

Bulletin

Knowing our
customers - learn
about our regular
home visits

Making
neighbourhoods
safer - focus on
community safety

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living - retiring the
stereotype

New homes -
our latest
developments

Important changes
to how we handle
customer feedback

Looking after
your mental
health



News in brief

Careers advice for local schoolchildren

Earlier this year, we attended Middlefield Community Primary School in Speke for their 'Career Carousel' event.

Hosted by Positive Footprints Network, the morning provided pupils with the opportunity to explore different career paths and learn about the routes into them, by asking professionals in the field.

We attended with a handful of our colleagues from across the organisation including ground maintenance and environmental roles.

It was a brilliant event; over 90 children got involved and spoke to us about job roles at SLH and what it means to work for a housing association.



Support to help you maintain your home

If you are struggling to maintain your home and your tenancy, this is where our tenancy support team comes in. We have a dedicated team who can help our more vulnerable tenants to live independently in their homes.

Maybe you're a first-time tenant who's finding it difficult to manage your tenancy or maybe you have been in your home a while but are struggling to manage with day-to-day things due to a disability, health-related issue or drug or alcohol problems. If you feel you could benefit from a little extra support managing your home, just get in touch.



Unwanted items you want to get rid of?

Did you know that Liverpool City Council offer a free bulky items collection service? You can request up to five bulky items per home, up to five small electrical items and up to five bags of textiles - clothes, belts, shoes, handbags - per collection. Visit the council's website for more information.





Popping up in your neighbourhood

Last month, residents in Harefield Green in Speke and the surrounding areas joined us and partners at a community event right on their doorstep. SLH and Liverpool City Council colleagues were on hand to chat about any issues local residents were having, while The Dogs Trust came along offering discounts on insurance and training.

We used this opportunity to have a bit of a spring clean of the area too. Thanks to everyone who came along. We'll be popping up in other neighbourhoods over the next few months, so check out our Facebook and Instagram pages for updates!



Stay in the loop with our SLH e-newsletters!

Be the first to know what is happening in your community and updates on services we offer you by signing up to our e-newsletters that are pinged straight into your inbox! We have four that you can subscribe to:

- a fortnightly SLH newsletter that covers everything that you need to know about your home and community
- a monthly Get Involved newsletter which lets you know about all the different ways you can get involved, from having your say on SLH services to taking part in community events
- a regular Reach newsletter which tells you everything you need to know about local training and job opportunities
- an occasional newsletter about new products, offers and events taking place at our community shop, The Market Place.

Scan the QR code to sign up. Don't worry, you're not committed, and you can unsubscribe anytime!

Keeping your home safe

Keeping your home safe is one of our key health and safety priorities. Take a look at some of the ways we aim to keep you, your family and your home safe.



Gas safety checks

We complete a gas safety check in all our homes every year, which includes checking appliances such as boilers and fires.

These regular checks help to keep your appliances running efficiently and protect you against gas leaks and carbon monoxide poisoning.

That's why it's really important to keep your annual appointment and give us access to your home to carry out these vital checks.

"I had a gas engineer attend for the annual inspection, his name was Carl. He was very nice and helpful. I explained my gas bill had doubled, he took his time to explain how my boiler works and how it affects my bills, which should hopefully help reduce my bills."

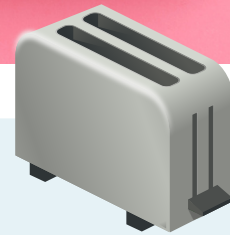
Jean, SLH tenant.



Fire safety advice

We take the safety of tenants living in our flats and apartments very seriously. We have a legal responsibility to make you aware of fire safety in your communal area and to let you know about the procedures we have in place to keep you safe.

We will let you know what to do if a fire breaks out, what our responsibilities are and what you can do to minimise the risk of fire in your home to protect you, your family and your neighbours.



Electrical safety checks

We are legally required to carry out electrical inspections in all our homes to make sure that they are safe and well-maintained.

We will write to you when your inspection is due and arrange a mutually convenient appointment.

It's really important that you let us in to complete this vital work, to ensure your electrics are safe and that we comply with the law.



Worried about asbestos in your home?

SLH is committed to managing asbestos in your home. Our policy is entirely in line with the Government's health and safety recommendations, which are to leave asbestos in place unless it is proving a health risk. If we find it's not safe, we will decide either to remove it or seal it.

We will carry out asbestos surveys to all our homes. We will do this before we do any planned works such as bathroom and kitchen replacements. This is so that we have a complete record of homes that contain asbestos; putting the safety of tenants and workers who carry out repairs to your home first.

If you are concerned about asbestos in your home please get in touch and we will arrange for an asbestos survey to be carried out.

A new autism-friendly space opens in Speke

We're delighted to have partnered with Autism Adventures, a social enterprise from South Liverpool, by gifting them a piece of land to create an inclusive outdoor space for young people with neurodiverse conditions.

The green space on the corner of Critchley Road and East Millwood Road will be used to deliver training and activities, plus wellbeing support and guidance to young people and families living with autism.

Founder of Autism Adventures, Julie Simpson, can't wait to get started on her latest project: "Autism Adventures is based in Speke, and although we've been running since 2016, we haven't got a space we can call our own. We've always had to hire out different places, so SLH has kindly gifted us this land on Critchley Road that we're going to use for our EPIC programme."

"It's primarily going to be a space where our young people can connect with nature to grow flowers and plant vegetables, whilst developing invaluable skills."

Our community garden, Grow Speke, have also rallied behind the project. Staff and young people from Autism Adventures have become regular attendees at the garden, where they are learning horticulture and gardening skills through a course delivered by Myerscough College.

"We've always had to hire out different places, so SLH has kindly gifted us this land on Critchley Road that we're going to use for our EPIC programme."

Julie Simpson, Founder, Autism Adventures



New measures introduced to gauge tenant satisfaction

The Regulator of Social Housing has worked with tenants and other stakeholders to produce a new set of Tenant Satisfaction Measures (TSMs) to better reflect what is important to tenants and standardise the gathering of satisfaction data across the housing sector.

TSMs are intended to make a housing association's performance more visible to tenants, and help tenants hold us to account. There are 22 TSMs in total. We will measure 12 of these through our tenant perception surveys, which market research organisation IFF Research carry out on our behalf. Some of the measures include timeliness of repairs, whether we listen and act and how we handle complaints.

The remaining 10 will be measured by housing associations themselves and include things such as building safety measures. We started to collect the TSM data from 1 April 2023, and we will report back to you on our first-year performance in summer 2024.



Looking after your mental health

Your wellbeing is important to us and we have a number of initiatives in place to support tenants. Here are just some of the ways our services can help you reduce anxiety and stress, as well as getting out and about to meet new people!



Get yourself down to The Market Place Social

Have you visited The Market Place Social yet? It's a place to chat, relax, create and connect. We use the shared space for a wide variety of activities. From informal sessions like Coffee & Chat to regular arts and crafts and wellbeing classes, there's always something going on.

Our friends at Mind Connect CIC are based in The Market Place Social every Monday from 10.30am - 3.30pm where they provide free wellbeing workshops. The sessions are a supportive and informal space to learn about different mental health topics, such as stress, anxiety or trauma, and new strategies to help you manage these issues.



Find The Market Place Social

It's not the easiest place to spot! It's tucked behind our community shop, The Market Place. Scan the QR code for the opening times.



Getting creative over tea

Our latest five week-week creative project 'Brew Up Some Art', has proved as popular as the drink that inspired it. The wellbeing workshop celebrated our love of tea and the associations we have with 'putting the kettle on', using sketch, paint and collage.

Keep checking our Facebook and Instagram pages for weekly events at The Market Place Social. All sessions are free of charge.

Have a coffee (or a cuppa!) on us

We hold a weekly coffee group, Coffee & Chat, which is open to everyone. It is held every Friday at The Market Place Social during the winter months and at our community garden, Grow Speke, from early May onwards. We always welcome new faces; we'll pop the kettle on while you find your feet amongst our friendly group!

Step into spring with our wellbeing walks



And speaking of finding your feet, as the weather starts to brighten up, why not join us for a weekly wellbeing walk?

We will meet at Garston Children's Centre, 70 Banks Road, Garston, every Thursday at 11am, for a stroll down to the coastal reserve. Wellbeing walks will start from Thursday 25 April. Walks will be at a relaxed pace, and open to all.

Email getinvolved@southliverpoolhomes.co.uk to find out more or let us know you're coming.

Knowing our customers

Getting to know our customers and understanding your needs is really important to us. Over the next 18 months, we are aiming to visit every single one of our tenants so that we can really get to know our customers and get a deeper understanding of your individual needs.

So far, we have carried out over 300 visits where we have chatted to you about any issues you may be having with your home or area where you live. We have also used this opportunity to check if any repairs need doing and ensure we have up-to-date information about you, your household and your circumstances.

We will get in touch with you before we visit, whether that's by email, letter, text message or phone call. When we get in touch, please arrange a convenient appointment with us if the time we have suggested doesn't work for you. If you think you would benefit from a visit now, rather than wait for us to get in touch, please email info@southliverpoolhomes.co.uk or give us a call.



Have you got a new neighbourhood officer?



We've had a bit of reshuffle in our neighbourhood team which means you may have a new neighbourhood management officer.

The reason is simple. We've shuffled them around so the officers can meet different tenants, bring fresh ideas about how we can support you, and work with residents and our partners to improve the places where you live.

Visit our website to find out which officer is responsible for different areas across Speke and Garston.

Taking tenancy fraud seriously

Tenancy fraud is when someone is wrongly living in an SLH home, perhaps because they have given us false information when they applied, or are renting the home out to someone else and making a profit.

In either case, people committing tenancy fraud are taking up valuable homes that could be allocated to people and families on our waiting list who need them more.

We do regular checks and visits to ensure people are abiding by their tenancy, however we can't always see everything. If you know of somebody who is committing tenancy fraud, please get in touch using the form on our website or give us a call on 0330 303 3000.

This could make a real difference to someone in need of a home. All the information that is given to us is treated in the strictest of confidence and you can remain anonymous if you wish to do so. Visit our website for more.

Spotlight on community safety

The safety of our tenants is our main priority and over the past 12 months our community safety team has dealt with 381 reports of anti-social behaviour (ASB) across Speke and Garston. The reports can vary from drug use, noise nuisance, cannabis cultivation to more serious incidents of assault and use of weapons.

Anti-social behaviour and serious crime can cause a decline in our neighbourhoods and our team works very closely with Merseyside Police to tackle all types of crime in our communities. Legal action is always our last resort, and we will always try to resolve any low-level ASB with other non-legal interventions, but in some cases, we do have to make the decision to take legal action. In the past 12 months, seven cases have involved legal action including securing civil injunctions, breaches of injunctions, and successfully obtaining possession back on two of our homes.



Tenant evicted for cannabis farm in home

One of the possession cases involved an extremely large cannabis cultivation inside one of our homes. We received anonymous information from the community about this issue which we forwarded to Merseyside Police, who developed further intelligence on the situation.

Working closely with the police, we gained access to the home where we discovered the cannabis farm in one of the bedrooms. We immediately took legal action which resulted in the tenant being evicted from their home.

We also discovered more criminal activity at the home as it became evident that the electricity meter had been tampered with – it was being bypassed to avoid paying for energy. The tampering was so severe that it left electricity wires exposed, which is extremely dangerous.

The tenant received a suspended sentence which they breached, so they were then sentenced to prison.

If you are suffering from anti-social behaviour or are aware of criminal activity in our neighbourhoods, contact our community safety team in confidence on 0330 303 3000. Please don't suffer in silence, we will do everything we can to support you.



Injunction gained for aggressive behaviour

We understand that customers may get frustrated if they are unhappy with our services. The majority of the time, customers are patient and understanding as we aim to put things right. However, in some cases this frustration or anger has escalated into aggressive behaviour towards SLH employees and we will always take a zero-tolerance approach to this type of behaviour against colleagues or members of the community.

Recently our community safety team took legal action against a tenant who became very aggressive when he visited our office. The tenant was not happy with the outcome of a phone call with an SLH colleague and after the phone call took place, they visited the SLH office, displaying threatening and aggressive behaviour. This left several colleagues feeling fearful and intimidated.

The community safety team took immediate action to protect colleagues and applied for a civil injunction preventing the tenant from being able to visit our office. This injunction was granted by the court. Legal action is always a last resort, and we will always look to resolve these issues but unfortunately in this case there was no other option.

Help us stamp out modern slavery

Modern slavery is a serious and often hidden crime where people are exploited for criminal gain. It affects millions of people around the world and it could be happening in our neighbourhoods.

It can affect both adults and children and can take the form of criminal exploitation, labour exploitation, sexual exploitation, or domestic servitude, where individuals are forced to work in households under exploitative conditions. Anyone can be a victim of modern slavery but often those exploited by criminals are vulnerable and may not even realise that what is happening to them is a serious crime.

Our community safety team works with partners to stamp out modern slavery but we rely on the support of our communities to help spot the signs.

Signs someone is being subjected to modern slavery

- Being controlled by others - constantly guarded or accompanied by someone.
- Visible signs of abuse - unexplained cuts, bruises, or untreated injuries.
- Limited access to money - despite earning, they have no access to funds.
- Restricted movement - the person is prevented from coming and going freely.
- Underage involvement - if the individual is under 18 and engaged in criminal acts for money

If you believe that someone living in your neighbourhood is being exploited, please let us know so that we can work with our partners to support them.

Spotlight on community safety



Help us tackle the growing problem of 'cuckooing'

Cuckooing is a crime where a criminal, or criminal gangs, exploit vulnerable people. The most common form of cuckooing is where drug dealers take control of the victim's home and use it to store and deal illegal drugs.

It may sound a tame term, but it's a very serious offence which unfortunately is happening in our communities. The impact can be devastating on individuals, and we have acted swiftly to stamp it out and support victims.

Please let us know if you are aware of this happening in your area. You can call the Police on 101 or 999 in an emergency or call us on 0330 303 3000 where your call will be treated in the strictest of confidence.



What you need to know about the XL Bully ban

You will have heard in the news that from 1 February 2024, XL Bully dogs are banned in England and Wales under the Dangerous Dogs Act.

If you own an XL Bully and live in one of our homes, there will be no change to your tenancy as long as the new legislation is followed. If you have any further questions about the XL Bully ban or pets in your home, get in touch.

Retiring the stereotype

Take a look at life at our independent living apartments

Did you know that we have two independent living schemes in Woolton? Cobden Place and Servite Court are places where tenants can live independently in their own homes whilst having the comfort of a community when needed. Home to over 100 tenants across the two schemes, if you've ever wondered what life is like within the two communities, it's safe to say there's rarely a dull day!



Neaps and tatties!

Servite Court held a Burns Night celebration back in January. Scheme Manager Kerry kicked off the celebrations, sharing the origins of Burns Night, and then everyone took part in reciting traditional poems by Robert Burns and enjoyed a traditional dinner of haggis, neaps, & tatties! Tenants Mr Jenkins and Mr Swanson commented on the celebrations: "What a great day, we've thoroughly enjoyed it!"



It's a generation thing

It's a known fact that both children and older people benefit from spending time together. Children at Small World Day Nursery in Woolton regularly visit Cobden Place where they sing nursery rhymes, read together and do jigsaw puzzles. The children were delighted with their Easter treats that the tenants made for them and, of course a surprise visit from the Easter chicken!



Festive fun

Christmas, a time for friends, fun, food and frolicking. That was certainly the case at Servite Court over the festive period, when the scheme's very own MasterChef, Norma, prepared the Christmas buffet. From festive sandwiches to biscuits and the obligatory trifle, her delicacies went down a treat!



Getting creative

Pyrography means 'writing with fire' and a handful of our independent living tenants have just completed a course delivered by our friends at Speke Training and Education Centre (STEC) - taking them from wood-burning beginners to pyrography pros!



Does independent living sound perfect for you? You can be assured that you will be part of a happy and stimulating community if you choose to live in our apartments. If you would like to find out more, get in touch.



Our tenant scrutiny panel deep dives into ASB

Our scrutiny panel is a group of tenants that meets to review and evaluate our services we deliver to tenants. Last year, the group carried out an in-depth review of our anti-social behaviour (ASB) process.

Throughout the review, scrutiny panel members met with several members of the community safety team and were provided with an overview of SLH's processes as well as several ASB case studies. They also compared us to other housing associations.

Some of the panel's recommendations included:

- Promote successful outcomes to encourage tenants to come forward with their concerns and issues. (Take a look at pages 8 & 9)
- Obtaining references from prospective tenants before being offered a home, to help identify those who have been involved in ASB in the past.
- Give more prominence to the negative impact of fly tipping and littering on our social media channels and website.
- Undertake a video to highlight what classifies as ASB and what to do if ASB is caused by someone who is not an SLH tenant.

We're grateful for the time and effort that our panel put into this review and their tenant insight is fundamental to understanding the customer experience and making our services better for everyone.

If you would like to join the scrutiny panel, email corporategovernance@southliverpoolhomes.co.uk. Relevant training will be provided, and scrutiny panel members receive a £50 Love2Shop voucher for each meeting they attend!



Applications open to join complaints resident panel

The Housing Ombudsman is inviting social housing residents to apply to join its Resident Panel. This is your opportunity to have your voice heard and make a difference to the services that affect you!

Applications will close on Tuesday 30 April.
You can apply online at www.housing-ombudsman.org.uk/residents/resident-panel

Putting things right: New law for dealing with complaints



The Housing Ombudsman is a free, independent and impartial organisation which aims to resolve disputes between tenants and landlords. They have introduced a Complaint Handling Code which became statutory from 1 April 2024, meaning that housing associations are now obliged by law to follow its requirements.

The code provides a set of standards for complaints that housing associations are required to comply with; ultimately to provide a better service to tenants.

Every year, all housing associations need to let the ombudsman know how they are performing against the code, together with our Tenant Satisfaction Measures (see page 5). This is called a self-assessment, and we will use this to make sure we learn from customer feedback to improve our services. We are currently completing our self-assessment and we will share this on our website and social media channels when completed so that tenants are able to easily access it.



What's happens now when I express dissatisfaction?

When you get in touch with us to ask us to put something right, we will record and respond to this. The ombudsman calls this a 'service request'. These are not complaints - a complaint can only be made after the issue has been reported and SLH has been given an opportunity to respond.

If you are dissatisfied with our response to your request to put something right, then we will give you the choice to make a complaint, in line with our formal process.

If you decide not to make a formal complaint, then your dissatisfaction will be logged and passed to the relevant team to address your concerns with you.



Changes we are making to formal complaints

SLH will now acknowledge formal complaints within five working days
(previously two working days)

Formal complaints will be responded to within 10 working days from the date of acknowledgement
(previously from date we received the complaint)

Complaints can be made regarding issues that occurred up to 12 months ago*
(previously six months ago)

*SLH will consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.

Give us your feedback

We know we don't get things right all the time, however your feedback is what helps us get more things right, more often.

Whether it's a complaint when you feel things have gone wrong, a suggestion about how to improve our services or a compliment on a job well done, our aim is to learn in each case. There are a number of ways you can give your feedback. Scan the QR for more. We listen to your feedback and always aim to learn how we can do things better as a result of what you told us.



**Scan to give
your feedback
online**

Here are some of things we have changed in the last year following your feedback:

You said

A customer was unhappy that they received conflicting communications about whether they were on the yearly improvement programme or not. This includes improvements such as new kitchens, bathrooms, windows and boilers.

We are doing

All customer services colleagues at SLH and Avela Home Service now have full access to our improvements programme which will mean tenants will receive more accurate information when they enquire.

You said

A customer was frustrated that operatives attended to fix a leak to their toilet on three occasions, but the issue remained. They are frustrated that extensive remedial work now needs to be done, which could have been avoided if it was fixed on the first visit.

We are doing

There is now a new process in place for repeat leaks where customers will be contacted after 24 hours and 48 hours to ensure the issue has been resolved.

You said

A customer was unhappy with the process around their electrical check. The letter they received didn't say which rooms in their home the contractor needed to access. They were also not happy with the tone of the letter.

We are doing

We have reviewed the letter and we will now clearly state which rooms we will need to access to carry out the electrical check. All letters sent to customers are currently being reviewed as part of a wider project, to make sure the tone of voice and language reflects our values and brand.



Are you thinking about moving out?

We're sorry to see you go, but did you know that there are steps that you need to take to end your tenancy in the right way.

- Get in touch and give us four weeks' written notice. If you don't do this, you will be charged four week's rent from when you leave or hand your keys in.
- Clear out your home - this includes clearing the loft, outhouses and gardens.
- Settle any outstanding rent arrears that you may have.
- Return your keys to the SLH office in Parklands.

If you need support, let us know and we will do everything we can to help. If you need to dispose of any bulky items Liverpool City Council offers a free collection service. You can find out more information on their website.

Building new homes in Speke and Garston

Over the next three years, we plan to build 280 new homes across Speke and Garston. Read on to find out where we are up to with our latest new housing developments.



Garston Under the Bridge

Window Lane, Garston

Nine homes with a mix of two, three, and four-bedroom houses.

Church Road, Garston

15 homes which include a mix of two and three-bedroom houses, plus two bungalows. Planning for both the developments is due to be secured in spring 2024 and work is anticipated to start in late summer 2024.



The Old Baths, Garston

Work is progressing nicely at our new development in Garston Village. 74 apartments and six retail units will be built across three separate blocks on the site of the historic Garston Public Baths.

The homes are due to be completed in autumn 2025.

South Parade

The planning application is currently being assessed by Liverpool City Council. The application includes the redevelopment of the empty sites along South Parade, Conleach Road, Ganworth Road, and Damwood Road.

The proposed scheme will include a mix of houses, bungalows, and apartments.



Western Avenue, Speke

Planning is imminent for the redevelopment of the derelict shops and apartments on 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 over 55's for affordable rent. Demolition of the existing buildings will take place during late spring 2024 and work will start on site in late summer 2024. It is anticipated that the development will be completed in summer 2025.



Your move to Universal Credit

If you're claiming housing benefit and wondering when you will move over to Universal Credit, we're here to help.

By the end of 2024, the Department for Work and Pensions (DWP) intends to move all households claiming the following benefits over to Universal Credit:

- Income Support
- Income-based Job Seekers Allowance
- Income-related Employment and Support Allowance (ESA) plus tax credits and housing benefits only
- Anyone who is state pension age and in receipt of tax credits

The process is called a 'managed migration' and whilst we don't know exactly when this will happen, it could be any time between now until the end of 2024.

The DWP is gradually contacting people to let them know that these are ending and to invite people to claim Universal Credit by a deadline date. They are currently contacting people who are claiming tax credits first and you will receive a 'migration notice' through the post.

When you receive the migration notice, read it carefully and act on it. You will have three months to switch over to Universal Credit and it's your responsibility to make this switch. If you don't, your benefits will stop.

Get in touch with our benefits advice team who can offer you support. Email benefitsandenergy@southliverpoolhomes.co.uk or call 0330 303 3000.



Reach has helped over 250 people into work since January!

Our employability hub, Reach, is a one-stop shop for those who are out of work or looking to gain new skills. We can support you with interview techniques, CV writing and online job applications.

We're here to help you get the skills you need to secure work, and that goes for your friends and family too. Anyone can visit Reach and use our services and so far this year, we have helped over 250 customers get back to work.

Reach offers a wide range of courses; some you may not expect! Earlier this year five students successfully completed an eight-day manicure course with Inside Connections. Afterwards, we caught up with 24-year-old Nancy about her experience;

"I found the course on my Universal Credit account where I got a notification that it was running. Partially or fully-funded nails and beauty courses are quite hard to access, so I thought it would be good. It's such a positive programme for people because it is so accessible and it's a lot less intimidating. It kind of gives people a path, I think after education, you're kind of just dumped and it's hard to start and get into a new industry."

reach

Wordsearch winner!

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

Flowers wordsearch

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

Closing date 1 June 2024.

Name

Address

Tel

Email

Daisy
Daffodil
Peony
Stock
Freesia
Rose
Iris
Gladioli
Marigold
Buttercup

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

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

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