”

DAVID S

RESIDENT GOVERNANCE TPAS REVIEW

Tpas (the tenant engagement experts) carried out an independent review of our Resident Governance offer. Tpas are independent experts promoting resident involvement and engagement.

What Tpas had to say about resident governance:

“

Southern Housing is very good at exceeding its obligations under legal and regulatory requirements, it is transparent and open with involved residents. There is a genuine transparency and honesty in how it operates that is very refreshing. From Board Members, Resident Board Members, the Chief Executive, Directors and managers there is a genuine commitment to seeing resident involvement as a Unique Selling Point (USP) and distinctive competence of the organisation. The work of the Resident Strategy and Scrutiny Groups is excellent, they're empowered, resourced and deal with relevant business and service delivery concerns as a part of their remit.

”



TENANT ENGAGEMENT EXPERTS

CLEANING UP THE BLATCHENS, WORTHING: SKIP DAY

Worthing residents were feeling overlooked, so we decided to act. Our partner Axis brought in two free skips, and 35 neighbours helped clear out junk and tidy up the area.

We went door-to-door to hear what people had to say and everyone was keen on more community activities. One resident suggested a garden with raised beds and a green-thumbed resident offered to lead the project, with 15 others eager to lend a hand.

This sparked a community day over Easter and despite the gloomy weather, 25 determined people showed up. It's great when a community comes together!



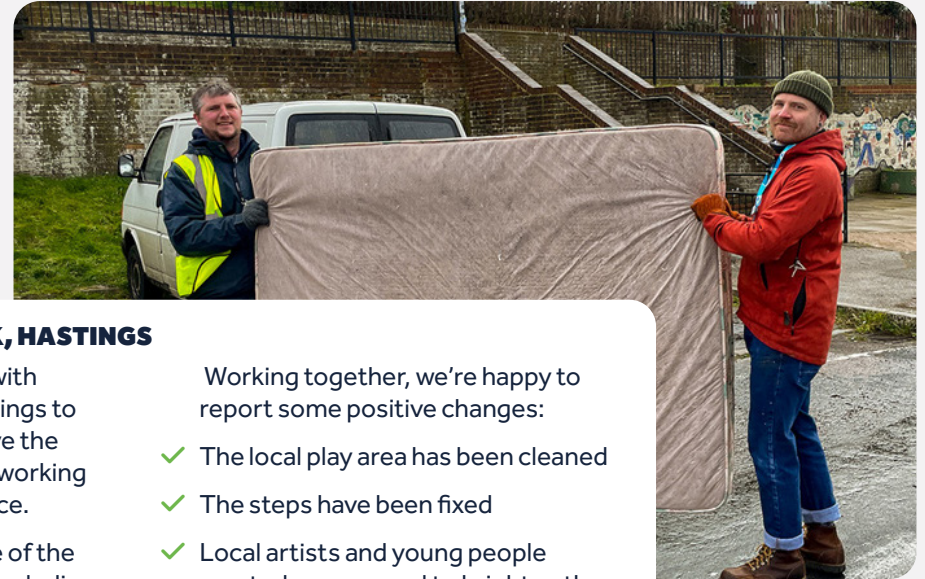
IMPROVING FARLEY BANK, HASTINGS

Our team has been meeting with residents in Farley Bank, Hastings to listen to concerns and improve the community. We've also been working with the local council and police.

Residents told us about some of the challenges they were facing, including:

- Speeding mopeds
- Illegal dumping
- Broken steps
- Neglected areas.

Thank you to residents of Farley Bank for their input. We'll keep working together to make our neighbourhoods better.



Working together, we're happy to report some positive changes:

- ✓ The local play area has been cleaned
- ✓ The steps have been fixed
- ✓ Local artists and young people created a new mural to brighten the area
- ✓ Alleyways have been cleared of rubbish
- ✓ We're also looking into expanding the garden to prevent future issues.

KEEN TO HELP IMPROVE YOUR LOCAL AREA?

If you'd like to be involved, and want to set up a Resident Action Group, get in touch on our website at: www.southernhousing.org.uk/get-involved/join-us ➔

RESIDENT SCRUTINY PROJECT: DAMP AND MOULD

DAMP AND MOULD SERVICES UNDER THE SPOTLIGHT

We know that damp and mould in your home can seriously affect your health and well-being. We've heard that while some residents are satisfied with how quickly these issues are resolved, others are frustrated with the service.



To better understand resident experiences, our Resident Scrutiny Panel asked over 3,500 residents about damp and mould in their home. The panel also looked closely at how we handle these problems and where we can plan for improvement.

Based on what the Resident Scrutiny Panel learned from you, along with advice from housing experts, the panel made a number of recommendations for improvement.

Here's what we're doing as a result of their feedback:

- ✓ We're improving how we communicate with you, both in providing information and when our staff and contractors work in your homes
- ✓ We've supported the creation of a special team to deal with damp and mould more quickly
- ✓ We've made it easier for you to report problems, with shorter waiting times and fewer delays
- ✓ We've introduced follow-up checks to make sure damp and mould repairs are done properly
- ✓ We're contacting residents who've been waiting for damp and mould repairs, to reassure them and explain what's happening next.

We're committed to making homes healthier and more comfortable. Resident feedback has been crucial in shaping these improvements.

If you'd like information on how to deal with damp and mould, you can read our advice and access the leaflet at: www.southernhousing.org.uk/managing-your-home/damp-and-mould ➔

REPAIRS, PLANNED MAINTENANCE AND SAFETY



REPAIRS AND PLANNED MAINTENANCE

We know that having an efficient and reliable repairs service is important to residents and it's a priority for us. We're working hard to invest in our repairs service and making sure homes are safe and comfortable.



154,967
responsive repairs undertaken



22,125
emergency repairs carried out



10,877
damp and mould repairs dealt with



269
disrepair cases closed



PLANNED MAINTENANCE

Over the last year we've invested in planned improvements to our homes to make them more pleasant, comfortable and energy efficient for you. In March 2024, 99.7% of our homes met the Decent Homes Standard.



3,119
new kitchens and bathrooms fitted



6,965
communal decoration



3,000
upgraded windows, doors and roofs



99
homes retrofitted to meet EPC C



3,114
upgraded heating including A-rated boilers



17,033
fire safety actions completed over the last year



£285m
being invested to improve fire safety of our buildings



FIRE AND SAFETY

We want to make sure our residents are safe in the building they live in. It's why we're doing everything we can to comply with all the Government guidance and regulations to ensure all our buildings meet the required standards.

As at 31 March 2024:



99.8%
homes had an accredited gas safety certificate



99.9%
homes had an in-date fire assessment



96%
homes had an electric safety check carried out

IMPROVING OUR REPAIRS SERVICE

These numbers tell part of the service we provide.



1,300

of 1,994 residents rated repair satisfaction 4 stars or higher



73%

residents satisfied we offer well-maintained homes



75%

of residents feel their home is safe and secure



65%

of residents are satisfied with our repair service



165,434

total completed repairs this year



WE'RE MOVING FORWARD TOGETHER

We know we're on a journey and it won't be fixed overnight. Thank you for your patience and understanding while we get there. To improve our service, we have:

- ✓ Increased our budget for repairs by £8m
- ✓ Increased our repairs workforce by 21%
- ✓ Invested in all our frontline workers to achieve the high standards you deserve.

WE WANT TO PROVIDE A GOOD REPAIR SERVICE

When we merged, we had 25,000 outstanding repairs. This had an impact on the service you've received and we're sorry. However, we're pleased to say we've now reduced this by nearly 50%.

We're holding our contractors to account and working together to create a new set of repair standards.

CASE STUDY: MAKING IMPROVEMENTS AT HINDLE HOUSE

Hindle House is a mixed tenure estate in Hackney, made up of social housing tenants and leaseholders.

Our Resident Involvement Team have been working with residents to build relationships, improve services and the neighbourhood. Damp and mould, repairs and anti social behaviour were the main issues residents reported to us at our first engagement session back in June 2023.

Over the last year we've:

- ✓ Held five engagement sessions
Established a residents' association
- ✓ Met face to face with 68 residents
- ✓ Engaged online with 176 visitors
- ✓ Consulted with residents via the 'Local Gym Consultation' and 'Community Projects Consultation'.

As a result of working with residents at Hindle House, we've completed a number of actions including:

- ✓ **Fixing the roofs:** The work included replacing damaged tiles and lead, gutter cleaning and repairs, installing new brackets and repairing disconnected drainpipes
- ✓ **Stopped water coming into communal areas:** We've installed new door seals and thresholds in the front and rear of the building to help prevent damp
- ✓ **Addressed low water pressure issues:** We identified the issue that was causing some residents to experience poor water pressure. This was fixed in December 2023
- ✓ **Delivered bike boxes to the estate:** The new bike boxes were installed in December 2023.



Based on a survey in November 2023, resident perception of our service is improving.

“

We've definitely seen an improvement. Having a dedicated team and one point of contact (Resident Involvement Team) has been the best idea ever.

”

HINDLE HOUSE RESIDENT

IMPROVING OUR ESTATE SERVICES

Following feedback, we know residents prefer our estate services to be delivered by our in-house teams. Insourcing these services brings lots of benefits including:

- ✓ Consistency and quality
- ✓ Friendly faces with regular team members on site
- ✓ Strengthening our visibility within the community
- ✓ Quicker turnaround on service enquiries
- ✓ Prompt reporting with issues swiftly identified and addressed
- ✓ Value for money, maximising investment through in-housing
- ✓ Colleagues that care about our estates and our residents' wellbeing.

BRINGING SERVICES IN-HOUSE

In July 2023, the Grounds Maintenance Service on the Isle of Wight was brought in-house. This change has had a positive impact on resident satisfaction, with a 90% reduction in concerns raised about grounds maintenance during the growing season.

Our in-house teams have also taken charge of cleaning and grounds maintenance services in Sussex. We successfully went live with two new teams in Sussex from 2 April 2024. This marks an important step in providing better quality and more efficient services to you.

We'll continue with our insourcing plans in 2024-25 as we aim to improve the quality of our cleaning and grounds maintenance services.

MAINTAINING HIGH LEVELS OF FIRE SAFETY

Fire safety is a key concern for Southern Housing. In January 2024, the Estate Service team was given more responsibility for resolving fire risk actions. Since then, we've reduced the number of outstanding actions by 1,000, and we're working through the remaining 350 actions.



63%

of residents are satisfied with our cleaning and maintenance

INVESTING IN TACKLING ANTI SOCIAL BEHAVIOUR (ASB)

We know ASB can have a huge impact on your life and whether you feel safe and happy in your home.

We're working closely with residents to tackle ASB consistently and in the right way. We've made changes already and we're working to improve our ASB service.

- ✓ We've introduced a new ASB policy and procedure
- ✓ We've appointed a new lead for ASB to review and improve services
- ✓ We've worked closely with residents to create our new ASB policy which includes recommendations from the Housing Ombudsman
- ✓ We'll step in earlier to resolve issues between neighbours to prevent ASB
- ✓ We'll launch an integrated ASB case management system by the end of 2024
- ✓ We've created specialist regional ASB team's, increasing resources to provide an improved and local service
- ✓ We'll use residents' insights to improve satisfaction.



68%

of residents are satisfied
with our handling of ASB

SOCIAL IMPACT: SUPPORTING OUR RESIDENTS TO THRIVE

The work of our Social Impact Team provides positive outcomes for our residents. Over the past 12 months, the team have made a tangible difference with and for residents.



1,592
residents supported with
£1.05m hardship funds



4,853
residents
supported
with cost-of-
living money
guidance



1,000+
people supported in our Fresh
Visions Charity work, including
159 domestic abuse survivors
and 83 child survivors



10,000+
people provided
with support
and training
programmes



£8.32m

secured in added income, grants,
benefits and savings support to
Southern Housing households

“

We're pleased with the results of our hard work over the past 12 months. We're focused on working to resolve challenges for individuals and families, making a personal difference. It's great to see the work add-up and the overall impact of what we do in our communities.

There are a variety of different factors that can change or challenge residents' circumstances. We'll continue to support residents and we're setting fresh plans to maximise our business-wide social impact for the year ahead.

The big priorities being financial support for residents and helping to strengthen communities and improve places with our community partnership work. Thanks to our contractors and suppliers for their coordinated efforts and added charity support.

”

WILLIAM MILLER
Director of
Social Impact



SUPPORTING GREENER COMMUNITIES

HELPING OUR ENVIRONMENT

We're working hard to make our homes more eco-friendly. We're investing in improvements that reduce pollution and protect our environment. These changes will help us live more sustainably while enjoying a comfortable home. In the past year we achieved:



74%
homes at EPC C (Energy Performance Certificate)



1,984
retrofit assessments completed in our homes



99%
new homes at EPC B and above



4%
reduction in greenhouse gas emissions since 2022/23

GREEN FLAG AWARD WINNER: BOB FOWLER COMMUNITY GARDEN CELEBRATES TEN YEAR ANNIVERSARY

We're delighted the Bob Fowler Community Allotment was awarded the Green Flag community award.

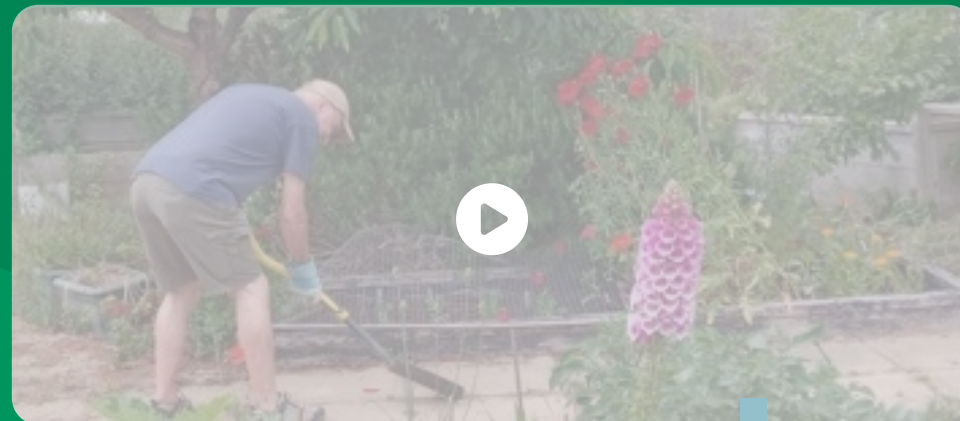
The Green Flag Award scheme recognises and rewards well managed parks and green spaces. It sets the benchmark standard for the management of recreational outdoor spaces across the United Kingdom and around the world, and it's brilliant to see the allotment getting the recognition it deserves.

Back in 2013, this space was a fly-tipping site. But thanks to Bob Fowler, a former

staff member, it became something special. Sadly, Bob didn't get to see his dream come true, but we named the allotment after him to honour his hard work.

The allotment has a bit of everything – fruit trees, native plants, and even a summer house and poly tunnel. We're proud that it's completely free from harmful chemicals too.

There are 15 plots available, plus some wild areas full of flowers. We've even set aside two plots to help teach gardening to local groups and schools.



OUR NEW ENVIRONMENTAL SUSTAINABILITY STRATEGY

We're excited to share our new Environmental Sustainability Strategy.

The strategy is built on six key themes:

- ◆ Understanding our homes and impact
- ◆ Affordable warmth and carbon reduction
- ◆ Climate resilience and adaptation
- ◆ Nature and green spaces
- ◆ Heat networks and energy
- ◆ Awareness and reducing consumption.

To find out more about our pledge to sustainability and read the document, visit: www.southernhousing.org.uk/about-us/sustainability

We're committed to a greener future and welcome your feedback.

Share your thoughts about the by emailing: environment@southernhousing.org.uk with "Environmental Sustainability Strategy feedback" in the subject line.



ACHIEVING OUR FIRST SHIFT GOLD ACCREDITATION

One year after merging, we're thrilled to have obtained our first SHIFT gold accreditation.



SHIFT is a program that checks how well housing organisations are doing with their environmental goals. It's run by independent experts who look at whether we're meeting tough, science-based targets to protect the environment. When we get SHIFT accredited, it means we're making real progress in our efforts to be eco-friendly.

“

We're proud to announce our achievement of SHIFT Gold. This recognition a year after merger is a testament to our holistic approach, integrating sustainability into every facet of our operations for the benefit of our residents, stakeholders, and the environment.

”

KARIN STOCKERL

Executive Director of Assets and Sustainability



CELEBRATING RESIDENT GRAHAM ELLIS ON HIS AWARD WIN

We're really proud that one of our residents, Graham Ellis, was added to the 2023 Climate Change Champions Powerlist and announced as a winner at the Unlock Net Zero Climate awards ceremony.

“

I'm delighted to have received this award on behalf of Southern Housing, and our sustainability work doesn't end with low emission houses and vehicles.

We also need to shift to climate friendly healthy diets, reduce and compost our food waste and foster sustainable agriculture and gardening. However, we need to give priority to building resilient communities because, above and beyond these goals, it's all about people coping with predictable climate change consequences by working together.

”

GRAHAM ELLIS

Southern Housing Resident



BUILDING NEW HOMES

Our purpose is to provide homes to those that need them most and we know that building new homes supports us in this aim. Over the year we've completed 776 new homes, giving individuals and families a place to call their own.

We're striving to keep delivering the new homes that are so badly needed, however we've had to make some difficult decisions this year. Due to less grant funding from government and a need to increase spending on our existing homes, we're reducing our development plans. Instead, we're investing in our current homes and services to deliver a consistently higher standard.


348

new homes started this year


3,113

new homes currently under construction


278

people helped to buy a home through shared ownership



GRAND AVENUE, HOVE

Grand Avenue proved itself to be an outstanding development and an exceptional place to live, winning two awards in 2023.

The seafront development, which offers 72 shared ownership apartments, was awarded Best Show Home at the First Time Buyer Reader's Awards and Best Shared Ownership development at the Evening Standard New Homes Awards.



OCKFORD PARK, SURREY

The St George Family (pictured) bought their home in the summer of 2023 at our Godalming development in Surrey.

Buying through shared ownership, they were able to secure their perfect family home that offered the space they needed and the childhood they wanted for their two young children.

“

Buying on the open market was an option, but we couldn't find the right mix of size, space, and location within our budget. We'd have had to look further afield, or buy a 'doer-upper', which isn't us at all! Buying through shared ownership meant we could live in the house we wanted, in the location we wanted.

”

THE ST GEORGE FAMILY





HOLMHURST ST MARY, ST LEONARDS

Work continues on our development near Hastings, that will deliver 208 new affordable homes. The sustainable development is 'future proofed' and net zero ready for when the electricity grid is eventually decarbonised.

It complies with the updated Part L Building regulations, meaning the new homes will produce at least 31% less CO₂ emissions.



FREE WHARF, SHOREHAM-BY-SEA

In November 2023, construction started on the second phase of the Free Wharf regeneration project, which will deliver 100% affordable homes.

The project, which is backed by Adur District Council and Homes England, is a cornerstone in the brownfield regeneration of Shoreham's harbour area. It's breathing new life into a once disused portion of the riverside.

This transformative project will include the construction of up to 587 apartments and commercial/retail spaces, creating an urban hub that encourages further economic growth and redevelopment of the region.



WINGS NURSERY, CHICHESTER

In October 2023, we celebrated the launch of the first phase of new homes at our Wings Wood development in Woodgate, Chichester.

Once complete, we'll deliver 71 affordable homes with a mix of one-bedroom apartments and two- and three-bedroom houses. The homes are available through shared ownership, affordable rent and social rent, enabling more local people to get on the property ladder and helping families to stay in the area.

NEW HOME SALES

“

I love my home- the development is very well designed overall, and I like the location and proximity to Victoria Park.

”

VODION RESIDENT



286

families given the keys to their new front door



£41.8m
total sales income



25

London Living Rent lets



42

sales carried out for Sage Housing



£100,800
Sage fee income



SOUTHERN HOUSING
home ownership

“

The building is lovely; the flats are great quality and seemed better value for money than other developments. Cleverly designed with plenty of storage which is a necessity in a small space. Modern appliances and lovely bathrooms which is a nice touch.

”

VODION RESIDENT

“

We are in love with our new home in River Wey Close, Old Portsmouth Road by Southern Housing. The quality of materials used in the house whether it's electrical appliances, switches, water taps, carpets, and bathroom amenities are all top notch. The surrounding areas are neatly maintained. This property definitely requires a five-star rating.

”

OLD PORTSMOUTH ROAD RESIDENT



“

The property is very clean and has been finished to a very high standard. The building management is good, and they send people to come out and fix things in a timely manner. The main issue was with the side gate not locking but this was sorted. All the rooms are large and completely damp free.

”

CARMEN FIELDS RESIDENT

SAFE AND COMFORTABLE HOMES FOR STUDENTS

Alongside our private homes for residents, we also provide homes for students up and down the country in the Midlands, London and East Sussex.

We're proud to reflect on our achievements in providing safe and comfortable homes for our diverse community. Working with Universities helps us create bespoke accommodation for a range of residents.

We're proud to reflect on our achievements in providing safe and comfortable homes for our diverse community. Working with Universities helps us create engaging experiences for a diverse set of students.



“

My time at Wood Green Halls of Residence has been an experience I know I'll cherish for the rest of my life. Since arriving, I have found myself one big family, students and management alike. Everyone has been willing to help anyone, which helps foster a great sense of community. The common room has even become a very homely place, where there is always someone to chat to when I am not studying. The location just adds to the many benefits of living here, so many things to do around; and with good transportation links in Wood Green, it makes heading out with friends easy - topping off my already amazing experience of living here! I would highly recommend.

”

CARL FINNEGAN

Wood Green Hall student resident



Global Student Living Index

We're thrilled to have been awarded the Gold GSL (Global Student Living) certificate for our Platt Hall and Writtle House student accommodation.

We're also finalists at the GSL awards for Best Specialist Housing for our Goldsmiths House accommodation.



118

student events held with over 2,500 attendees



72%

student residents rate their experience positively



118

student events held with over 2,500 attendees



99%

occupancy of student accommodation for year



68%

students said accommodation had supported positive wellbeing



26,051

nights privately booked during 2024 summer period



£872,940

additional income secured through private bookings

SAFE AND COMFORTABLE HOMES FOR KEYWORKERS

Our NHS workers deserve high quality homes that they can afford. Working with local trusts we provide a range of housing options for keyworkers.

Our essential worker homes can also be utilised by families coming to visit patients in hospitals, offering support at a difficult time.

Alongside our private homes for residents, we also provide homes for keyworkers up and down the country, London, Surrey, Bedfordshire, Northamptonshire, and Hampshire.



**SOUTHERN
HOUSING**
keyworkers

“

I'd say I was in desperate need for accommodation in late May and Shalina helped me to get in this accommodation. She had been extremely kind and compassionate and I'm very much grateful to her for her immense supports. She is always helpful and keen to help with any support.

Anisha is also kind and very helpful in resolving queries. Aslam is a kind man and very supportive. I'm very grateful for their supports and will strongly recommend them to anyone looking for accommodation support.

”

SHEIKH MOHAMMAD SADI
Chertsey keyworker resident



8.3/10
net promoter score

SUPPORTING INDEPENDENCE & CARE

We supported over 600 residents and customers and we've over 480 specialist homes.

Our care services are regulated by the Care Quality Commission, and we meet all regulatory requirements.



93%

of residents are happy with the service we provide



97%

felt supported in maintaining their independence

NO LLAMA NO DRAMA ON THE ISLE OF WIGHT

Residents from our single housing pathway (our programme for supporting over 16s who've been made homeless) on the Isle of Wight spent a morning walking with some furry friends recently, when they visited the West Wight Alpaca and Llama Farm.

Paired up with their pals, the walkers were given a brief demonstration of

how to lead their new buddies, before enjoying a relaxing ramble around the farm.

With the alpacas and llamas having worked up quite an appetite, the group stopped atop a hill, in a big grassy field. Whilst the animals grazed, the group observed the scenic views over the island.



Between 2023 and 2024, Southern Housing supported 72% of residents in its temporary homeless service to move into independent homes, whilst 84 residents were supported into training and/or employment.

“

I recently moved into a supported housing scheme, I have autism and struggle to communicate when I'm feeling low or anxious. The staff here have supported me incredibly well and I feel very safe.

Staff worked with me to create a colour coded system to display on my front door, this tells staff about my mood before entering my flat. I can be full of energy, and they match that when I need it. When I'm feeling low, the staff know to use a soft, quiet voice and to allow me more time. It's important to form relationships with staff to establish trust and set boundaries. This is the best place I've ever lived, and I hope I can stay here for the rest of my life.

”

GG

Supported scheme resident living on Isle of Wight

SUPPORTING INDEPENDENT LIVING

We're proud to offer 142 Independent Living schemes for people aged 55 and over, with 5,842 self-contained apartments across our communities.

On average, our residents are 73 years old. Our teams work hard to ensure all residents enjoy the freedom of having their own space with the peace of mind that help is on hand should they need it.

Our Independent Living schemes offer the right balance of independence and community. Neighbours look out for one another, and we regularly run events in communal spaces.



83%

of residents are satisfied with their neighbourhood



91%

of residents are satisfied their home is safe

A BOOST FOR COMMUNITY SPIRIT

In 2023, a week of community activities at two of our independent living schemes in Sussex, Badger Gate and Magdala House, lifted spirits and brought residents together.

Scheme Manager Hayley organised a swap shop, where residents recycled unused items and donated to St Michael's Hospice, followed by a skip day to clear communal areas.

The events were a big hit, with residents enjoying tea, biscuits, and a strong sense of community! Commenting on the activities, residents said the event was "an amazing success that was very well supported" and there was "great community spirit". They're now keen to make it an annual event.



“

Emptying the bedroom was something I wanted to do for ages but was unable to do it myself. Having the estate day and a team on hand to help was the perfect opportunity. I'm so pleased and wanted to thank all involved.

”

MR CLEMENTS

Independent Living resident

EXTRA CARE

In our 8 Extra Care schemes, we have an onsite care provider who is on site for our residents 24/7 to offer additional support when needed. And our friendly Independent Living team is always close by, ensuring everyone feels safe and supported.

This is a great way to be able to peacefully age in place as things change for our residents we are able to support them in their own home to be as independent as possible.

“

It's not easy to move when you're on your own and older and it certainly not much fun to try and do it when you're blind.

I feel that this is my first step to becoming part of a different community and a more inclusive one.

”

GRACE

Extra care resident

CREATING INCLUSIVE COMMUNITIES

“

At Southern Housing, we welcome everyone and celebrate what makes each of us unique. Diversity and inclusion is at the heart of everything we do. We listen to our residents and tailor our services to meet your needs.

Through our inclusion and diversity work we aim to better understand and measure the impact our policies and practices can have on under-represented groups. We always strive to identify opportunities for making genuine change to address inequalities.

By building inclusive communities and a diverse workforce, we help our residents feel respected, and supported. This creates a strong sense of belonging and brings people together, making our workplace and our neighbourhoods even stronger.

”

EVYAN DAVIS-GEORGE
Director of People Services



BLACK HISTORY MONTH

In October 2023, we celebrated Black History Month (October) through several events and campaigns. We spent time exploring Black representation in children's literature. We also recognised and celebrated the Black women who inspire and acknowledged the unique challenges they face. We shared a series of blogs and quotes along this theme.



STANDING AGAINST MODERN SLAVERY

We're dedicated to doing the right thing with honesty and integrity. We understand the harmful effects that modern slavery and human trafficking have on our world, and we're committed to taking action to help stop it. You can read more about our efforts in our Modern Slavery Statement on our website:

www.southernhousing.org.uk/leaflets-and-publications/modern-slavery-statement ➔

INTERNATIONAL WOMEN'S DAY

This year we celebrated International Women's Day by recognising the theme for the year: #InspireInclusion. We led a campaign to highlight 'what being a woman means to us'. Through this campaign we were able to share achievements, raise awareness of the inequalities that remain for women and how we can take action to drive gender parity.



CHANNELS FOR CHANGE

- ✓ We're members of Inclusive Employers
- ✓ We sponsor the Leadership 2025 initiative which aims to address the imbalance of BME (Black and minority ethnic) professionals in leadership roles across the housing sector
- ✓ We're a Disability Confident employer
- ✓ An Inclusion Allies programme
- ✓ 6 Equality, Diversity and Inclusion (EDI) networks.

PRIDE AND LGBT HISTORY MONTH

We're delighted to also have been part of Pride parades in Birmingham and Hastings this year. We celebrated LGBT History month by shining a spotlight on inspiring and influential figures from the LGBT+ community.



UNITED FOR PROGRESS, FLOURISHING TOGETHER

In a world that's constantly changing and challenging, we know how important it is to stay flexible and responsive so we can keep delivering what matters most to you. As one of the largest housing providers in the UK, we want to use our strengths and resources to help our communities thrive.

As we continue to integrate and transform our services, our residents will always be at the heart of what we do. We're working side by side with you to co-create services that are not only innovative but also efficient and truly meet your needs. We know a strong and responsive repairs service is your priority, and it's ours too.

We understand that challenges like the cost-of-living crisis affect us all. That's why we're committed to staying responsive, providing support and finding creative solutions. We're focused on supporting financial and digital inclusion to ensure that everyone has equal access and opportunities.

Together, we'll keep improving, ensuring that every service we offer is the best it can be, delivering real value for you.

