

Bulletin

Lets talk facts - who gets our homes?

Looking back at SpekeFest25

Festive dates for your diary

Growing together

Hop on board the Queen of Greens bus

Every Thursday, 3pm – 4pm, Parklands, Conleach Road, L24 0TY

Have you hopped aboard the Queen of Greens Bus for your fruit and vegetables yet? The bus stops outside our office on the library carpark every week. The bus sells fresh fruit and vegetables at great prices, bringing your five a day to you!



Your gas safety checks are important!

As your landlord, we carry out annual gas safety checks in every home. This includes inspecting appliances like boilers and fires to make sure everything's working safely and efficiently.

These checks help prevent gas leaks and protect against carbon monoxide poisoning, so they're not just routine, they're vital.

Please make sure you keep your appointment and let us in to carry out these important checks. It's a small step that makes a big difference to your safety.

Men's Talk - informal group in Garston

Looking for a local men's group? Men's Talk offers practical support for men's mental health in Garston, meeting twice weekly.

- Every Monday, 1-2pm at Garston Children's Centre
- Every Thursday, 5.45 - 6.45pm at Long Lane Church



Help us challenge social housing stigma

Stop Social Housing Stigma is a campaign run by tenants across the country. They are conducting a survey to gather information about experiences of social housing stigma. Please take a couple of minutes to complete the survey, sharing your views on stigma and its potential impacts. We know that the UK has an issue where residents of social housing may be affected by stigma, due to where they live.

The survey is open until 1 January 2026. Visit stopsocialhousingstigma.org for more.



SpekeFest25 - what a day!



Thank you to everyone who joined us at SpekeFest25 on 30 August – what a fantastic celebration it turned out to be!

The event was organised by Liverpool City Council, Speke Adventure Playground and ourselves. SpekeFest25 was all about bringing people together, making everyone feel included and showing all the good things happening in the area. It was great to see people from different backgrounds enjoying the music, food and activities together!

Over 1,300 residents attended on the day which included live entertainment from local performers, a free funfair as well as marking 50 years of Speke Adventure Playground. We've pulled together a few of our favourite moments from the day in a short photo gallery below – see if you can spot yourself or someone you know! Thanks again for making it such a special event. We're proud to be part of a community that celebrates together.



Festive dates for your diary

Family Christmas event

Tuesday 16 December, 3.30pm to 6pm

Join us outside of the Market Place for our annual Christmas family event! There will be lots to get involved in, including Christmas arts and crafts, a visit from someone so ho-ho-ho special and more!

Email getinvolved@southliverpoolhomes.co.uk to register

Christmas crafts sessions

Every Wednesday at The Market Place Social, 10am to 12noon

Join us each Wednesday to create some magical crafts ahead of Christmas.

Email getinvolved@southliverpoolhomes.co.uk to reserve your spot

Christmas quiz extravaganza

Friday 19 December, 10.30am to 12.30pm

Come and join us at The Market Place Social for a truly festive quiz morning. There will be prizes and refreshments. Don't miss your chance to be crowned our Christmas Quiz Champion!



Christmas closure

Our offices close on Wednesday 24 December at 11.30am and will reopen on Friday 2 January at 9am. We will be operating an emergency repairs service over the Christmas period.



Have you got contents insurance?

As your housing association, we're committed to keeping your building safe and secure. That's why we provide buildings insurance - covering the structure of your home, including walls, roofs and permanent fixtures. But it's important to know that this does not cover your personal belongings.

If the unexpected happens, like a leak, fire, flood, or burglary, your furniture, electronics, clothing and other personal items could be damaged or lost. Without contents insurance, you'd have to cover the cost of replacing these items yourself.

Imagine a pipe bursts in your home and water damages your sofa, TV and laptop. Our buildings insurance would cover the repair to the pipe and any structural damage, but not your belongings. With contents insurance, you'd be able to claim for those items and get back on your feet faster.



How to get covered

We've partnered with Intact Insurance (formerly RSA) to offer low-cost insurance for tenants. Prices start from as little as £15.65 per year, around £1.30 each month. Scan the QR code for the application form or get in touch with us for more information and support.



Reporting anti-social behaviour

Everyone has the right to feel safe and secure in their home. If you're experiencing or witnessing anti-social behaviour in your neighbourhood, we're here to help.

There are ways you can easily report ASB to us:

- Report ASB by filling out our online form at southliverpoolhomes.co.uk/report-asb
- Speak to us directly by calling 0330 303 3000.
- In person by visiting our office or speak to one of our colleagues.

Help us shape your green spaces!

We believe that green and open spaces are at the heart of our communities. That's why we've launched a new Green and Open Spaces Plan for 2025–2030 - and we want you to be part of it!

Green spaces aren't just nice to look at - they're places to relax, meet friends and enjoy nature. They also help the environment by supporting wildlife and fighting climate change.

How you can get involved

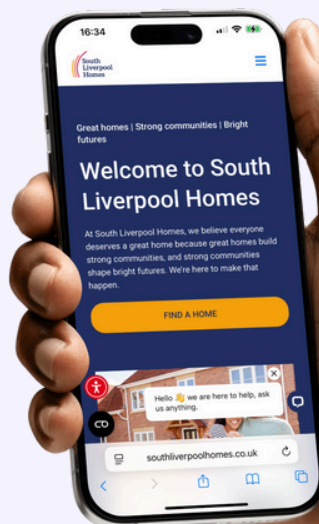
We're inviting all tenants to help shape and care for these spaces. Here's how you can get involved:

- Join volunteer days: Help with planting, litter picking, or looking after community gardens.
- Share your ideas: Come to community meetings and tell us what you'd like to see - maybe a new play area, a wildlife garden or a space for events.
- Learn new skills: Take part in workshops on gardening, wildlife, or even beekeeping!
- Attend events: Join us for fun community events in your local green spaces.

We'll make sure you know about every opportunity to get involved. Look out for updates on social media and on our website.

If you would like to get involved, email getinvolved@southliverpoolhomes.co.uk

New SLH website



We have launched a brand-new website, designed with the help of tenants!

Earlier this year, we asked you to complete a survey, where we had over 340 responses, and invited you to take part in tenant workshops to understand what you really want from the website. You told us what worked, what didn't, and what could be better - and we listened.

What you told us

- The search function didn't always help you find what you needed.
- Pages were too text-heavy and lacked visual breaks, making them harder to read.
- Some of the language was unclear.

What's new

We've taken your feedback onboard and built a website that's simpler, clearer, and easier to use. One of the most exciting new features is our event calendar, where you can find everything happening in your community - from crafts and activities at The Market Place Social, to Christmas events, community surgeries and neighbourhood inspections.

We have also thought harder about how our website works for customers who have different accessibility needs. That's why 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.



click this image on the website to view all the accessibility features.

We'd love your feedback

Thank you to everyone who took part in the survey and workshops. Your voice helped shape our new site and we want to keep improving. If you have any thoughts or suggestions, please email us at communications@southliverpoolhomes.co.uk.



Tenant Satisfaction Measures - your feedback matters

The results for the 2024/25 Tenant Satisfaction Measures (TSMs) are in! These results show exactly how we're doing across 22 important areas set by the Regulator of Social Housing - the organisation that makes sure housing associations like ours deliver the service you deserve.

Who did we survey?

We use independent research organisation, IFF Research, to collect your feedback throughout the year. Between April 2024 and March 2025, they reached out to 600 tenants through telephone surveys. By speaking to people in different types of homes and situations, we got a true picture of your experiences and what matters most to you.

Tenant Satisfaction Measure	Our score 2025	Compared with last year's results	How we compare to other housing associations IFF works with
Overall satisfaction	78%	79% ↓	Better
Overall repairs service (repair completed in last 12 months)	76%	80% ↓	Not as well
Time taken to complete repair (repair completed in last 12 months)	70%	74% ↓	Not as well
Home is well maintained	77%	78% ↓	Similar
Home is safe	82%	86% ↓	Similar
Listening to tenants' views and acting upon them	70%	68% ↑	Better
Keep informed	78%	79% ↓	Better
Treat you fairly and with respect	85%	85% ↑	Better
Approach to complaints handling (complaint made in last 12 months)	47%	55% ↓	Better
Communal areas clean and well maintained	79%	76% ↑	Better
SLH makes positive contribution to neighbourhood	79%	80% ↓	Better
Approach to handling anti-social behaviour	73%	80% ↓	Better

We also track ten measures as an organisation throughout the year. These are things like number of complaints received, how long we take to complete repairs, and how we complete essential health and safety checks. Scan the QR code for more.

🙏 Thanks to everyone who took time to share your thoughts!



Scan the QR for more




Scrutiny panel takes a closer look at our kitchen improvement programme

Our scrutiny panel is a vital link between customers and our board and committees. Entirely made up of tenants, their main job is to perform deep dives into our services, to make sure they reflect our customers' needs.

Their latest service review focused on our kitchen improvement programme, part of our wider investment programme to improve the quality of our homes. The panel put your voice at the heart of our work, ensuring that our plans reflect what matters most to you.

Take a look around the kitchen below to find out what they did



Reviewed key documents, including policies and procedures

Researched practices at other Merseyside housing providers, to make sure we are on par with others.

Met with colleagues from SLH and our repairs contractor, Avela Home Service (AHS), to get a better understanding of the process - this includes how we understand what our customers need, choose contractors and check the final work. They wanted to make sure that everything we do meets the standards our customers expect.

Visited homes with colleagues from AHS and our kitchen supplier. They carried out pre-work and post-work visits. The panel observed how the supplier interacted with tenants, helping them choose designs and guiding them through the process.

What did they find?

They thought that we offer clear, accessible information about planned home improvements on our website, with dedicated pages for kitchens, bathrooms, fencing and more. However, they thought the process tenants went through could be clearer on our website. Thanks to their feedback, the website has now been refreshed to guide customers more smoothly through every step. Scan the QR code for more information on the improvements process.



Growing together

Tenants in our independent living scheme, Cobden Place in Woolton, have been getting their hands dirty this summer. Thanks to generous funding from our community garden, Grow Speke, residents have started to grow their own fruit and vegetables right on site.

The project started over the summer, where they grew tomatoes, strawberries, cucumbers, cabbages, leeks, carrots, green peppers and lots more! Grow Speke's support has been instrumental, not only in providing funding but also in offering practical advice and encouragement.

The team visited the scheme to share growing tips and ideas for keeping the garden thriving all year round. Plans are already underway to expand the garden next year where they hope to grow their own fruit trees. We'll keep you updated!



Main picture and left: Three residents tend the raised beds at their independent living scheme. Left circle: Fresh tomatoes and gherkins ready to eat. Right circle: Residents visit Grow Speke.

Read about what some of the most involved tenants said about the experience.

Doreen

"Taking part in the gardening project has really improved my wellbeing. It gives me a reason to get outside every day, and I've really enjoyed watching all the plants grow."

Norman

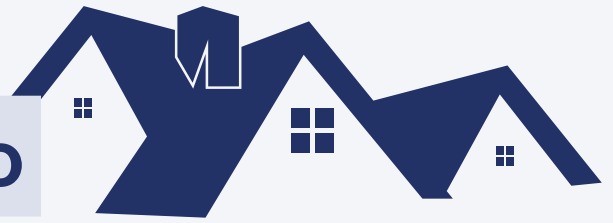
"Grow Speke gave us loads of tips to get started. I didn't think I'd be this into it, but now I'm out here every day checking on the seedlings."

Lil

"Getting involved gives you a good sense of satisfaction. I'm looking forward to growing even more next year, using all the valuable tips and lessons we've learnt this season."



Repairs – jobs that we do and jobs that you do



Sometimes it's hard to know who should fix things in your home. Is it something you can do yourself, or should SLH do it?

To help you out, we've made a simple guide. It shows what jobs SLH will do, and what jobs you need to do yourself. You can find this guide on our website at southliverpoolhomes.co.uk/diy-or-slh



Some jobs are up to you

We get a lot of requests from tenants to add features to their home. These include:





-  Putting grass down in your garden.
-  Building a driveway for your car.
-  Putting in new kitchen appliances (e.g. washing machines or dishwashers).
-  Adding an outside tap.

These are DIY jobs that you need to do, or arrange, yourself. It's also important to ask us for permission before you get any major work done, such as driveways.



Some jobs are for us

There are lots of jobs that we will take care of. Here are four examples:

-  Leaking sinks, baths, showers and toilets
-  Blocked drains and gullies
-  Broken or unsafe electrical fittings
-  Fences and gates that are unsafe

These are all jobs that need doing to keep your home safe and in good condition.

If you're ever unsure, just get in touch and we'll be happy to help.

Contact us your way

Need to get in touch with us? We've made it easier than ever to reach us online, including WhatsApp.

Whether you've got a busy schedule, mobility challenges, or just prefer sorting things from home, we're here for you, wherever you are.



Housing crisis

Migrants

Fairness

New homes

Immigration

Refugees

People in need

Empty homes

Community

Overcrowding

Local people

Homelessness

Asylum seekers

#Let'sTalkFacts

Who gets our homes?

There's a lot of talk right now, both online and in daily life, about who is given our homes. Sadly, rumours and misunderstandings can spread quickly, causing confusion and upset in our communities. That's why we want to set the record straight and talk honestly about how we decide who gets a home. We want to make things clearer, using facts rather than guesses, so everyone understands how it works.



The world we live in

It's no secret that we're living through a housing crisis. Put simply, there just aren't enough affordable homes for everyone who needs one. To help tackle this, our government has committed to building 1.5 million new homes nationally over five years. We're playing our part by planning to deliver 780 new homes across south Liverpool by 2032. These new developments mean our neighbourhoods will continue to grow and change.

Our survey said...

Earlier in 2025, we asked our customers how well they understand the way we decide who gets one of our homes. Thank you to more than 500 of you who responded. Your feedback has been really helpful.

We found that:

- 78% of customers don't know or only have a rough idea how we decide who gets our homes.
- Many believe things like immigration status or ethnicity influence who gets our homes, creating mistrust and a feeling of unfairness.
- Around half of you say you don't get any information about who gets our homes.
- You said you wanted clear, simple, visual guides on how the process works.

LISTENING TO YOU

We know the subject of who gets a home can stir strong opinions. However, we hope this article clarifies how we allocate homes and reassures you that the process is fair, open and focused on those who need it most.

Still got questions? We're here to listen and would love to chat in person.

That's why we're hosting a series of 'Coffee & Chat' events in our neighbourhoods. Keep an eye on our website and social media for details.



Did you know? In 2024, over 70% of our available homes went to people from the immediate area.

BUSTING COMMON MYTHS

“SLH doesn’t have a clear process for deciding who gets a home.”

SLH follows a transparent allocations policy based on clear criteria such as housing need, length of time on the waiting list, local connection, and other factors. The process is designed to be fair and consistent for all applicants.

“If you know someone at SLH, you’ll get a house faster.”

Knowing someone at SLH does not influence who gets a home with us. Every application is assessed fairly and in line with our published policy.

“Immigrants or people from outside the area always get homes before local families who have been waiting for years.”

Homes are allocated based on need, waiting time, and other transparent criteria - not nationality or place of birth. Local families are not deprioritised.

“Once you’re on the waiting list, you’ll never hear from SLH again.”

We are working to improve communication to applicants about their status and the allocations process. Average waiting time for homes are posted on our website. You can always contact us for information.

“People are given homes that are too big for their needs, while others are left overcrowded.”

We match homes to household size and need as closely as possible, following government guidelines and our own policies to make the best use of available housing.

Scan for more about who gets our homes



HOW WE ALLOCATE OUR HOMES

How we decide who gets our homes is based on need, not ethnicity or immigration status.

When you apply for a home, you join a waiting list, based on the date you applied.

Your position on the waiting list can be improved in a number of ways, such as:

- Your connection to the local area – e.g. schools, work, family
- If you’re living in an overcrowded home
- If you or a family member has medical needs
- If you’re experiencing hardship or welfare issues
- If you’re homeless
- If you’re experiencing anti-social behaviour or hate crime

How different homes are allocated

Allocations work slightly differently depending on whether a home is new or already existing.

New homes

For new homes, we work together with Liverpool City Council to make sure they go to those who need them most. The process can change depending on the type of housing development. Sometimes all the nominations come from the council, however in most cases we agree on a split. In all cases, we oversee each allocation to make sure it meets the needs of our community.

Existing homes

For existing homes, half go to applicants on our waiting list and half to people nominated by Liverpool City Council via Property Pool Plus – their own lettings system.

Our 2024-25 annual report is out now

Every year we produce an annual report that lets you know how we have performed over the last 12 months. You can download the full report from our website to find out how we have performed from 1 April 2024 to 31 March 2025.

Listening to our customers

Listening to tenants drives everything we do. Over the past year, our Housing & Community Officers completed more than 2,000 home visits, giving us valuable opportunities to hear your feedback and address any issues in your home and community. We launched our new Customer Voice Framework, making it easier for you to share your views through surveys, home visits, focus groups and online.

Keeping you and your home safe

Safety remains our top priority. This year, we carried out 6,500 safety checks, achieving 100% building safety compliance. We've also improved support for victims of anti-social behaviour, with all community safety officers completing specialist training.

Repairs and keeping your home safe

We've made significant investments in your homes, spending £13 million on repairs and improvements. While 76% of tenants are satisfied with our repairs service, we know there's more to do and are committed to further improvements.

Supporting customers

Supporting tenants goes beyond housing. Our employability hub, Reach, helped 138 people into paid employment, and our benefits and energy advice service secured £1.9 million in additional income for tenants.

Building new homes

Meeting the demand for homes is a key focus, with 198 new homes currently under construction and a goal to deliver 780 new homes by 2032. The regeneration of South Parade is underway, bringing 92 new energy-efficient homes to Speke, all built to the highest standards and designed to help residents lower their energy bills.

Thank you to all our tenants for your feedback, support and involvement. Every comment and suggestion helps us improve our neighbourhoods and services you receive, and supports us to build a stronger, safer and more inclusive community for everyone.

5 top stats from this year's ANNUAL REPORT

78%

satisfied that we keep you informed about important issues



17,150

day-to-day repairs carried out

73%

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



2,140

visits to our community shop, The Market Place

2,082

customers are on our waiting list



Supporting you with your job search

Are you looking for a fresh start, a new skill, or your dream job? Reach, our employability hub in the heart of Speke, is the place to be for anyone hoping to improve their career prospects. Whether you're out of work or looking to gain new skills, Reach can support you - all under one roof.



Rosie's fresh start

Rosie's journey began in December 2024 when she joined The Growth Company Restart Programme at Reach, ready for change but unsure of what lay ahead. With her advisor Sarah by her side, Rosie quickly sorted out her Right to Work documents and dived into workshops to boost her confidence and sharpen her CV. Weekly meetups at Reach helped her polish up her interview skills and get herself job-ready.

Rosie's hard work paid off. By September 2025, she landed a part-time job at Dunelm in Garston, completed her training, and is now taking on more hours. Sarah continues to support her with weekly check-ins, and soon Rosie will join the Restart In Work Support team for extra guidance as she settles into her new role.

Are you ready to take the next step? We are in Speke library. Drop by and see what opportunities are waiting for you!

reach | CONNECTING YOU WITH WORK

Helping young people with their career choices

This summer, Reach brought together local training providers for a series of inspiring events. These events opened doors for young people eager to find their way into further education, employment, and training.

Christmas jobs fair

Partnering with the DWP and New Mersey Retail Park, our seasonal Jobs Fair brought together local employers like JD Sports, Smyths, and New Look, offering part-time and full-time roles. It was very successful, with 179 people attending and more than 15 receiving job offers.

South Liverpool Youth Hub

Reach supports young people by partnering with the South Liverpool Youth Hub, a dedicated space for those aged 18–24 to receive personalised career guidance. Since April 2025, over 50 young people have accessed guidance, built skills, and secured jobs through the hub.

Employment Advice Clinic

Our popular Employment Advice Clinic buzzed with activity as attendees connected with training providers and local employers, exploring job opportunities across south Liverpool.



Scan for more about Reach



Building an **inclusive** community



Being inclusive helps everyone feel welcome and respected in their home and community. When people from all backgrounds are treated fairly and have equal access to support, it helps build stronger neighbourhoods where everyone can thrive.

Supporting the LGBTQ+ community

Each year, we celebrate Pride Month at Grow Speke, offering family-friendly activities and creative workshops. Thanks to everyone who joined in the celebrations in June.

We have signed up to the LGBTQ+ Housing Pledge Scheme. This scheme helps make housing more welcoming for the LGBTQ+ community. This year, we listened to LGBTQ+ residents in a focus group to learn about their experiences.

Because of this, we now do a better job recording people's names and pronouns, share information about local support services and work with Mind Connect to offer mental health support. We want everyone to feel respected, safe and supported in our community.



Hate crime policy review

We're updating our Hate Crime policy and recently asked for your feedback to improve it. Many of you know what hate crime is, but some requested simpler information and easier reporting methods. You also asked for clearer steps to report directly to us, stronger ties with Merseyside Police, and more community activities to bring people together.

We know some people hesitate to report incidents due to worries about consequences or doubts about getting help. Please don't hesitate - we are here to support you. We're using all your feedback to make our policy clearer for everyone.

Have your say at our community events

Our Community Safety team regularly attends community pop-up events with partners such as Merseyside Police and Liverpool City Council. These events are a chance for you to meet us in person and share any concerns you have about your neighbourhood.

Alongside our pop-up events, we work with Liverpool Citizens (part of Citizens UK) and local organisations to address key community concerns. Through neighbourhood 'listening activities,' we found that disabled tenants are especially concerned about transportation, healthcare access, and the need for more accessible housing.

We're meeting with Arriva North West about transport and collaborating with the NHS Walton Centre to improve health service access, while also including accessible housing in all new developments.

Have your say

There are many ways for you to get involved and make your voice count. We especially want to hear from people whose voices aren't always heard - this includes people with disabilities, people from ethnic minority backgrounds, LGBTQ+ community members, and younger tenants. If you'd like to chat to us about how you can take part, please email getinvolved@southliverpoolhomes.co.uk.



Paperless updates about Direct Debits

We've recently moved to a paperless system for Direct Debit notifications. If we have your email address, you'll now get important updates from Allpay about your Direct Debit payments and any changes - straight to your inbox instead of by post.

Here's what you need to do:

- Watch out for an email from Allpay (noreply@allpay.net).
- When you open the email, you will be asked to verify your email address for Direct Debit notifications.
- If you have more than one Direct Debit, you will need to verify your email address more than once.
- Once verified, all communication about your Direct Debit will be sent to your email address.

Prefer letters? No problem

If you don't have an email address, or if you'd rather continue getting notifications by post, that's absolutely fine. If you have any questions or need help, please get in touch. Thanks for helping us go greener!

Don't pay by Direct Debit?

Paying your rent through Direct Debit is a hassle-free way to pay your rent. Get in touch and we can help set one up for you.

Reporting damp and mould in your home

As the weather turns colder, damp, mould and condensation can form more easily in homes. It can cause serious health problems for you and your family so please report any issues to us straight away before it gets worse.

Once reported, we will inspect your home within 10 working days. Any work required will start within five working days of inspection, and in straightforward cases will be completed within 28 days. However, if there are any major works, these will be completed within 56 days.



How can you reduce moisture in your home?

Too much moisture in your home can lead to condensation, as well as damp and mould problems further down the line. Moisture is created in our homes every day, by activities such as drying clothes, cooking, washing the dishes and even just by breathing!

- Open windows when cooking or running a bath.
- Wipe up any water lying on the window sills in the morning.
- Use one room to dry clothes with the window open slightly and the door closed.
- Avoid hanging wet washing on radiators.
- Cook with pan lids on and do not use excessive amounts of water.

Christmas wordsearch

Find all 10 festive-themed words for your chance to win £25 in shopping vouchers.

Closing date 5 January 2026.

Congratulations!

Thanks to everyone who entered our last wordsearch competition. The lucky winner was Laura Taylor from Speke who won £25 shopping vouchers.



M	H	P	S	L	E	I	G	H	M
I	F	A	R	Y	A	D	Q	B	K
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T	M	U	X	Z	G	I	V	C	N
L	I	G	H	T	S	W	M	F	D
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Baubles

Family

Turkey

Wreath

Mistletoe

Lights

Santa

Friends

Kindness

Sleigh

Name

Address

Tel

Email

Return to: FREEPOST RTUK-LGZU-KXSA, Communications Team, South Liverpool Homes, Parklands, Conleach Road, Speke, L24 0TY. Or take a photograph of your completed wordsearch with your contact details to communications@southliverpoolhomes.co.uk

If you want this information in other formats and languages please call 0330 303 3000

Jeśli potrzebujesz tych informacji w innych formatach i językach, zadzwoń pod numer 0330 303 3000

Ja vēlaties saņemt šo informāciju citos formātos un valodās, lūdzu, zvaniet pa tālruni 0330 303 3000

Если вам нужна эта информация в других форматах и на других языках, звоните по телефону 0330 303 3000

如果您需要其他格式和语言的信息，请致电0330 303 3000

SLH HEAD OFFICE: Parklands, Conleach Road, Speke, Liverpool L24 0TY

OTHER FORMATS AVAILABLE: Large Text | Audio Tape | Braille



Great homes | Strong communities | Bright futures