South Liverpool Homes

Autumn/Winter 2026

Bulletin



First residents move into South Parade

Meet our new Chair of the Board

Giving neglected spaces a new lease of life

Gorgeous gardens in the spotlight

Great homes | Strong communities | Bright futures

News in brief

Latest news from South Liverpool Homes

Festive dates for your diary



Christmas arts & crafts - 3, 10 & 17 December, 2pm – 4.30pm
Join us at The Market Place Social for festive arts and crafts every Thursday in the run-up to Christmas. Why not pop in with the kids after school and enjoy some festive crafting together?

Family Christmas event - Tuesday 15 December, 3:30-6pm
Join us for our Family Christmas Event at Parklands Atrium, next to Speke Library. Come along and enjoy some Christmas cheer with the whole family!

The Market Place Social Christmas Party - Friday 18 December, 10:30am - 1pm
Join us at The Market Place Social for a morning of festive fun and Christmas cheer!

Our Christmas closure
Our offices and phone lines will close on Thursday 24 December for the Christmas break. We will reopen on Monday 4 January. We'll still be here if you need us in an emergency. For emergency repairs while we're closed, call our out-of-hours service on 0330 303 3000. Our community shop will close on Thursday 24 December and will reopen on Tuesday 5 January.



Celebrating the LGBTQ+ community

Over the summer we were delighted to celebrate Liverpool Pride at Grow Speke.

With sunshine, live music, delicious homegrown food, free health checks and creative activities, it was a fantastic afternoon of community, inclusion and celebration. Thank you to everyone who came along and helped make the event such a success.











News in brief

Come and chat to us in Garston!

Did you know our Housing & Communities Officers hold regular drop-in sessions at Swagga Neighbourhood Health Hub, based at South Liverpool NHS Treatment Centre on Church Road in Garston?

Pop in every Tuesday and Wednesday, between 10am and 11am, to chat about your tenancy, raise an issue or ask us a question. There's no need to book, just come along and speak to the team.





Have your say on Speke East's future

Speke East is set to benefit from £20 million of Pride in Place funding over the next 10 years, with local people helping to decide how it could make the biggest difference.

Pride in Place is a UK-wide programme that gives communities long-term funding to help improve their neighbourhoods and create places where people are proud to live.

In Speke East, the funding could support improvements to community facilities, sports, parks and other places for people to meet, spend time together and enjoy their local area.

A new Pride in Place Neighbourhood Board has been set up and recently asked people who live and work in Speke to share what matters most to them through a short survey. Thanks to everyone who's already had their say.

Keep an eye on our website and social media for updates and details of community events in the area.

New guidance for mobility scooter users in flats

If you live in a flat or apartment block and use a mobility scooter, we've added information to our website about keeping communal areas clear. Mobility scooters and other personal items must not be stored in internal communal areas, as obstructions can create a fire hazard. The guidance helps keep customers and visitors safe while making expectations clear for people with different mobility needs. Scan the QR for more.





Don't miss out on your home visit

Over the last two years, our Housing & Community Officers have been visiting tenants at home as part of our Knowing Our Customers visits. We've now visited over 3,930 homes, helping us get to know you better and, importantly, making sure you can access the help and support you need.

Helped	Booked	Referred	Signed up	Updated
923	**2,062**	**121**	**537**	**8,667**
tenants access wellbeing, employment or money support	repairs	tenants to our tenancy support service	tenants to receive our newsletter and keep up to date	new customer records with EDI (equality, diversity and inclusion) information

Your next visit

People's lives and circumstances change, so these visits aren't a one-off. We'll continue visiting every tenant regularly, and over the next 18 months we'll be making our way around all our homes again.

If you've recently moved into an SLH home, it might be your first Knowing Our Customers visit. If we've visited you before, we'll be coming back to check whether anything has changed and whether there's anything else we can help with.

We'll contact you beforehand to arrange a convenient time. It's a relaxed, friendly chat with your Housing & Community Officer about your home, tenancy and neighbourhood.

We'll check we have the right information about you and your household, see whether your home still meets your needs and talk about any support you might need. If there's something we can help with there and then, we will. That could mean booking a repair, helping with money worries or putting you in touch with the right SLH team or local service.

So, when we get in touch to arrange your visit, please don't miss out. It's your opportunity to tell us what you need and for us to make sure you're getting the most from the services and support available to you.



Our colleagues will always carry an SLH ID badge, so please ask to see it before letting anyone into your home.

"It's really valuable to have a proper chat about how things are going and make sure our customers know about all the help and support that's available to them."

SLH Housing & Community Officer

Meet our new chair



We welcomed Clive Elliott as the new Chair of the SLH Board in October. Clive is Liverpool born and bred and brings many years of leadership experience to SLH, including experience in housing, health and education. We caught up with Clive and asked him a few questions!

What does the Chair do?

My job is to help the Board work well together, make good decisions and make sure everyone has the opportunity to have their say.

The Board also makes sure SLH is being well run and doing what it should. Ultimately, we're all working towards the same thing, doing the best we can for tenants and communities.

How important is social housing to you?

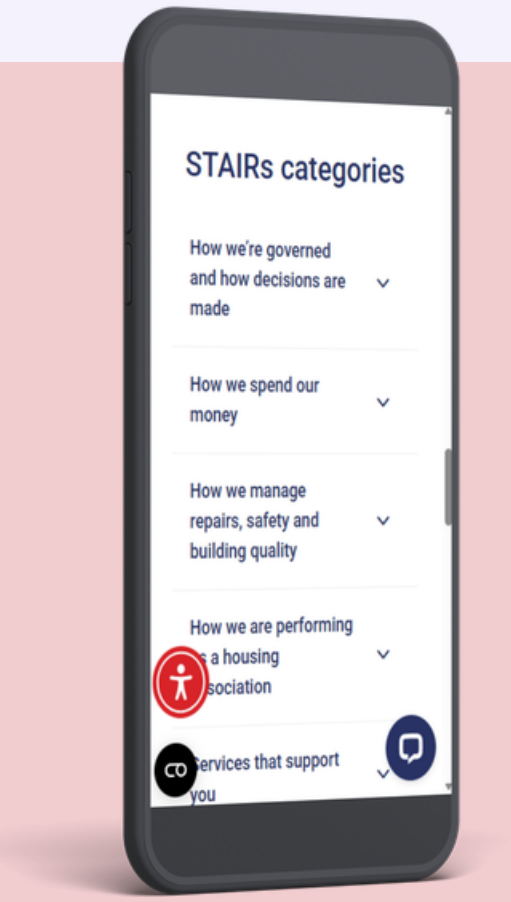
It's incredibly important. One of the things that attracted me to SLH was its strong focus on tenants and communities.

For me, it's not just about providing homes. It's about the neighbourhoods people live in, the services they receive and making sure people feel part of their community.

What are your priorities as Chair?

Listening will be a big priority for me. One of the most important things I've learnt during my career is that when you make time to listen and understand different points of view, you make better decisions.

I'm looking forward to helping shape SLH's new Corporate Plan, making sure we build on what's already working well and make improvements on areas where we need to do better.



Want to know more about South Liverpool Homes?

We want you to be able to easily find information about how we manage your home, deliver services and make decisions.

That's why we're making information about things like our performance, spending, governance and services easier to find on our website, in line with the Government's new Social Tenant Access to Information Requirements (STAIRs).

We already share lots of this information, but we've now brought it together using the STAIRs categories, with links to relevant pages across our website.

Scan the QR for more

First residents move into new homes on South Parade



We've welcomed the first residents to our new South Parade development in Speke, marking an important milestone in one of our biggest regeneration projects.

The first households have moved into the homes that are available for affordable rent, as well as home ownership through Rent to Buy and shared ownership.

New residents have spoken about the positive difference their homes will make to their lives, with more families set to move into the development over the coming months as the new community continues to grow.



Chanel

"Moving into a house will make life so much easier for us. We'll have more space, a garden and we'll be closer to family.

"The house itself is beautiful too. I love everything about it. It's fresh, modern, and bright, and because it's a blank canvas, we can really make it our own."



Thomas and Bethan

"With the cost of living the way it is now, buying a home just wasn't realistic for us yet. That's what made Rent to Buy such a good option for us. It gives us somewhere affordable to live now and the chance to work towards owning our own home in the future.

"Speke is a lovely area. There's so much around here, with shops, community facilities and the library all close by. We can't wait to make memories here."

New homes for over-55s in Speke

Eight tenants are settling into new homes at Western Avenue in Speke, following the transformation of a previously derelict site.



The eight one-bedroom apartments are available for social rent for people aged 55 and over. Designed to help tenants live independently, the new homes include lift access and level-access showers.

For new tenant Sharon, getting the keys marks an exciting new chapter:

"I fell in love with it. Just the openness, the airiness and the view. I absolutely cannot wait to move in, I've been dreaming of this."

The new homes are part of our wider plans to provide more affordable homes across Speke and Garston while bringing neglected and underused sites back into use.

Giving neglected spaces a new lease of life



Across south Liverpool, we're giving unused and neglected sites a new purpose, creating much-needed affordable homes and helping to improve our neighbourhoods.

There is a real need for more affordable housing locally, with more than 2,300 people currently on our waiting list. But we also know how much our customers value green and open spaces. That's why most of our new homes are being built on land that is underused or isn't adding to the local area. At the same time, we're investing in green and open spaces across Speke and Garston and talking to local people about how they would like to see them improved. Here are three places where you can already see the difference.

Bringing The Old Baths back to life

For many years, the former Garston Public Baths site stood empty in the heart of Garston Village.

Now, this well-known local landmark is being transformed into 74 new apartments and six retail units for local businesses.

As well as providing new homes, the development is bringing a long-neglected site back into use and attracting new investment into the heart of Garston.





A new chapter for South Parade

South Parade in Speke was once made up of vacant buildings and fenced-off areas with little or no active use.

Today, it's being transformed with 92 new homes, including two, three and four-bedroom houses, bungalows and apartments.

With the development nearing completion, an underused site is becoming a new neighbourhood and providing more affordable homes for people who need them the most.

Transforming Western Avenue

At Western Avenue in Speke, derelict shops and deteriorating buildings have made way for eight one-bedroom apartments for people aged over 55, along with a new retail unit.

It's given a site that had fallen into disrepair a fresh start and helped improve this key gateway into Speke.









Building the homes people need doesn't mean green spaces aren't important. Alongside our new developments, we're looking at how green and open spaces across Speke and Garston can be improved. We're speaking to local people about what they value and how these spaces could be used in the future. It's about making the best use of the land we have, bringing neglected spaces back into use while protecting and improving the places that matter to our communities.

New Awaab's Law means further protection for you and your home



From 30 November 2026, Awaab's Law will be extended, giving you greater protection from hazards in your home.

The law already covers damp, mould and emergency hazards. However, the next phase expands the range of hazards covered and introduces strict timescales for responding to and resolving the issues.

The new requirements will cover hazards including:

- ⚠️ Excess cold or heat
- ⚠️ Falls
- ⚠️ Fire and electrical hazards
- ⚠️ Structural problems
- ⚠️ Certain hygiene and food safety issues

Keeping you safe and well in your home is our priority. We're getting ready for the changes by reviewing how we respond to concerns and training our customer-facing teams.

What is Awaab's Law?

Awaab's Law is named after two-year-old Awaab Ishak, who died in December 2020, in Rochdale. Awaab died from a severe respiratory condition caused by prolonged exposure to mould in his home. The law was introduced to help make sure social landlords respond quickly when serious hazards are reported and that individual circumstances are taken into account.

Something not right in your home?

Please tell us. You don't need to know whether something is covered by Awaab's Law. If you're concerned that something in your home could affect your health or safety, report it to us and we'll investigate.

The sooner we know about a problem, the sooner we can help.

No home for racism

We've launched our new five-year Anti-Racism Strategy, setting out how we'll work to create communities where everyone feels safe, respected and included.

More than 50 tenants helped shape the strategy, sharing their experiences and views about race, inclusion and belonging. You told us you want SLH to take a visible stand against racism, challenge prejudice and misinformation, and make sure our services are fair and inclusive.

Our strategy focuses on four priorities:

- Anti-racism in action
- Fair opportunities and representation
- Services that work for everyone
- Building anti-racist communities

SLH Chief Executive Anna Bishop said:

"Our tenants have been clear that they want us to do more than simply say racism is wrong. They want us to take action and challenge prejudice. Our focus now is on turning these commitments into action and creating communities where everyone feels welcome and able to belong."



Scan the QR or visit
southliverpoolhomes.co.uk/anti-racism

Planning improvements to your home?



Thinking about making changes to your home or garden? Whether you're installing an EV charger, creating a driveway or making another alteration, you may need permission from us before starting.

Getting permission first helps make sure the work is suitable and meets the necessary requirements.

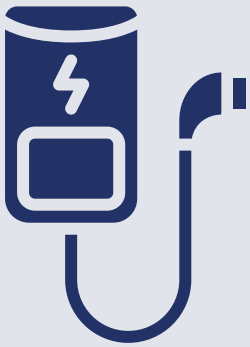
Thinking about getting an electric vehicle (EV) charger?

We're happy to consider EV charger applications where there's suitable off-road parking and it can be installed safely.

If you don't have off-road parking, you can also ask for permission to create a driveway. If approved, you'll need to arrange and pay for the work yourself. Dropped kerb applications are dealt with separately by Liverpool City Council.

Ready to make a request?

Complete the permission request form on our website before making any alterations to your home. We aim to respond to completed requests within 10 working days.



Scan the QR code to complete the form

Supporting you through hate crime

Everyone has the right to feel safe in their home and community. If you experience or witness hate crime, you don't have to deal with it alone.



Billy is SLH's dedicated Hate Crime Lead, supporting tenants who experience hate crime or related issues in their community. He also works closely with organisations including Merseyside Police, Liverpool City Council and the Anthony Walker Foundation to help customers access the right support.

The role was shaped by customer feedback. Tenants told us they didn't want to be passed from person to person when asking for help, so Billy provides a single, dedicated point of contact throughout the process.

Experienced or witnessed hate crime? Please tell us. You can share as much or as little information as you feel comfortable with, and we'll be here to support you.

You can report hate crime online, by calling us on 0330 303 3000, in person at our office, or to one of our colleagues or by email at reporthate@southliverpoolhomes.co.uk.

Scan the QR to learn more about hate crime and report it online

Gardens in bloom across south Liverpool



Our communities were bursting with colour this summer as tenants took part in our Big Garden Competition 2026.

We received 23 fantastic entries from Speke, Garston and our independent living schemes in Woolton, showcasing colourful planting, clever use of space and wildlife-friendly gardens.

Congratulations to our winners:



🏅 Best garden for nature and biodiversity
Melissa McGuire, Speke
Runner-up: Lesley Cranfield, Speke

🏅 Most colourful or eye-catching garden
Billy Edwards, Garston
Runner-up: Michael Potter, Garston

🏅 Best use of space
Paul McDonell, Speke
Runner-up: Ms Young, Servite Court, Woolton

🏅 Special recognition
Christopher Lee, Garston

Judges praised Melissa's wildlife-friendly garden, complete with bug houses, bee stations and water features, while Billy impressed with his vibrant planting and immaculate borders. Paul was recognised for creating a colourful, relaxing space that he enjoys with his grandson, and Christopher received special recognition for transforming a shared communal space and growing produce to share with others.

A huge thank you to everyone who entered. Your hard work is helping make our neighbourhoods brighter, greener and more welcoming places to live!



Billy Edwards from Garston
"I couldn't believe it when I got the phone call and found out I'd won; I was made-up! I love being in the garden, especially when all the flowers are out and you can see all the colour."



Melissa McGuire from Speke
"I was really surprised to win the competition, but it made me proud because I've put so much effort into the garden and it's lovely to know that other people appreciate it too."



Your feedback helps us improve

We welcome all feedback from our customers. While it's always great to hear when we've provided a good service, it's often through complaints and suggestions that we identify where we need to do better.

During the last six months, customers have helped us improve our services in several areas. Here are some examples of changes we've made as a result of customer feedback.

A customer told us that the wet room adaptation works took much longer than expected. They didn't always know what was happening or who to contact for an update.

→ We're improving how we manage more complex home adaptations. We'll make sure we understand each customer's needs, provide a clear contact for day-to-day updates, and involve a Tenant Liaison Officer where needed. We're also looking at how we keep projects moving when key members of staff are away.

A customer who is hard of hearing told us that an engineer didn't follow the communication arrangements agreed for their visit. Unfortunately, this meant they missed an important gas safety appointment.

→ We've updated the customer's records so their communication needs are clearer to engineers visiting their home. We also looked into why this happened and found an issue with how some customer information is shared with our contractors. We're now working on a longer-term solution to make sure important communication needs are shared clearly and consistently.

A customer told us they received information about planned roofing work, but it wasn't clear what work was planned, whether their home was affected or what would happen next.

→ We're reviewing the information we send about planned maintenance to make it clearer what work is planned, whether surveys or inspections are needed, and what happens next. We're also reminding colleagues to keep customers updated and follow up when we say we will.

You can give your feedback in a number of ways:

- Face to face, with any SLH colleague.
- By telephone on 0330 303 3000
- Online form at southliverpoolhomes.co.uk/complaints
- Email us at customer.feedback@southliverpoolhomes.co.uk
- In writing to: South Liverpool Homes, Parklands, Conleach Road, Speke, L24 0TY

Our latest tenant satisfaction results are in!

Our latest Tenant Satisfaction Measures (TSMs) show how you feel about the services we provide, from repairs and complaints to how safe and well maintained your home is.



Our independent researchers, IFF, spoke to 601 tenants between April 2025 and March 2026. Here's what you told us:

Around 8 in 10 tenants are satisfied with our overall service.

Satisfaction improved in 11 of the 12 areas we ask tenants about.

We perform better than most housing associations we compare ourselves with in 8 out of 12 measures.

Our strongest results are treating tenants fairly and with respect, providing safe homes, and keeping communal areas clean and well maintained, all at 86% satisfaction.

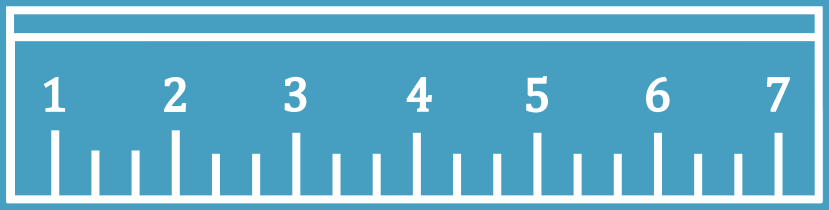
Repairs remain our biggest area for improvement, particularly delays and keeping you informed.

Satisfaction with complaints handling increased from 47% to 54%. While we know there's more to do, this places us in the top 25% of comparable housing associations.

Overall, things are moving in the right direction, but we need to deliver a more consistent service and get things right first time more often.

We also monitor ten other measures, including complaints, repair times and important health and safety checks.

Scan the QR to see how we measure up





Our year at a glance

Our latest Annual Report is out, giving you a snapshot of what we delivered between April 2025 and March 2026, what you told us about our services and where we need to do better.

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

6,622
safety checks to keep residents safe

£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

What did you tell us?



Listening to our customers

Eight in ten tenants told us they were satisfied with the overall service provided by SLH, with satisfaction improving across most Tenant Satisfaction Measures.

Your feedback has helped shape improvements to our kitchen programme, hate crime support, customer involvement and our new website. We've also introduced the Tenant Voice Team, giving more tenants flexible ways to review services and help us improve.

Repairs and keeping your home well maintained

We invested £12.7 million in existing homes and carried out 16,403 day-to-day repairs during the year. We know repairs are one of the main areas where we need to improve, particularly around delays, keeping you informed about appointments and following up when something hasn't been resolved.

We've made improvements to how we look after your home by introducing a new urgent repair category. This means we can respond more quickly to problems that aren't emergencies but still need prompt attention.

Supporting customers and communities

Our work is about more than homes. During 2025/26, our activities generated £6.6 million in social value, helping make a wider difference across our communities.

We supported over 800 people into employment through our employability hub, Reach, and 342 customers visited our community shop, The Market Place, to help make their money go further. We also invested £31,698 in 16 community projects, benefiting more than 1,500 local residents.

Keeping you and your home safe

Keeping your home safe remains one of our biggest priorities. During the year, we completed 6,622 safety checks, with providing a safe home continuing to be one of the areas tenants rate us most highly for.

We strengthened the support available to people affected by anti-social behaviour (ASB) 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.

Building new homes

We completed 24 new homes in Garston during the year and continued work on a further 204 homes across Speke, Garston and Aigburth, helping provide more affordable homes for people across south Liverpool. All homes will be built to the highest energy-efficiency standard.

Looking ahead

There's plenty more to do. Our priorities include developing a new Corporate Plan, building more affordable homes, strengthening customer involvement, improving green spaces and continuing our anti-racism work. We'll also keep working to improve repairs, communication and how we respond when something goes wrong.

Want to see how we performed in full?







Read the full report for all the facts, figures and stories from the year. Scan the QR code

Thanks for your feedback!



We are developing our new Corporate Plan for 2027 – 2032, our big picture strategy that will guide priorities over the next few years.

Over the last few months, we have invited tenants to help shape the plan by becoming Corporate Plan Champions, attending focus groups and taking part in our survey.

Thanks to everyone who took part to help shape our future priorities. Over 570 tenants got involved, whether that was through attending focus groups or completing our online survey.

We are currently pulling all your feedback together and will share how we have included your feedback into the plan.

Tenant Voice Team is making a difference

Our Tenant Voice Team continues to help shape and improve services we deliver. Over the last six months, the team has welcomed new members and has carried out reviews of our employability hub, Reach, our community garden Grow Speke and our community shop, The Market Place.

Take a look at how we are implementing the recommendations from their recent reviews:



Reach

We're reviewing Reach to make it clearer that it's an SLH service and to raise awareness of the support available. This includes refreshed promotional materials, more promotion in the community and closer working with Garston Job Centre.



Grow Speke

We're developing Grow Speke to make the site more accessible and encourage more people to get involved. This includes plans for a multi-purpose building, stronger links with schools and more activities delivered with local organisations.



The Market Place

We're making improvements to our community shop, giving members more choice and creating a more welcoming experience. This includes a wider range of stock, better signage, family-friendly activities and clearer information about membership and the support available.



We're recruiting new Tenant Voice Team members! If you would like more information, contact our Community Investment team for an informal chat at getinvolved@southliverpoolhomes.co.uk.

Read more about how we're acting on your feedback by scanning the QR code

Wordsearch



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

Closing date: 11 Jan 2027.

Congratulations!

Thanks to everyone who entered our last wordsearch competition. The lucky winner was Mr English from Garston who won £25 shopping vouchers.

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CAROLS
CRACKER
HOLLY
PANTO
PUDDING
ROBIN
SANTA
SLEIGH
TINSEL
TURKEY

Name

Address

Tel

Email

T&Cs: Promoter: South Liverpool Homes, Parklands, Conleach Rd, Speke, L24 0TY. Prize: £25 shopping vouchers (non-transferable/no cash alternative). The winner will be contacted using the details provided shortly after the closing date. If the winner cannot be contacted, does not respond within a reasonable timeframe, or is found to be ineligible, SLH reserves the right to select an alternative winner. SLH will use the personal details supplied only for the purposes of administering this competition, contacting the winner and arranging delivery/collection of the prize. Personal data will be handled in accordance with SLH's privacy notice: southliverpoolhomes.co.uk/privacy-notice

Return to: FREEPOST SOUTH LIVERPOOL HOMES, 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

South Liverpool Homes

SLH HEAD OFFICE: Parklands, Conleach Road, Speke, Liverpool L24 0TY
OTHER FORMATS AVAILABLE: Large Text | Audio Tape | Braille

Great homes | Strong communities | Bright futures