

Celebrating 25 years in
south Liverpool

Our latest developments
get the green light

Top tips to keep the
chills away this winter

Bulletin

25th birthday edition!



The people, the place, the pebbles!



News in brief

Get a benefits and energy MOT with us

With winter coming it's a great time of year to check if you're getting the right benefits and that you're using energy in your home as efficiently as possible.

Our Benefits and Energy Advice team is here to help you make the most of your money, as the thermometer drops. Make an appointment with them today.

Call 0330 303 3000 (option 2) or email benefitsandenergy@southliverpoolhomes.co.uk



Deep dive into our policies

Did you know that all of our policies that are relevant to customers are now on our website?

We've sorted our policies into categories such as repairs and maintenance, safety and compliance and tenancy management, so it's easy to find the information you're looking for.

Scan the QR code if you want to delve into our allocations policy, rent policy, customer voice policy and more.

Christmas recruitment fair success

Over 200 people came along to the Christmas recruitment event that we held at Parklands, Speke in September.

Seasonal jobs were on offer at the New Mersey Retail Park from employers that included JD Sports, Marks and Spencer, New Look, Argos and Ninja Warrior.

We know that over 20 jobs have been secured so far. If you need a hand with getting a job or training opportunities, pop into Reach at Parklands, Speke.



Change in number from IFF Research

Every month, market research company IFF Research calls 50 of our customers to find out how satisfied you are with our services.

The number they will call you from has recently changed, so if you see 0330 027 0103 pop up on your phone, it is IFF calling you on our behalf. IFF Research is registered with the Market Research Society and is bound by their code of conduct.



Are you eligible for Pension Credit?

If you are of State Pension age and have a weekly income of less than £218.15 if you're single, or less than £332.95 if you live with a partner, it's worth checking if you can claim Pension Credit.

Pension Credit gives you extra money to help you with your living costs and you can claim this as a single person or as a couple. Get in touch with our Benefits and Energy Advice team and we can run a quick check to see if you're eligible. It's also linked to the Winter Fuel Payment and it's not too late to claim.

Reporting hate crime

A hate crime is any crime that is targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation or transgender identity.

We work with several support agencies to help stop incidents of hate crime in our communities and provide support and guidance.

If you are suffering from hate crime, please report it to the police. You can also report an incident using our online form or by calling us on 0330 303 3000. Your report is always confidential.



🎄 Christmas at SLH 🎄

Christmas family event

Join us on Thursday 12 December, 3.30pm-6pm, at Parklands, Speke for our annual festive event for all the family. We will have fun Christmas crafts, carols, refreshments and a special appearance from Santa.

We will also be holding Christmas crafts sessions at our newly refurbished Market Place Social every Wednesday from 27 November - 18 December, 10am-12pm.

Keep an eye out for more details on our website and social media.

Christmas closure

Our offices will close on Tuesday 24 December at 12 noon and will re-open on Thursday 2 January at 9am.

We will be operating an emergency repairs service over the Christmas period. This will be advertised on our website and social media pages in the run-up to Christmas.

Our reception and community shop is getting a makeover

Our reception and our community shop, The Market Place, is currently closed for refurbishment but we hope it won't be long before they are back open with a brand-new look!

We are still available for you to chat to us face-to-face as we have moved temporarily into Reach at the Speke Library. Just pop in to see us on the following days:

- Monday 10am - 3pm
- Wednesday 9am – 1pm
- Friday 9am – 1pm

There are other lots of other ways you can get in touch with us



Email us

You can drop us an email on info@southliverpoolhomes.co.uk



Call us

You can call us on 0330 303 3000 and select the relevant option from the menu.



Web chat

Speak to us instantly using our web chat service. It's the quickest way to have your question answered.



Website

We hope you can find all the information you need on the website but if you don't you can contact us using the Get in Touch form on our website, using our web chat service or through our online portal mySLH.



Social media

You can contact SLH through our Facebook channel or follow us on Instagram and TikTok.

- Facebook: [@SouthLiverpoolHomes](#)
- Instagram: [@slh_homes](#)
- TikTok: [@southliverpoolhomes](#)

Thanks to all our customers for their patience whilst we complete the refurbishment works. Check out our website and social media channels for more information about re-opening dates.

New Chair of the SLH Board

We are delighted to announce Paul Diggory as the new Chair of the SLH Board. Paul takes over from David Jepson, who stood down on 26 September 2024 following eight years on the board. Paul is no stranger to the organisation, having served on the board since 2018. Paul has over 40 years' experience of social housing and has held a number of high-profile positions including Chief Executive at North Wales Housing from 2000 to 2016.

Paul said, "I am extremely proud to serve as Chair for South Liverpool Homes. Serving on the board over the last six years has given me a deep understanding of the needs and aspirations of the south Liverpool community."

Anna Bishop, Chief Executive of South Liverpool Homes said, "Paul cares deeply about the communities of Speke and Garston and is a champion for tenant involvement; ensuring that the tenant voice is heard and that as an organisation, we hear and learn from what they tell us."



Celebrating 25 years in South Liverpool



We are 25 years old! On 4 October 1999, South Liverpool Homes was formed when Liverpool City Council transferred thousands of homes in Speke and Garston to us.

We began our celebrations during the summer, with The Big SLH Pebble Hunt, which saw the whole community come together to celebrate our special milestone, hunting hundreds of decorated pebbles hidden throughout Speke and Garston.

Thank you to everyone who took part in the Big SLH Pebble Hunt. Everyone who took a selfie with one of our pebbles and sent it through to us was entered into a prize draw.

Congratulations to the winners!

- ★ Isaac, aged 6 from Speke who successfully spotted a pebble on The Mains.
- ★ Meilah from Speke, who completed the Speke pebble hunt, capturing a photo with every pebble!
- ★ Nancy and Bobby from Garston who shared all their photos from the pebble hunt.

The pebble hunt may be over, but our pebbles will stay out in the community, so if you see one when you're out and about, we hope it raises a smile.

As well as the pebble hunt, we're celebrating the people who make south Liverpool a special place to live. Scan the QR code to hear stories from tenants and residents who have lived in our homes for 25 years or more.

You can also hear from SLH colleagues who are celebrating 25 years of SLH in south Liverpool in very different ways, and hear from councillor and former Lord Mayor Mary Rasmussen, who talks about what south Liverpool means to her.



Scan the QR code for more



Your feedback helps us improve!

We want you to be happy with the services you receive, and we want to know when we get things wrong. We also would love to hear when we get things right too or if you have any suggestions about how we can do things differently.



We try our best to see things from our customers' point of view, but nothing beats your suggestions about how to improve our services. What might seem like a small suggestion or change to you could make a big difference to our customers.

It's all part of our feedback process, which aims to make it as simple as possible to make a complaint, make a suggestion or give us a compliment. There are a number of ways you can give your feedback – you can do this online, give us a call or speak to an SLH colleague. Scan the QR code above for more.

You said

A tenant was unhappy with the length of time it took to get her new doors ordered after an operative had been around to measure them. They had to follow up several times.

We are doing

We have changed the process around ordering doors. The operative who measures the doors will now order directly with the manufacturer, and keep the customer informed of this along the way. Previously, this job was carried out by a different person.

You said

Tenants who lived in our independent living schemes told us they would like help using digital technology.

We are doing

We have provided an expert from our IT team to visit the schemes every fortnight to support tenants using their smart phones, tablets and laptops. This is really helping tenants in the scheme stay connected and stay safe whilst using digital technology.

You said

We received a couple of complaints from tenants about the tone of some of the letters we send out. They felt they could be clearer and more caring.

We are doing

We have carried out a comprehensive review of all standard letters we send out to customers. They are now written in clearer language and the tone of the letters reflect our values.

53-week year – what does that mean for your rent?

Did you know that this year is a 53-week financial year? Your rent is due on a Monday throughout the year. Most financial years, which run from 1 April to 31 March, have 52 Mondays but this year has 53, meaning an extra week's rent will be due. This occurs every five or six years.

We understand that this might be a bit confusing but we're here to help. Please don't hesitate to contact us if you have any questions or are struggling to pay your rent.



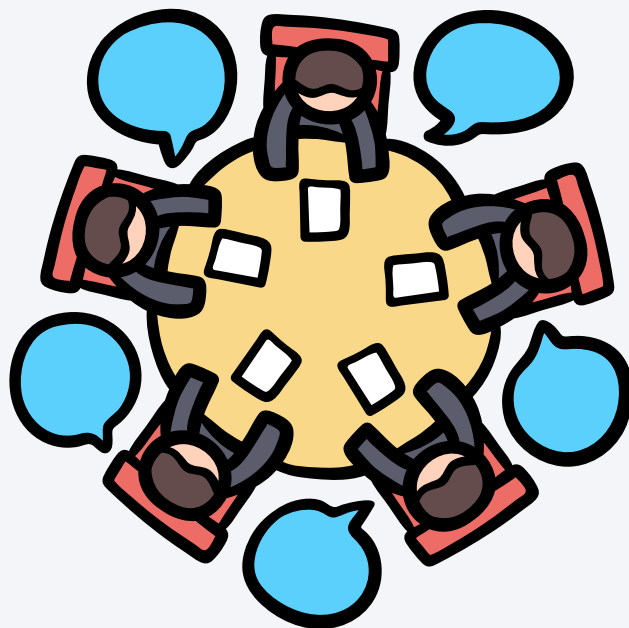
Get to know our Customer Services Committee

We are excited to let you know more about the fantastic work of our Customer Services Committee and their ongoing commitment to improving the services you receive.

So, what is the Customer Services Committee?

The committee is made up of five SLH customers who ensure that the customer's voice is always at the heart of our decisions. Two SLH Board members are also part of the committee.

The Customer Services Committee sits between the Scrutiny Panel and SLH Board, which enables it to guide the panel with its work, while providing assurance to the SLH Board.



**Scrutiny
Panel**



**Customer Services
Committee**



**SLH
Board**

But what exactly does that mean?

The purpose of this group is to bring together a diverse range of views which is fed directly to the board. Since it was created in January 2023, it has made good progress in ensuring that customer voices are heard and reflected in the decisions that shape what we do and how we do it.

Here's a snapshot of what they have achieved so far:

- Reviewed 14 policies and procedures, all of which directly impact our customers.
- Reviewed four consumer standards, which are set by the Regulator of Social Housing, ensuring SLH is meeting the standards.
- Advised the Scrutiny Panel to conduct service reviews on damp, mould and condensation, anti-social behaviour and complaints. The committee approved all recommendations based on reviews and continues to monitor the progress of the recommendations to ensure they have been implemented.
- Reviewed key information, including SLH's performance and customer feedback.

Stay tuned for updates in each Bulletin on how the Customer Services Committee is having a positive impact on the services we deliver!

Our performance in 2023/2024



Every year we produce an annual report that lets you know how we have performed over the last 12 months. Download the full report from our website to find out how we have performed against our targets and how we compare against other housing associations. Here's a snapshot from this year's report.

Getting to know our customers better



Getting to know our tenants and understanding their needs is really important to us. In November 2023 we launched 'Knowing our Customers' where we aim to visit every tenant over the next 18 months to two years, so that we can get a deeper understanding of your individual needs. We also use this opportunity to check if any repairs need doing and ensure we have up-to-date information about you, your household and your circumstances.



- 364 'Knowing our Customers' visits undertaken.
- 13 neighbourhood events carried out across Speke and Garston.

Looking after your home



During 2023-24 we spent £8.8m improving your homes. This includes £4.3m on investment works such as new kitchens and bathrooms, external painting and roofing and £4.5m on day-to-day repairs. Day-to-day repairs are often repairs that are requested by yourselves.



- 90% day-to-day repairs completed in target.
- 15,884 day-to-day repairs carried out.
- 80% satisfied with repairs and maintenance service.



Read all of our publications at
southliverpoolhomes.co.uk/publications

Involving tenants and keeping you informed



We have lots of different ways that you can get involved, such as surveys, focus groups, structured meetings and informal events, and we use insight from these to improve the services we deliver to you.

Over the last 12 months, the Scrutiny Panel, a group of tenants who scrutinise our services, carried out three in-depth reviews of our services. From these reviews, tenants made 27 recommendations. Following the recommendations, we have strengthened our damp and mould processes, improved our approach to tackling anti-social behaviour and strengthened our complaints process.



- 68% satisfied that we listen to tenants' views and act upon them.
- 79% satisfied that they have been kept informed about things that matter to you.

Tackling anti-social behaviour



Your safety is our top priority and over the past 12 months our Community Safety team has dealt with 280 reports of anti-social behaviour (ASB). The top three reports are harassment, noise and drug-related complaints.



- 80% satisfied with SLH's approach to handling anti-social behaviour.
- 80% satisfied that we make a positive contribution to their neighbourhood.

Extra support when you need it



Sustaining a tenancy isn't always easy, and that is why we have dedicated teams and services in place to help support tenants when they need it. These services can help tenants save money and improve their health and wellbeing, as well as preventing homelessness.



- £1.9m additional income secured for tenants through our benefits and energy advice service.
- 113 x £250 energy vouchers given out through the Household Support Fund.
- 3,755 visits to our community shop, The Market Place.

Learning from our customers



We strive for feedback from our customers, both positive and negative, as it helps us to make improvements to the services we provide. We know we don't always get it right, and that's why we have a clear complaints process so that we can deal with your dissatisfaction in the right way.



- 55% tenants satisfied with the way we handle complaints.
- 289 complaints received. An increase of 38% compared to the previous year.



Scan the QR to read the full annual report

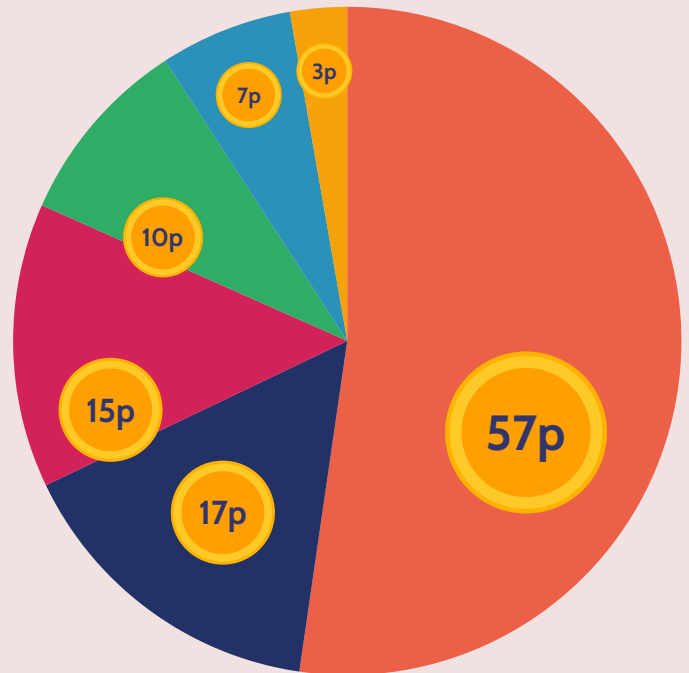


How your rent is spent

Here's a breakdown of how we spend every pound of your rent. Most of the income we receive from rent is ploughed straight back into maintaining and investing in homes.

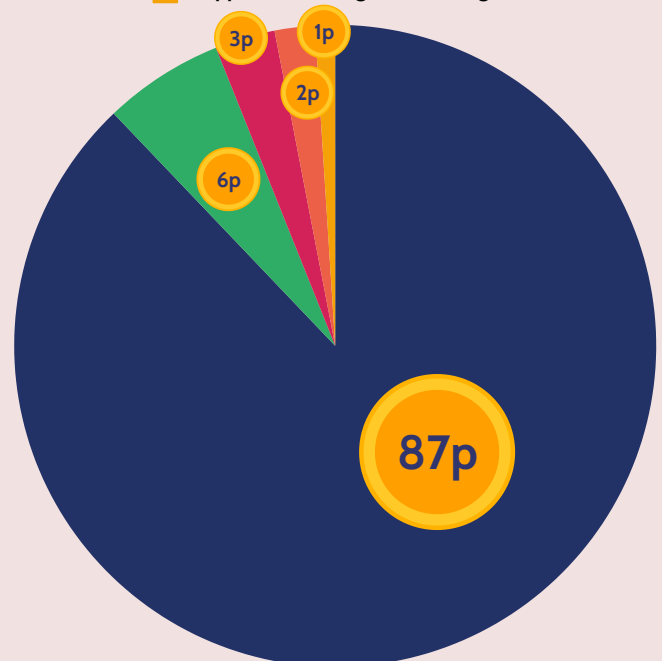
How every £ of your rent is spent

- Maintaining and investing in homes
- Staff costs
- Overheads
- Other costs
- Interest
- Community investment



Every £ we receive is made up of:

- Rent from homes
- Grants, sales of homes and other income
- Supported housing rent
- General needs service charges
- Supported housing service charges



How we're improving repairs

Our aim is to provide you with a reliable and timely repairs service where we aim to fix jobs on the first visit, wherever we can. But we know that things don't always go smoothly. We've been listening to our customers, and we know we need to improve the scheduling, booking and communication of your repair appointment.

In June 2024, 32% of day-to-day repair appointments were missed, the vast majority of these were due to the tenant not being at home when we turn up. We know sometimes they have been missed because we have not communicated clearly enough to you when your appointment will take place.

We have made the following improvements to try and reduce the number of missed appointments:

- We've increased the number of repair operatives who carry out day-to-day repairs to your home.
- We text you the day before the appointment and on the morning of your appointment to remind you that it's happening. In this text we also let you know who will be carrying out the repair and give you the chance to rearrange it if the time is no longer convenient.
- Our repair operatives will also try to call you enroute to let you know 'we're on our way'. Our aim is to do this with 100% of repair appointments.
- We've improved how repair jobs are scheduled, to make the best use of time, meaning we can get to your jobs quicker and more efficiently.
- We are working with Avela Home Service to improve the way we communicate with customers when planned maintenance work such as a kitchen or bathroom replacement is due.

We also know that sometimes emergencies crop up which means you can no longer make the appointment. We get it, life happens. All we ask is that you let us know so that we can book the operative on a different job and re-arrange your appointment.

What you can do to help us



Make sure that the contact details we have for you are up to date.



Watch out for texts or phone calls from us in the lead up to the appointment.



If you can't make the appointment, don't worry. Just let us know beforehand and we can rearrange a suitable date and time.



If you forget to let us know and you are not home when we turn up, the operative will pop a 'no access card' through your door.

Please get in touch with us straight away so that we can rearrange your appointment.



"We're on our way"

Scan the QR for more about our repairs and maintenance service





Top tips to keep the chills away



As the weather starts to get colder, it's really important that you look after yourself and protect your home. Follow these tips to keep you safe and well this winter.

During severe cold weather, we will call all our vulnerable tenants to make sure they are warm, safe and have the essentials they need. Make sure you receive that call by keeping us up-to-date if you change your telephone number.

Stay warm and well

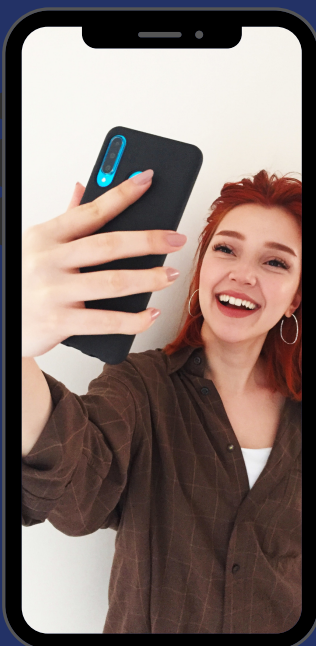
- Keep active and try not to sit still for more than an hour or so if possible.
- Wrap up when you're out and about, wearing plenty of layers rather than one thick layer.
- Wear warm nightwear, thick socks and slippers. Cold temperatures can disrupt our sleep. Wearing warm nightwear, as well as thick socks and slippers, can help you stay warm overnight.
- Eat well including lots of fruit and vegetables – making sure you have lots of hot meals and soup throughout the day.
- Keep simple cold, flu and sore throat remedies in the house. It will save you going out if it's particularly cold.

Keeping your home warm

- Keep your bedroom window closed on winter nights.
- Close your curtains and fit thermal linings if you can - this will keep the heat in.
- Get to know the timer and thermostat on your heating system. If it is very cold set the timer to switch the heating on earlier rather than turning up the thermostat to warm your house quickly. If you need help with this, give us a call and we will visit you in your home.
- Recommended temperature for your living room is 70°F/21°C and the rest of the house should be 64°F/18°C.
- If you're struggling to heat your home, get in touch with our Benefits and Energy Advice team who can help.

Dealing with frozen pipes

- Turn off the water supply by the main stop tap by turning it clockwise.
- Turn on all your taps to drain away remaining water in the tanks and pipes.
- Switch off your central heating.
- If the pipe is accessible you can try to defrost the pipe yourself by wrapping it with hot, wet towels and pouring on additional hot water until the pipe has completely thawed.



Be an SLH influencer!

No, not that kind of influencer...

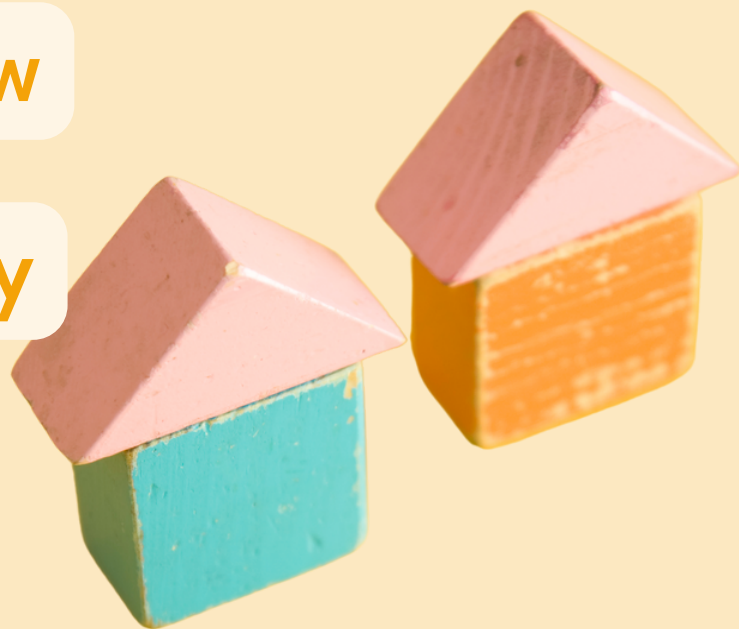
Be part of a new, informal group of tenants who will have a say on all things communications.

Help us get our written and digital communications on point, and create engaging content that our customers really understand. Whether that's on social media, by letter or an article in our Bulletin magazine, we want you to have an influence on what we say and how we say it!

It's a great opportunity for you to influence our messages and boost your CV, in a way that fits into your life.

If this sounds like you, email getinvolved@southliverpoolhomes.co.uk to register your interest and find out more.

Introducing our new Neighbourhood Management Policy



We want to let you know about our new Neighbourhood Management Policy which explains our approach to effective neighbourhood management. It was developed in consultation with our customers and your feedback was really important in creating this new policy.

The policy helps us ensure our neighbourhoods are attractive and well-maintained places to live. It will strengthen our approach to deal with neighbourhood issues such as abandoned cars, untidy gardens, graffiti and fly-tipping, as well as explaining how we manage communal areas if you are a tenant living in one of our apartments.

It also details our partnership approach with Liverpool City Council and other key organisations, working together to make your neighbourhoods clean, tidy and safe places to live.

If you have any concerns about your neighbourhood, you can report them to us on 0330 303 3000 option 3. If it is something that we need to investigate, your report will be passed to your neighbourhood management officer, who will contact you within five working days to discuss how we can help.



Scan the QR to read the policy



Tackling noise complaints

Some noise is part of everyday life, especially when living close to your neighbours. However, we understand that sometimes noise levels can become unacceptable, and it can start to have a negative impact on your life. We take reports of excessive noise seriously, and we will do what we can to help.

Before taking any action, we must decide whether the noise is unreasonable. Our new Neighbourhood Management Policy outlines how we investigate noise reports that are not anti-social behaviour (ASB) in nature or intent.

Things we don't generally class as being ASB:

- Noise from washing machines or other household appliances.
- Noise from children during the day.
- Noise from televisions.
- People moving about their home.
- Noise from pets and animals.

The aim of the policy is to be considerate of both sides when investigating noise reports and to manage your expectations at the start of any investigation. We will decide whether or not to treat it as a noise nuisance under our policy.

Most neighbours do not mean to irritate others and are sometimes unaware they are doing it, so it's always worth having a chat with them about it in the first instance. If this doesn't help to sort the problem, we're here to help.

Speak to a member of our Community Safety team about noise nuisance on 0330 303 3000 (option 3) or report ASB online via our website.

Join our neighbourhood inspections

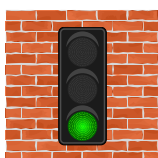
Did you know that we carry out monthly neighbourhood inspections across our communities?

At each inspection, we do a number of things, including tackling litter, inspecting open green spaces and spotting homes that are in poor condition. They also help us manage wider neighbourhood issues such as abandoned cars, untidy gardens, graffiti and fly-tipping.

Some of the common themes we have identified over the last few months are overgrown gardens and litter.

We'd love you to join us at our neighbourhood inspections. You know your area better than us, so taking part will really help us get to the heart of any problems by being our 'eyes and ears'.

Inspections take place monthly, just keep an eye on our social media channels to find out when we're popping up in your area. We look forward to seeing you there! Or if you have any issues you want your neighbourhood management officer to look at, then please let us know.



New developments across Speke and Garston get the green light



South Parade, Speke

We are delighted that our development plans for South Parade, Speke, received planning permission over the summer.

The new development will be centred around South Parade, Conleach Road, Conleach Crescent, Dam Wood Road, and Ganworth Road. It will bring 92 new homes to the area, with a mix of one, two, three and four-bedroom houses, bungalows and apartments, some of which will be wheelchair accessible.

It is anticipated that work will start on site early 2025.



Western Avenue, Speke

We have received planning permission for our Western Avenue project where we will redevelop derelict shops and apartments on the southern end of Western Ave, plus two houses on Hale Road. The redevelopment of the site will include a purpose-built shop and 8 one-bedroom apartments for older people, for affordable rent.

Demolition of the existing buildings began in August 2024, and it is anticipated that work will start in early 2025.



Church Road and Window Lane

Work has started on site at our Church Road and Window Lane developments.

This will see 24 homes built on two small sites, which include a mix of two, three, and four-bedroom houses, plus two bungalows. These will be available for affordable rent and rent to buy.

Scan the QR code for more about our new developments



The yearly results are in from our Tenant Satisfaction Measures

In April 2023 the Regulator of Social Housing, the organisation that oversees all housing associations, introduced 22 Tenant Satisfaction Measures (TSMs) to standardise how satisfaction is measured across housing associations throughout the country. The yearly TSM results are now available, showing how we performed from 2023 - 2024.



Who did we survey?

We use independent research organisation, IFF Research, to collect your feedback throughout the year. They did 599 telephone surveys with customers between May 2023 and March 2024, making sure that we spoke to a range of different customers in different types of homes. The TSMs are divided into two types:

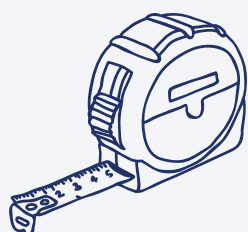
Questions we asked you, our customers

There are 12 of these TSMs. They cover a range of subjects such as repairs, complaints, being listened to and our approach to community safety.

Tenant Satisfaction Measure	Our score 2024	Our target	How do we compare to other housing associations?
Overall satisfaction	79%	82%	Top
Overall repairs service (repair completed in last 12 months)	80%	82%	Top
Time taken to complete repair (repair completed in last 12 months)	74%	76%	Middle
Home is well maintained	78%	82%	Top
Home is safe	86%	90%	Top
Listening to tenants' views and acting upon them	68%	75%	Top
Keep informed	79%	80%	Top
Treat you fairly and with respect	85%	85%	Top
Approach to complaints handling (complaint made in last 12 months)	55%	60%	Top
Communal areas clean and well maintained	76%	80%	Top
SLH make positive contribution to neighbourhood	80%	80%	Top
Approach to handling anti-social behaviour	80%	80%	Top

Information that we measure

The other 10 questions are measured by us, from information we collect throughout the year. These are things like number of complaints, number of anti-social behaviour reports, and how long we take to complete repairs.



Scan the QR code to find out more information on our annual results from all the 22 TSMs.



TOP TSM TAKEAWAYS

We're performing better than most housing associations in 11 out of 12 of the TSMs we ask you about. The only area where we don't perform better than most housing associations is 'time taken to complete repair'.

We're working on ways to improve the quality and efficiency of our repairs service, and you can read more about this on page 10.

Our top score is for 'home is safe' with 86% of customers saying they feel safe in their homes. While we matched our performance from last year, we have work to do to hit our own target of 90%.

Our lowest score is for 'approach to complaints handling', with 55% of customers we spoke to saying they were satisfied with how their complaints were handled. While this score might seem low, this result is in the top 25% for housing associations we are compared with, and 6% better than last year's score.

We received 38% more complaints than last year. This might sound bad, but it is seen by the Regulator as a sign of an easy-to-access complaints process.

We have more stage one complaints and less stage two complaints compared to other housing associations. This suggests we are good at resolving complaints at stage one, without customers having to go to stage two.

We get a lot more anti-social behaviour (ASB) cases than other local housing associations. While this might seem negative, it shows that customers feel confident reporting ASB to us.

Let us know if you have damp, mould and condensation 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 straight away before it gets worse.

- Email us dampmould@southliverpoolhomes.co.uk.
- Call us on 0330 303 3000 and choose option 1.
- Complete the online form on our website southliverpoolhomes.co.uk/damp.
- Report it on mySLH, WebChat or our social media channels

Once reported, your home will be inspected within 14 days by trained and experienced surveyors. In straightforward cases, works will be completed within 28 days. However, if there are any major works, these will be completed within 56 days, in line with our other 'planned works' timescales.

If we carried out a damp and mould inspection to your home last year, we will be carrying out a follow-up inspection this winter to check if the damp and mould has been fully resolved.



Find out more and report damp, mould and condensation



Wordsearch winner!

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

Birthday wordsearch

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

Closing date 4 January 2025.

Name

Address

Tel

Email

Balloons

Candles

Celebrate

Party

Family

Milestone

Cake

Friends

Gifts

Memories

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

Return to: FREEPOST RTUK-LGZU-KXSA, Michelle Bloore, 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

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