



Annual Report

2025-26



Welcome

Welcome to our 2025/2026 annual report. It's been another busy and productive year for South Liverpool Homes (SLH). This report highlights some of the achievements we've been proud to deliver over the past year and the impact we've made together.

It has also been a challenging year, for us and our customers. Rising living costs continue to put pressure on households, demand for affordable homes remains high, and the need for safe, affordable housing has never been greater. Despite these challenges, our focus has remained clear - providing great, affordable homes, delivering good services and supporting our customers and communities to thrive.

I'm proud that, during the year, we retained our G1, V1 and C1 ratings from the Regulator of Social Housing. This means we continue to meet the highest standards of governance, financial viability and consumer regulation, providing assurance that our organisation is well run and financially strong.

Listening to customers and acting on feedback remains one of our top priorities. This year, eight in ten tenants told us they were satisfied with the service they receive from us, and we saw improvements across the majority of our Tenant Satisfaction Measures (TSMs). We're performing better than most housing associations in many areas, including treating tenants fairly and with respect, providing safe homes and maintaining clean, well-kept communal areas. However, your feedback also tells us where we need to do better. Repairs, particularly delays and communication about appointments, continue to be the main reasons tenants are dissatisfied. While performance has improved, we know there is more work to do and improving the repairs experience will remain a key focus for us.

We took action this year to tackle some of the misconceptions surrounding social housing and how we allocate our homes. Our research found that many customers didn't understand how homes are allocated and felt the process was unfair. In response, we launched our 'Let's Talk Facts: Who Gets Our Homes' campaign, providing clear and accessible information about how social housing is allocated. You can read more about this further down the report.

Supporting customers financially has remained a priority. During the year, we helped more than 360 tenants access over £281k in additional benefits and grants, while also providing £48k in energy vouchers to customers who needed extra support. We continue to invest in our community shop, The Market Place, and it's good to know that hundreds of customers use it to help reduce their shopping bills.

We're also investing in the future of our communities. This year we completed 24 new homes in Garston and are currently working on a further 204 homes across Speke, Garston and Aigburth. These developments form part of our commitment to deliver 780 new homes by 2032, helping to address the housing shortage and meet growing demand for affordable homes across south Liverpool.

Another milestone this year was the launch of our new website, designed with customers. More than 340 people shared their views and helped us understand what was important to them. The result is a simpler, more accessible website that makes it easier to find information, access services and discover what's happening in local communities through our new events calendar.

Finally, I'd like to thank our outgoing chair, Paul Diggory, for his dedication and leadership over the past nine years. Paul has made an enormous contribution to SLH and our communities, and we are extremely grateful for his service. I am also delighted to welcome Clive Elliott as our new chair. Clive joins us at an exciting time as we prepare to launch our new corporate plan, which is being shaped by the views of customers, colleagues and stakeholders and will guide our priorities for the years ahead.

Thank you to our customers, colleagues, board members and partners for working with us. Together, we're building stronger communities, creating opportunities and making a positive difference across south Liverpool.

Anna Bishop
Chief Executive



A bit more about the report

This report is a detailed look at our performance from 1 April 2025 to 31 March 2026 - a year packed with achievements as well as learning opportunities. In the report, you'll find a clear picture of where we're doing well and the areas we're working hard to improve.

Tenant Satisfaction Measures

The Regulator of Social Housing, the organisation that oversees all housing associations, introduced 22 Tenant Satisfaction Measures (TSMs) to standardise satisfaction measures across housing associations throughout the country.

The TSMs fall into two categories:

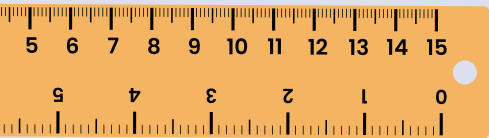
Questions we asked you

There are 12 TSMs which cover subjects such as repairs, complaints, how well we listen to you and our approach to community safety. The 12 TSMs are covered in this report and highlighted by this icon.



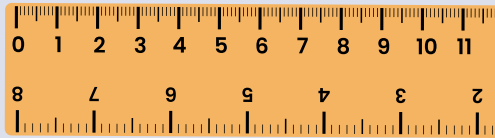
Information that we collect

There are ten other measures that we record as an organisation, like the number of complaints received, reports of anti-social behaviour, how quickly we do repairs, and how we keep everyone safe. You can read the 2025/26 results from all the TSMs on our website, including the steps we will take to improve. We compare our TSM results with other local housing associations, highlighted with the icons below.



How we compare with other housing associations
(we benchmark ourselves against other registered social landlords)

Better 😊
The same 😐
Worse ☹️



Read more about Tenant Satisfaction Measures at southliverpoolhomes.co.uk/tsm-results-2025-26 or by scanning the QR





Our year at a glance

3,826

homes owned and managed

144

homes let to customers

80%

of tenants satisfied with
the overall service
provided by SLH.



100%

of our homes meet the
Decent Homes Standard

105

colleagues employed

£6.6m

created in social value

16,403

day-to-day repairs carried out

£12.7m

invested in existing homes

204

homes currently being built



Listening and acting

We believe the best way to improve our services is by listening to the people who use them. That's why we encourage customers to share their thoughts, ideas and experiences in whatever way suits them. Your feedback helps us understand what's working well, what could be better, and how we can make a real difference for our customers and communities.

73%

satisfied that we listen to their views and act on them 😊 📝

54 customers attended focus group/community workshops

2 service reviews carried out by Scrutiny Panel* - on our kitchen programme and housing allocations

**The Scrutiny Panel no longer exists. We now have a bigger Tenant Voice Team which gives more tenants the opportunity to share their views in a way that's convenient for them.*

80%

satisfied that we keep you informed about important issues 😊 📝

1,300

residents attend 'SpekeFest', a partnership cultural event

86%

think SLH treats them fairly and with respect 😊 📝

2,863

'Knowing our Customers' visits completed

Acting on customer feedback



Strengthening hate crime support following customer feedback

We have strengthened our approach to tackling hate crime after valuable insights were gathered during a focus group. The group's feedback has helped shape our new policy and an action plan for 2026, where we commit to clearer communication, better reporting options and increased support for victims across south Liverpool.

You said

You told us that reporting hate crime online is hard to find and feels complicated.

We did

We have made it easier to report hate crime on our website by making the reporting form more visible, improving the search function and adding more reassurance around confidentiality and anonymous reporting.

You said

You told us that young people need better education about hate, difference, and the impact of language.

We did

We are prioritising engagement with children and young people, delivering awareness sessions in schools and youth groups to promote respect and understanding from an early age.

You said

You told us that there needs to be wider awareness of support available to victims of hate crime, with clear contact information.

We did

Support for victims is being strengthened through a dedicated contact person at SLH for all hate crime enquiries, so residents know exactly who to contact and what support to expect. We are also improving access to specialist support services, offering 1-2-1 support through funding we provide.



Making SLH's kitchen improvement programme better

The SLH Scrutiny Panel, a group of tenants who scrutinise our services, completed a service review focused on our kitchen improvement programme, part of our wider investment programme to improve the quality of our homes.

What they did

The panel reviewed key documents, including policies and procedures.

They met with colleagues from SLH and our repairs contractor, Avela Home Service, to better understand the kitchen improvement process, including how customer needs are assessed, contractors are chosen and finished work is checked.

They also visited homes, observing how suppliers supported tenants with design choices and guided them through the process.

What you told us

They saw an opportunity to make the improvement process more user-friendly and transparent on our website. The site has now been refreshed to guide customers more smoothly through every step.

They also felt that communication with vulnerable tenants could be improved throughout the process. We have made improvements in this area, so that vulnerable tenants receive clearer updates and additional support at every stage of their kitchen improvement journey.

Find out more about what happens as a result of your feedback at [southliverpoolhomes.co.uk/you said we did](https://southliverpoolhomes.co.uk/you-said-we-did) or by scanning the QR below



Customer Services Committee

The Customer Services Committee (CSC) acts as the customer voice to our board. The committee represent the voices of the south Liverpool tenant community, influences our decision making, and enables the customer voice to continuously improve the services we offer.

Issues like communication, repairs, allocations, anti-social behaviour and neighbourhood concerns are openly discussed, with clear plans put in place to improve things. The CSC continues to push for clearer, more open communication, greater transparency and learning from feedback to make our services better. Their aim is to make sure what they do leads to real, positive change.

“Getting involved has opened my eyes to how things work at SLH, and once you’re in the room, you see first-hand just how transparent everything becomes when tenants have a voice.”

Diana, CSC committee member



Tenant Voice Team

Replacing our Tenant Scrutiny Panel, the Tenant Voice Team is our new, more inclusive way for tenants to get involved and help shape the services we provide.

The team is a group of tenants who work with us to review how we deliver services, suggest improvements, and hold us to account. You can be part of the core team or dip in and out of our flexible pool of team members – meaning you can take part in ways that suit you and your lifestyle.

They have already carried out their first service review, looking at our community shop, The Market Place, and ways we can improve the service for our customers.

“Since joining the Tenant Voice Team, I have gained a greater understanding of current housing legislation and the challenges facing the housing sector today. I’ve also learned more about Liverpool Citizens, the valuable work they do within communities, and was inspired to become involved myself. Being part of the TVT has broadened my knowledge and reinforced the importance of collaboration in creating positive change.”

Amanda, TVT core member



Find out more about the different ways you can have your say at southliverpoolhomes.co.uk/get_involved or scan the QR code





Investing in your home

Keeping your home safe and in good condition is one of our top priorities.

Throughout the year, we carry out emergency repairs, routine repairs and planned improvement work to make sure our homes meet the needs of our customers. We also monitor and report on how quickly we complete repairs so customers can see how we're performing. Our repairs performance has improved overall compared to last year, but we still have more work to do, especially around communication and follow-up visits.

77%

satisfied with repairs service



75%

satisfied with the time taken to complete repairs service



80%

satisfied that SLH provides a home that is well-maintained



86%

satisfied that we keep the communal areas of apartments clean and well-maintained



79%

satisfied that SLH makes a positive impact on their neighbourhood



89%

of day-to-day repairs completed in target



851 stock condition surveys carried out

16,403

day-to-day repairs carried out

4.3

average number of repairs per home per year

£12m

improving your homes and maintaining them



New seven-day urgent repair priority

We've made improvements to how we look after your home by introducing a new urgent repair category. These are issues that aren't an emergency but still need quick attention and we'll now complete them within seven days.

Here's how our repair priorities now work:

- Emergency repairs - For anything that risks your health, safety, or could cause major damage. We'll call you within 15 minutes, attend within two hours and make safe or complete the repair within 24 hours. Examples: no power or water, major leaks, or being unable to secure your home.
- Urgent repairs (new) - Important issues that need prompt attention but aren't emergencies. Completed within seven days.
- Routine repairs – Non-urgent issues with appointments offered at a time that suits you (Mon–Fri, 8am–5pm). Completed within 28 days.

The new urgent repair category means we'll be able to respond more quickly to problems that aren't emergencies but still need prompt attention. It gives tenants greater peace of mind and ensures we can provide a more responsive repairs service with clearer timescales and expectations.

£5.5m

spent on improvement works

This includes:

- Kitchen improvements - £2m
- Boilers - £787k
- Level-access showers - £549k
- Windows - £350k
- Boundary walls - £209k
- Bathrooms - £179k

"We have just had a kitchen refit and credit we're credit is due, the service and fitting was absolutely fantastic. From day one to picking and planning our kitchen to the work getting done, the service from the whole team has been excellent and we had been kept up to date on the works being carried out. Each of the individual workmen who carried out the work were so good and again told us what was going on, on a daily basis. The kitchen itself is beautiful and looks great."

Satisfied tenant after she has a new kitchen fitted in her home.

New missed appointment text alert

We've made it easier to help you rearrange a repair appointment if you miss it. Tenants will now receive a text to rearrange it, helping you get things back on track quickly and avoid delays.



"Keeping our customers safe is our most important responsibility. From carrying out thousands of safety checks each year to responding quickly when issues arise, we work hard to make sure our homes remain safe and secure for all our tenants."

Eddie McDermott, SLH Building Safety Lead

Keeping your home safe

This year, we carried out 6,622 safety checks to help keep you and your home safe. These included gas and electrical safety checks, fire risk assessments, lift checks in communal areas, water hygiene checks and asbestos inspections.

Where we found something that needed attention, we took action, completing 893 follow-up jobs to help manage risks quickly. We met all our TSM safety requirements, with 100% compliance in every area except one, which was 99.95%. We also worked closely with our contractors and housing teams, using what we know about our tenants and homes to strengthen our approach to fire safety.

While getting access to some homes and completing follow-up work can sometimes be challenging, we managed this well and have improved our processes and data so we are ready for future building safety requirements.

Dealing with damp, mould and condensation

We're committed to supporting tenants in spotting and reporting damp, mould and condensation issues.

Following the implementation of Awaab's Law last year, we have changed our timescales for dealing with damp and mould to comply with the new legislation.

- We will investigate all reports of damp and mould within 10 working days of it being reported.
- You'll receive a written summary of the findings within three working days of inspection.
- Any work will start within five working days of inspection.
- In straightforward cases, works will be completed within 28 days.
- If there are any major works, these will be completed within 56 days in line with planned works timescales.

If you spot signs of damp or mould in your home, please report it straight away. We'll send an expert to assess the issue and take action to resolve it.

86% satisfied that SLH provides a home that is safe.



99.95%
of homes with
annual gas safety
check completed

6,622
safety checks
to keep
residents safe

Improvements to gas service appointments

To make gas servicing appointments more convenient for tenants, we have introduced one-hour appointment slots for gas servicing.

This replaces the previous morning or afternoon slots, which often meant tenants had to wait in for a long period of time.

So instead of waiting in all morning or afternoon, tenants are now given a specific one-hour time slot. This is especially helpful for people juggling work or have caring or childcare commitments.

This is a pilot scheme. If it's successful, we will look at introducing one-hour appointment slots for all repair appointments in the future.

Find out more and report damp at southliverpoolhomes.co.uk/damp or scan the QR



Complaints and compliments



Providing a timely response when you raise a concern is really important to us. While we haven't always met our targets for responding to complaints, we've taken steps to improve.

We've strengthened our systems and processes, provided additional guidance for colleagues and encouraged the use of a central customer feedback inbox so complaints are managed consistently. We also work more closely with our contractors to make sure complaints are progressed and resolved as quickly as possible. These changes are helping us provide a more reliable and responsive service for our customers.

244 complaints received

67 fewer complaints than last year

54%

satisfied with the way we handle complaints



90%

stage 1 complaints resolved within the Housing Ombudsman timescales

21

progressed to stage 2

39

logged compliments received

86%

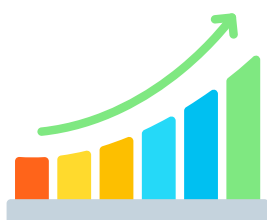
stage 2 complaints resolved within the Housing Ombudsman timescales

1

progressed to the Housing Ombudsman

Where we need to improve

We regularly review complaints to understand what's gone wrong and identify where we can do better. By listening to customer feedback, we can learn from complaints and make changes to improve our services. We have identified the following areas for improvement:



- Keeping customers better informed about appointments, especially if they need to be changed or cancelled.
- Taking greater ownership of repairs and following up to make sure the issue has been fully resolved first time.
- Responding more quickly when customers report issues.
- Improving the quality of repairs and workmanship to reduce the need for repeat visits.
- Keeping customers updated on what will happen next, so they don't have to chase us for information.
- Making sure appointments are kept whenever possible.

These areas will be a key focus for us during 2026/27.



Keeping our communities safe

"I work closely with partner agencies like Merseyside Police, Liverpool City Council and the Anthony Walker Foundation to make sure tenants get the right support. Most importantly, I want people to feel reassured that when they come to us, they'll be taken seriously and supported throughout the process."

Billy Cliffe, SLH Hate Crime Lead

76%

satisfied with SLH's approach to handling anti-social behaviour



98%

of anti-social behaviour cases successfully resolved

253

anti-social behaviour cases reported



Top three ASB cases reported are harassment, noise and drug-related cases.

7

injunctions and

2

suspended possession orders delivered against serious perpetrators

We take anti-social behaviour seriously because everyone deserves to feel safe where they live.

We successfully resolved 98% of cases, working closely with customers, Merseyside Police, local schools, youth services, transport providers and businesses to tackle problems and prevent them from escalating. Where behaviour had a serious impact on neighbours and communities, we used legal action when needed, including injunctions and possession-related action.

We strengthened the support available to people affected by anti-social behaviour and hate crime. Our new ASB policy puts the voice of the victim at the centre of how we respond, helping us understand the impact on customers and offer the right support.

We introduced a new hate crime policy, made reporting easier, set up a working group to drive improvements, and worked with our partner Mind Connect to offer one-to-one support for people affected by hate crime.

Alongside this, we delivered ASB and hate crime awareness sessions in local schools and are looking to expand this work so more young people understand the impact of their actions and the importance of respect in our communities.



Tackling youth anti-social behaviour starts at school

As part of our wider work to tackle youth anti-social behaviour (ASB) in our communities, we delivered 'spotting the signs' sessions in primary schools across Speke and Garston.

The sessions are to help children learn what ASB is, how their actions can affect others, and what it really means to be a good neighbour.

This is part of a broader partnership approach, alongside Merseyside Police, Liverpool City Council and local organisations, to address concerns, support young people and reduce the impact of ASB in Speke and Garston.



Extra support when you need it

We want to do more than provide great homes. We work with local partners to help build stronger communities, create opportunities and improve wellbeing for our customers and communities.

This includes support to find work or develop new skills, health and wellbeing activities, initiatives to help your money go further and activities that help make neighbourhoods cleaner, greener and safer. We call this social value, but at its heart it's about making a positive difference and helping our communities thrive.

828 people have received support through our employability hub, Reach.

180 have gone onto paid employment

5,777 volunteer hours dedicated to The Market Place, The Market Place Social and our community garden, Grow Speke

£6.6m created in social value

2,656 visits to our community shop, The Market Place

342 suspended possession orders delivered against serious perpetrators

123 households supported through the Garston Venny Fairshare scheme, funded by SLH

230kg

fresh fruit and vegetables provided from Grow Speke to The Market Place, where shoppers can pick up the produce for free.

16 local projects benefited from SLH's community fund

Making a difference through our Community Fund

Last year, we launched our Community Fund to help support local projects that bring people together and improve lives. Thanks to the fund, we invested £31,698 in 16 community projects, benefiting more than 1,500 local residents.

The projects we supported included community events, activity classes, tutoring and skills development programmes, as well as initiatives that helped people improve their financial wellbeing. Together, these projects created opportunities for people to connect, learn new skills, stay active and access support when they needed it most.

"We're grateful to SLH for the chance to deliver Help Your Child Thrive in Speke and Garston. The course provides parents with practical skills and it's uplifting for everyone involved. We're delighted to continue working with SLH to support even more families."

Kerry Burns, Programme Lead, Plus One Community Learning CIC

"The funding has really enabled us to support people in real need. From Christmas hampers and food shops to energy vouchers, furniture and budgeting support, this funding has truly changed lives and helped many people become debt-free."

Olly Hargreaves, South Liverpool Debt Centre Manager, Christians Against Poverty

The fund is open to any organisation that delivers activities that benefit our customers and the wider community

Find out more and apply at southliverpoolhomes.co.uk/community_fund or scan the QR code



Learning new skills at Grow Speke

Grow Speke is our community garden run in partnership with Groundwork. Over the years, it has evolved to become a hub for volunteering, learning and creativity, where people of all ages and backgrounds come together to care for the garden.

Volunteers have been learning new green skills and gaining accredited training through a partnership with Myerscough College. College graduates supported the sessions, sharing their experience and helping volunteers grow in confidence and explore new opportunities.

Resident Dee, who lives in Speke and is one of our garden regulars, decided to take part in the course to build her knowledge of how plants grow and understand the natural life cycle of gardens.



"Taking part in the course has meant that I'm outside in all seasons, learning to work with nature as it changes throughout the year. It's helped me appreciate the natural cycles involved in growing and caring for plants. Since completing the course and gaining my qualification, I've felt a real sense of achievement, along with a boost in confidence. I'm excited for what's next!"

Dee, Grow Speke volunteer



Meeting demand for homes

Our ambition is to build 780 new homes by 2032 across south Liverpool, helping to meet local demand for social housing as well providing affordable options for people who want to take their first step into home ownership.

By working together with our partners, we aim to provide good-quality, affordable homes, which meet the diverse needs and aspirations of the local community.

We've reduced the average time it takes to get an empty home ready for a new tenant from 32 days to 25 days. We introduced additional quality checks before and after homes are handed over, ensuring any outstanding issues are quickly resolved, and homes are ready to a high standard.

We also strengthened the way our teams work together to monitor progress and remove delays. As a result, homes are available sooner, helping more people move into a safe, quality home more quickly.

775 people have applied for a new home with us

24 new homes built in Garston

2,348 households are on the waiting list

296 of these households are people who wish to transfer to a new home

204 new homes currently being built as of 31 March 2026

8 commercial units to improve the local retail offer

25 average number of days to relet homes.



83% satisfied with the quality of their new home. This includes existing homes and new builds

£6.6m created in social value

Families move into new homes in Garston

Our new developments on Church Road and Window Lane in Garston saw 24 families moved into new homes that were built for social rent or Rent to Buy, a government initiative designed to help people move from renting to owning their own home. The new tenants are settling in well.

Leighann was on our waiting list for six years before being offered a home. "I'm overwhelmed. It's absolutely lovely. It's nicer than I expected and bigger, and I'm really happy", she said. "The children will be as well. The way we were living was atrocious, it was awful. So, moving to something like this is really a dream come true."

Denis moved from a first-floor flat to one of two bungalows on the development.

"I lost my leg this year so I couldn't live there anymore", he said. "It's been a tough year, so this has been life changing, really for me. It's going to help me massively. I'm looking forward to meeting new people and stuff like that. I'm made up"

Altogether, we're delivering 98 new homes across Garston, spread across three different developments - Church Road, Window Lane, and The Old Baths.

How we decide who gets to live in our homes

There's a lot of talk, both online and in daily life, about who is given our homes. Misinformation can spread quickly, causing a lack of cohesion in our communities. That's why we launched a campaign 'Let's Talk Facts: Who Gets Our Homes?' so that we can talk clearly about how we decide who gets a home.

It was launched following a customer survey last year where 74% of customers said that they didn't fully understand how our homes are allocated to people. 63% also thought the process was unfair. We knew we needed to set the record straight.

We have spent a lot of effort getting some key messages out to our customers. We wanted to make things clearer, using facts rather than assumptions, so everyone understands how it works. We busted some common myths, created frequently asked questions (FAQs) and used real-life case studies to help you understand the process better. We also held two informal events in our communities, which gave customers the chance to ask any burning questions they had, directly to our CEO, Anna Bishop, and members of our Allocations team.

"I attended your event yesterday which was very informative, thank you. I spoke to a member of your team; she was very helpful and said she could speak to Housing Options regarding my case."

"I applied for a two-bedroom house in Garston in 2021. It's good to come to something like this because you do get answers and it's helped me understand how long I'm likely to wait."

"The way we were living was atrocious, it was awful. So, moving to something like this is really a dream come true."

Leanne, new resident in Garston

#Let'sTalkFacts
Who gets our homes?



Our commitment to equality, diversity and inclusion

Equality, diversity and inclusion (EDI) is central to our commitment to providing services that are fair, accessible and responsive to the needs of all our customers. Over the past year, we have listened to customers and colleagues, strengthened opportunities for people to share their experiences and used this insight to shape improvements across our services and communities.

As we look ahead, we will continue building the skills and knowledge of our colleagues so we can better meet the diverse needs of the people we serve.

This year, we have:

- Got to know our customers better through our Knowing Our Customers visits. We've completed visits to almost every home, and the information shared by customers during the visits is helping us better understand different needs and improve our services for everyone.
- Listened to LGBTQ+ residents by holding focus group to understand people's experiences and explore how we can make our services more inclusive. Feedback is shaping improvements, including how we record chosen names and pronouns and how we promote support services.
- Improved our response to hate crime. Residents told us they wanted clearer reporting routes and more confidence that action would be taken. We have updated our approach, including better support, stronger partnerships and clearer communications.
- Supported neurodivergent customers better. We worked with customers and support networks to understand how we can make our services easier to access. Feedback is helping us improve communications, customer contact, community spaces and future home design.
- Brought communities together through a community event, SpekeFest. This was a partnership event which welcomed more than 1,300 residents and celebrated the diversity, pride and the strengths of the local community.
- Challenged myths and promoting fairness through our Let's Talk Facts: Who Gets Our Homes campaign, helping explain how social housing is allocated, tackled misinformation and encouraged open conversations about housing need.
- Celebrating inclusion and wellbeing. More than 60 residents attended our Pride event at Grow Speke, which combined community celebration with access to health and wellbeing support.
- Improved our website so that it works better for customers who have different accessibility needs. We have alt text on every photo we use, improved contrast, and provided clearer links on all our pages. The layout of the pages are also more dyslexia-friendly.

We will keep working hard to make our services and spaces welcoming and accessible for everyone. If you want to get involved or have suggestions, please get in touch, we'd love to hear from you.



Creating sustainable homes and neighbourhoods

Looking after the environment is an important part of creating great places to live, now and in the future. We're committed to becoming a net-zero organisation by 2050 and are continuing to invest in improving the energy efficiency of our homes.

We have spent £1.2m getting our homes up to EPC C standard, helping tenants stay warmer, reduce energy use and lower household bills. We're also making sure our new homes are built to high environmental standards and are designed to be fit for the future. We're investing in greener, healthier neighbourhoods too. This includes improving green spaces, supporting biodiversity through new developments, and working with partners and local communities on projects such as our community garden, Grow Speke. We're also taking steps to reduce our own environmental impact by promoting sustainable travel, increasing recycling and making our workplaces more environmentally friendly.

38 tonnes of carbon emissions avoided

100% new homes built to EPC A

93% of PV panels in operation

£1.2m spent on retrofitting homes to make them more energy efficient

1.9m KWH (kilowatt hours) of electricity generated by solar PV (photovoltaic) panels

Awarded a Gold accreditation from SHIFT

We're proud to have achieved SHIFT Gold Accreditation for 2025/26, an improvement on our previous Silver rating. SHIFT is the housing sector's leading sustainability assessment and measures how well organisations are protecting the environment and preparing for the future.

This recognition reflects the progress we're making to improve the energy efficiency of our homes, reduce our environmental impact and create greener, more resilient neighbourhoods.

The community has its say on local green space

Green and open spaces play an important role in bringing people together, supporting wellbeing and helping nature thrive. Last year we launched our Green and Open Spaces Plan for 2025–2030, our long-term commitment to creating greener and healthier neighbourhoods across south Liverpool.

We are running a series of consultation events across Speke and Garston, so that you can be part of the decisions that affect your everyday environment.



"While we're pleased with this achievement, but we know there's more to do. We'll continue working towards our goal of becoming a net-zero organisation by 2050, helping create sustainable homes and strong communities for current and future generations."

Angela Perry, Chief Operating Officer

Your rent explained

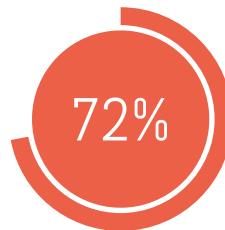


£24.6m

total annual turnover

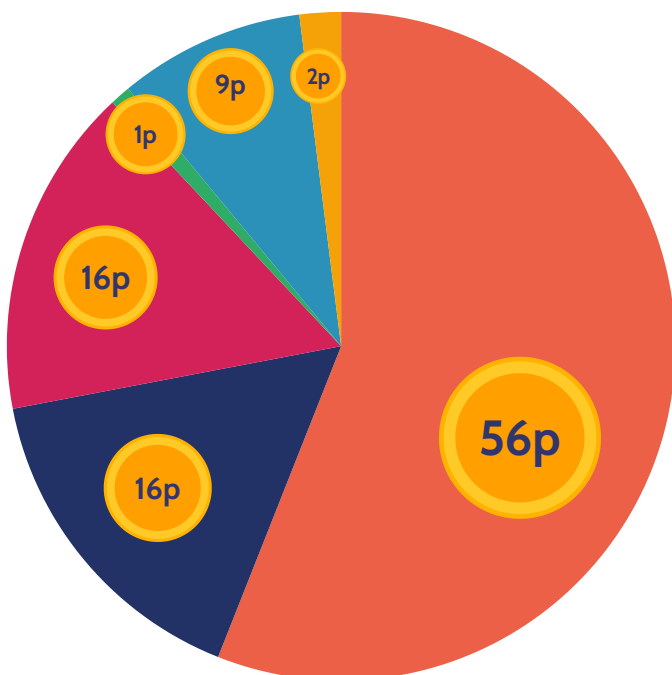
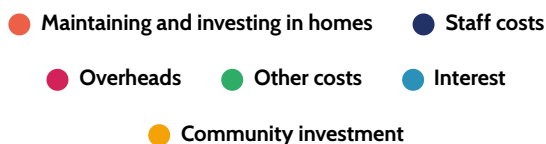


80% of tenants think their rent is value for money

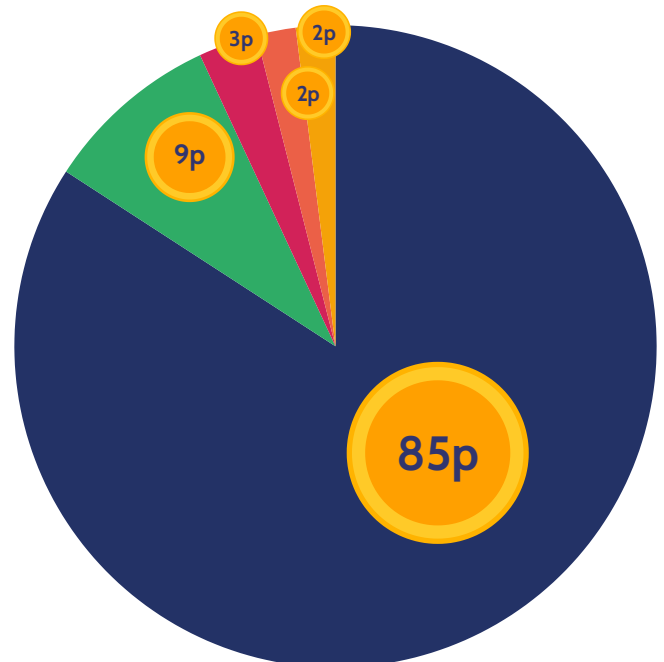
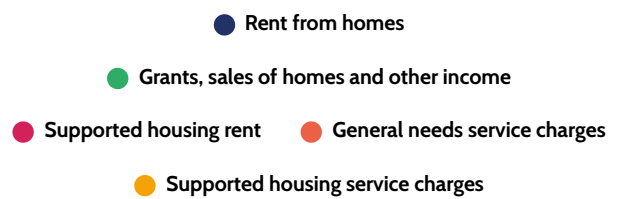


72% of tenants think their service charge is value for money

How every £ of your rent is spent



Every £ we receive is made up of:



Helping customers financially

We know that having a great home and strong community is only part of the picture. That's why we continue to support customers with the rising cost of living and help people improve their financial wellbeing.

- 367 tenants have received support from our financial wellbeing service. £281,453 additional income secured.
- £48k worth of energy vouchers given out through the Household Support Fund, benefitting 977 tenants.

Read our 2025/26 financial statements here

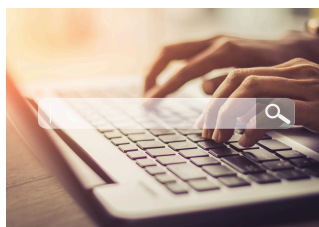


Looking ahead



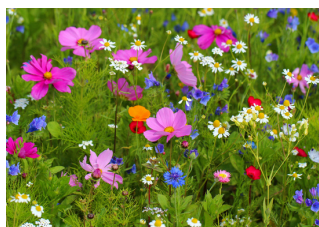
The next year will be an important one for SLH as we launch our new Corporate Plan. Developed with input from customers, colleagues and stakeholders, the plan will set out our priorities for the years ahead and guide how we continue to invest in homes, services and communities.

We'll continue to increase the number of affordable homes available in south Liverpool, with more than 180 new homes completed across Speke, Garston and Aigburth. These will include a mix of homes for social rent, affordable rent, Rent to Buy and Shared Ownership, helping more local people access a home that's right for them.



We're making it easier for customers to understand how we operate and hold us to account. Through the Government's new Social Tenant Access to Information Requirements (STAIRs), customers will be able to find key information about SLH more easily on our website.

We will continue to strengthen the customer voice through our new Tenant Voice Team and customer engagement framework, ensuring customers can share their views in ways that work for them.



We'll share the findings from our green space consultation and develop plans for the areas we consulted on, helping to shape neighbourhoods that reflect what matters most to local people.

We'll replace the communal entrance doors and door access control systems in our flats and apartments, making our buildings safer and more secure.



We'll continue developing our anti-racism strategy, working with customers to help create safe, inclusive communities where everyone feels welcome and respected.

Finally, we'll welcome Clive Elliott as our new Chair of South Liverpool Homes in September 2026. Welcome onboard Clive!



Get in touch



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