

# You said

## We did

# Who Gets Our Homes?

June 2026

In 2025, we surveyed our customers to find out their understanding of our allocations process, after seeing misinformation about the process on our social media channels and in day-to-day conversations with customers. Over 500 customers responded to the survey, and many did not feel well informed about the allocations process or whether it is fair. We responded with clearer information, myth-busting content and answers to common questions to explain how homes are allocated, what affects priority and where to find accurate information.

## What you said

## What we're doing

1

It is not clear how South Liverpool Homes decides who gets a home.



We created a dedicated "Who gets our homes?" page to explain in plain English how the allocations process works, and what factors affect a customer's priority.

2

You do not get enough information about housing allocations.



We brought together clear information, so customers can find facts, figures and answers more easily, instead of relying on word of mouth or social media.

3

There are too many myths and misunderstandings about who gets priority for housing.



We used the webpage, social media, tenant magazine and in-person events to tackle common myths directly and explain that homes are allocated based on housing need, not misinformation or rumour.