

A photograph of two young children in a garden. The child on the left is wearing a light blue bucket hat and a white t-shirt. The child on the right is wearing a green t-shirt with a star pattern. They are both looking towards the camera. In the foreground, there are various green plants and flowers. The background is a blurred green fence.

ANNUAL REPORT

2024/25

Celebrating 25

years together and looking ahead



Welcome to this year's annual report.

Last year, we celebrated our 25th birthday together. The celebrations brought tenants, residents, and partners together and showed just how strong our community is. Seeing families, friends, and neighbours join in our celebrations across Speke and Garston, was a great reminder of the connections we share and the community spirit that exists in south Liverpool.

But our anniversary was more than a single event. It was an opportunity to recognise those who have called our properties 'home' for 25 years or more. Their stories, shared through our digital channels, highlight how our homes are an integral part of the lives and memories of so many people. Scan the QR code to hear their stories.

Another key milestone for us this year, was our regulatory inspection. The Regulator of Social Housing (RSH) assessed us under the new consumer standards for the first time. I am proud to share that we were awarded the highest possible grading, C1, for this new standard which focuses on how well we deliver our services, how we keep you safe and how we ensure customers are at the core of our decision making.

We also retained the top scores for good governance (G1) and financial viability (V1), affirming our strong foundations and our ability to invest in existing homes, build new ones and deliver essential services for years to come.

These achievements are not the result of any single effort, but of the contributions and feedback from each of you, our tenants, along with the dedication of our colleagues, board and partners.

Over the past couple of years, we have deepened our engagement with you by listening to your diverse voices and using your insights to shape the services we provide. Regular community engagement events and the development of a new customer voice framework are just two examples of how we are working to ensure we truly listen to our customers and that we are transparent, inclusive and responsive in all that we do.

We're committed to working with you to keep improving and making a real difference in our community. As we look ahead, we're excited about the next 25 years and building an even better future for everyone.

Anna Bishop, CEO of South Liverpool Homes

A bit more about the report

This report is a detailed look at our performance from 1 April 2024 to 31 March 2025 - a year packed with achievements as well as learning opportunities. In the report, you'll find a clear picture of where we're doing well and the areas we're working hard to improve.

Tenant Satisfaction Measures

The Regulator of Social Housing, the organisation that oversees all housing associations, introduced 22 Tenant Satisfaction Measures (TSMs) to standardise satisfaction measures across housing associations throughout the country. The TSMs fall into two categories:

Questions we asked you

There are 12 TSMs which cover subjects such as repairs, complaints, how well we listen to you and our approach to community safety. The 12 TSMs are covered in this report and highlighted by this icon 🛠️

Information that we collect

There are ten other measures that we record as an organisation, like the number of complaints received, anti-social behaviour reports, how quickly we do repairs, and how we keep everyone safe. You can read the 2024/25 results from all the TSMs on our website, including the steps we will take to improve.

We compare our TSM results with other local housing associations, highlighted with the icons below.



We manage

3,815

homes, including

120

independent living
homes for over 55s

78%

of tenants satisfied with the overall
service provided by SLH 😊 🛠️

179

homes let to customers
in 2024/2025

Listening & informing

We visited over 2,000 homes to get to know you better

Over the last 12 months, our housing and community officers have been busy visiting you so that we can get to know each other better. We have carried out 2,109 visits so far.

2,109

'Knowing our Customers' visits completed

These conversations provide an invaluable opportunity for us. We discuss any issues you may have in your home or community, as well as checking to see if any repairs need doing. We also confirm your contact details, to ensure we have the most up-to-date information about you, your household and your current needs. Thanks to everyone for taking time out of your day to chat with us!

70%

tenants satisfied that we listen to their views and act on them 😊🔧

15

Scrutiny Panel recommendations from their annual kitchen programme review

85%

think SLH treats them fairly and with respect 😊🔧

78%

satisfied that we keep you informed about important issues 😊🔧

Complaints

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.

47%

of tenants satisfied with the way we handle complaints 😊🔧

310

complaints received

27

progressed to stage 2

3

progressed to the Housing Ombudsman

A new way to listen to customers

We launched our new Customer Voice Framework, a fresh, practical way of making sure your voice truly shapes our services and decisions.

This framework isn't just a document, it's a living commitment that we will listen to what matters most to you and act on your feedback.



The framework aims to ensure that everything we do is:



Inclusive

Activities must not unfairly exclude anyone from taking part. Steps should be taken to ensure activities are accessible to those who wish to participate.



Meaningful

Activities should be delivered without assuming the outcomes. Activities should be properly resourced to deliver real, tangible results.



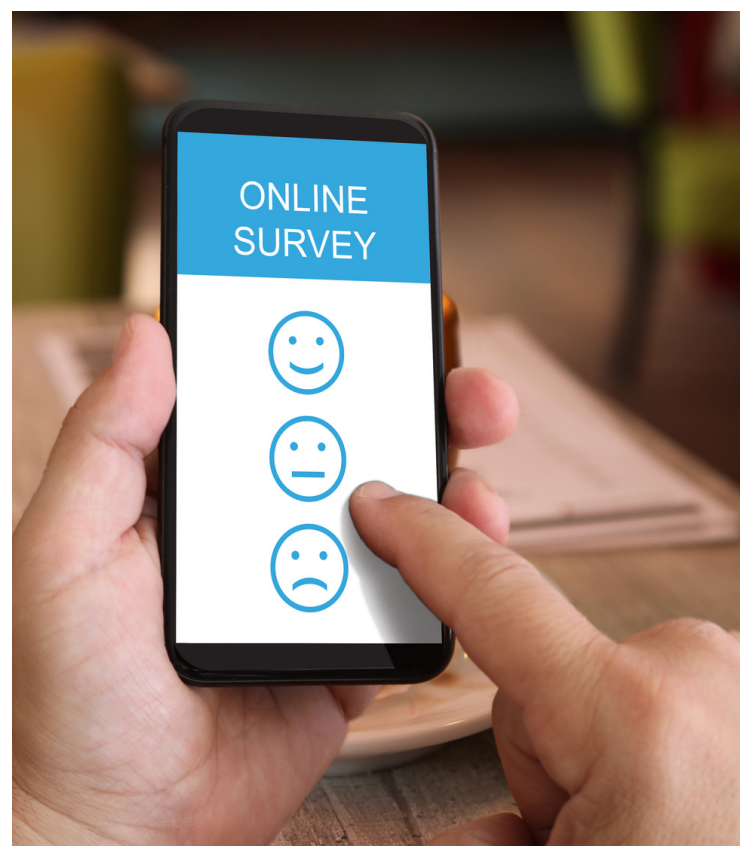
Transparent

Activities will foster honest and respectful relationships with customers. We welcome scrutiny, are accountable and willing to provide information.

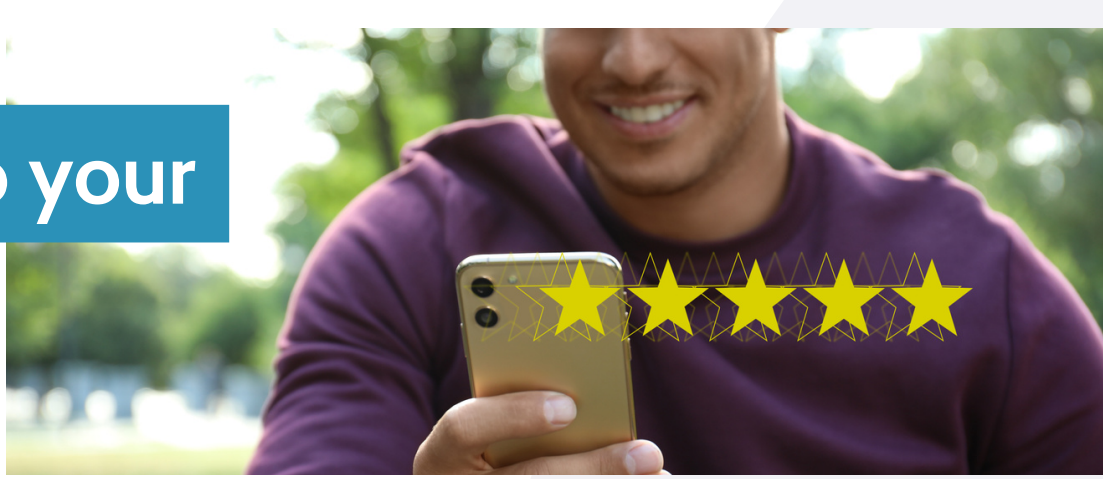
Whether you share your thoughts in a quick mobile survey, speak with our neighbourhood officers during a home visit, or take part in focus groups or online discussions, all your feedback counts. Every comment, concern and suggestion you tell us feeds directly into how we improve our neighbourhoods and services.

Our new Customer Voice Policy goes hand-in-hand with this, laying out the standards for how your feedback is captured, listened to, and acted upon.

Together, these initiatives mean your voice doesn't just matter - it drives everything we do. We hope this new approach will further improve satisfaction in this area next year.



Listening to your feedback



You told us that when we carry out major repairs, especially in empty homes, the noise and disruption can be challenging for neighbours.



To help keep you informed, we now post notification cards to neighbours whenever we're about to start large or complex works. This way, you'll know in advance if some noise or disruption is expected. While noise is sometimes unavoidable, we hope early notice will help reduce any inconvenience.

You told us that you would prefer to participate in online and telephone surveys as a way of giving your feedback.



We have set up SLH Influencers - an informal group of tenants which allows you to give your views and feedback on SLH communications, entirely through surveys and emails.

With other surveys we carry out, we give tenants the choice of completing them online, by text and in person where possible. Our independent satisfaction surveys are carried out by phone.

You told us that repairs to roofs, especially after storms or high winds, were taking too long to get started.



We've improved our process to speed up roof repairs. Now, instead of waiting for a surveyor to visit first, our roofing team will assess the job themselves and arrange repairs right away.

The SLH Influencers found the 2023/24 annual report informative but suggested reducing its length for better clarity and conciseness.



This year's report has been shortened by 30%. The focus is now more on outcomes, with clearer language throughout. Readers are directed to the website for further information on specific topics, such as ongoing improvements following the annual TSM results.

Repairs and keeping you safe



Last year, we spent £13m on improving your homes and maintaining them. We're continually listening to your feedback to improve our repairs service.

Some of things we are looking at this year are:

- Reviewing our process so that it is clearer when we are visiting your home to carry out a repair.
- After we have completed a repair, you will receive a text message so that you can let us know how it all went. Hearing from more customers helps us check how we're doing and make sure we keep providing the best possible service.
- We are introducing a new seven-day urgent repair priority to improve our responsiveness to your repairs requests.

91% of day-to-day repairs completed in target

17,150 day-to-day repairs carried out

100% of homes with annual gas safety check completed 👍😊

76% satisfied with repairs service 😞🔧

70% satisfied with the time taken to complete repairs 😞🔧

82% satisfied that SLH provides a home that is safe 😞🔧

77% satisfied that SLH provides a home that is well maintained 😞🔧

79% satisfied that we keep communal areas of apartments clean and well maintained 😊🔧

79% satisfied that SLH makes a positive impact on the neighbourhood 😊🔧

£5.9m spent on improvement works

This includes:

- Kitchen improvements - £2.2m
- Boilers - £613k
- Windows - £495k
- Bathrooms - £133K
- Communal doors - £130k
- Roofing - £61k



Feeling safe in your home

Your safety is always our top priority. We've carried out 6,500 safety checks in your homes this year, including gas and electrical checks, plus other important inspections.

We've hit 100% on building safety compliance, meeting all the standards set by the housing regulator.

We also completed key fire safety projects to keep everyone safe. And by reviewing the latest Grenfell Tower Inquiry recommendations, we've updated how we do things and made smarter choices for new homes. [You can read more about how we are keeping you and your home safe here.](#)



6,500

safety checks completed

100%

building safety compliance



gas safety checks



electrical safety checks



fire safety checks



Feeling safe in your community

Over the past year, we've been talking more with our customers to hear your concerns about anti-social behaviour and are exploring ways to address some of the concerns and suggestions you have made. This will include more visible walkabouts and security.

We are also improving how we can support victims better. All our community safety officers have now completed special training to help them better support people who may have been through difficult experiences, making sure everyone feels understood and treated with care.

73%

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

98%

of anti-social behaviour cases successfully resolved

256

anti-social behaviour cases reported. Top three cases reported are harrassment, noise and drug-related cases

Extra support, when you need it

From supporting local people into paid employment to helping customers pay the bills and put food on the table - here are the numbers about the extra support that we have provided to households during 2024-25.



1,152



people have received support through our employability hub, Reach. 138 have gone onto paid employment

+4,000



volunteer hours dedicated to The Market Place, The Market Place Social and our community garden, Grow Speke



2,140

visits to The Market Place

1,390



households supported through the Garston Venny FareShare scheme, funded by SLH

1,340



tenants have received support from our benefits and energy advice service. £1.9m additional income secured



207

tenants accessed our tenancy sustainability service

£56,000



worth of energy vouchers given out through the Household Support Fund, benefitting 1,143 tenants

The Market Place gets a revamp!

We've given [The Market Place](#), our community shop, a makeover, creating a shopping experience that's brighter, more spacious, and fully accessible - complete with wide aisles for wheelchairs and scooters. Nearly 300 customers came along to do their shop last year, picking up affordable groceries, household essentials and fresh fruit and vegetables straight from our community garden, Grow Speke.

Next to The Market Place is The Market Place Social, a space for customers to connect with one another. We've expanded the size of this popular social area so that more people can join in and there's an even wider range of activities on offer too! Community groups are welcome to book the space for their own activities. If you'd like to reserve a spot or find out more, please get in touch with us.



Reach helped Lewis find work

Lewis, 20, turned to [Reach, our employability hub](#), after leaving university and found support at the South Liverpool Youth Hub. With help updating his CV, attending Mind Connect sessions and volunteering at The Market Place, he discovered a passion for working with people. Thanks to this support, Lewis landed a Youth Worker job and says he wouldn't be where he is today without the employability hub!



Grow Speke receives regional award

Our [community garden, Grow Speke](#), earned an 'Outstanding' rating in the 'It's Your Neighbourhood' category at the North West in Bloom awards.

This achievement celebrates the hard work and passion our volunteers and partners, Groundwork, put into the garden throughout the year. During a special visit from a Royal Horticultural Society (RHS) assessor, every corner of Grow Speke was explored, leading to this fantastic recognition. We would like to thank everyone for the great work you do to support Grow Speke and keep it flourishing.





Meeting demand for homes

With over 2,000 customers on our waiting list, we know how important it is to build new homes. That's why we're aiming high, planning to deliver 780 new homes by 2032. Construction is already underway, with 98 brand-new homes being built in Garston and another 100 taking shape in Speke. From bungalows to spacious apartments and family houses, we're making sure there's something for everyone. You can read more about our [new developments here](#).

We also understand the importance of making current homes that become vacant available to customers as quickly as possible. That's why we're working hard to speed up this process, so new tenants can settle in sooner. Last year, we let 179 homes to new customers, with 71% coming from the south Liverpool area.



New homes in the heart of Speke

The regeneration of South Parade is officially underway, bringing 92 new homes to the heart of Speke. This transformative project will offer a mix of two, three, and four-bedroom houses, alongside bungalows and stylish apartments.

The homes will be available for social rent, affordable rent, rent to buy, and shared ownership, ensuring that there are housing options for everyone. Sustainability is at the core of this development.

All the homes will be built to the highest energy standards (EPC A) and fitted with solar PV panels, efficient electric heating and convenient electric vehicle charging points. These features will help residents lower their energy bills while also reducing their carbon footprint.

The first residents can look forward to moving in by summer 2026, with the whole development on track for completion by spring 2027.

777

people have applied for a new home with us

2,082

customers are on our waiting list. This includes 274 SLH tenants who want to transfer to a new home

198

new homes currently being built

32

average number of days it took to relet homes to new tenants

85%

of tenants satisfied with the quality of their new home

Reducing our environmental impact



Silver SHIFT award for SLH

We're proud to have earned a Silver award from SHIFT, an independent group that checks how well housing associations are doing on sustainability. They looked at our work to cut carbon emissions, build better homes and buy smarter for the future.

This recognition shows we're making great progress, and it reflects our commitment to creating warmer, more energy-efficient homes.



Green funding for 22 eco retrofit homes

Thanks to 50% funding from the Social Housing Decarbonisation Fund (SHDF), we've been able to make environmental improvements to our homes. Our latest project saw 22 homes retrofitted with high-quality external wall insulation, giving each home an upgrade from an EPC D rating to an EPC B rating. The project has saved 31 tonnes of CO₂, that's around 75,000 miles driven by an average petrol car.

This transformation not only reduces energy costs for tenants, but also helps create warmer, greener homes for the future. We will continue to retrofit more homes as we work towards meeting SLH's and the Government's target of all homes achieving an EPC C rating by 2030.

68 tonnes of carbon emissions avoided

86% of PV panels in operation

£409k spent on retrofitting homes to make them more energy efficient

1.7m KWH generated by solar panels



22 homes have been upgraded for energy efficiency, raising their EPC (Energy Performance Certificate) rating from D to B

8 electric repair and maintenance vans on the road, cutting CO₂ emissions by 10 tonnes

Our commitment to equality, diversity and inclusion

We are committed to equality, diversity, and inclusion (EDI) for everyone living in our communities and working with us. Our goal is to make sure all tenants and colleagues feel respected, valued and supported.



This year, we have:



Redesigned our reception area to be more accessible for everyone, including better hearing loops and private interview rooms.



Supported national campaigns that give a voice to under-represented groups.



Continued to offer regular EDI training for all colleagues, including autism awareness training.



Acted on recommendations from the Housing Diversity Network (HDN) review by including them in our EDI action plan.

We will keep working hard to make our services and spaces are welcoming and accessible for everyone. If you want to get involved or have suggestions, please get in touch, we'd love to hear from you.

The numbers

Find out our annual turnover, our efficiency savings, our annual income and expenditure and more.



£23.6m

total annual turnover



£201k

efficiency savings. This is the reduction in the amount of money or time needed to complete a task or project

79%

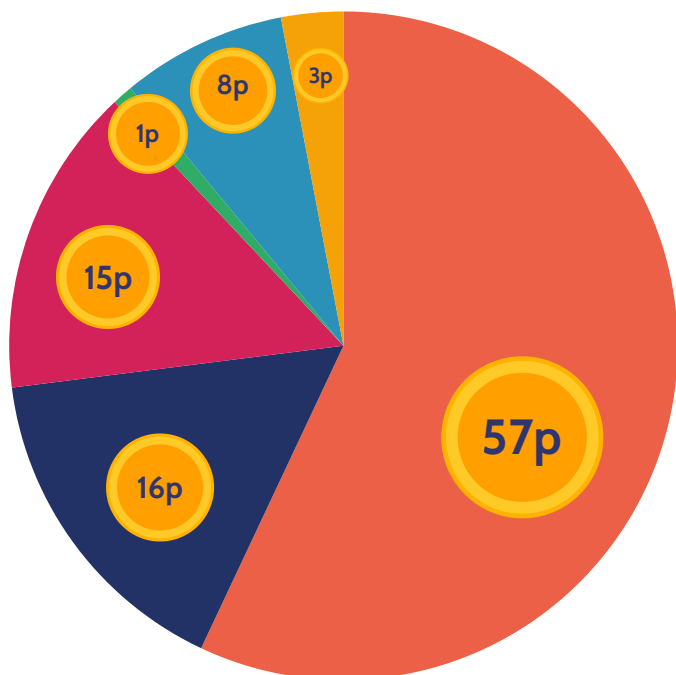
of tenants think their rent is value for money

64%

of tenants think their service charge is value for money

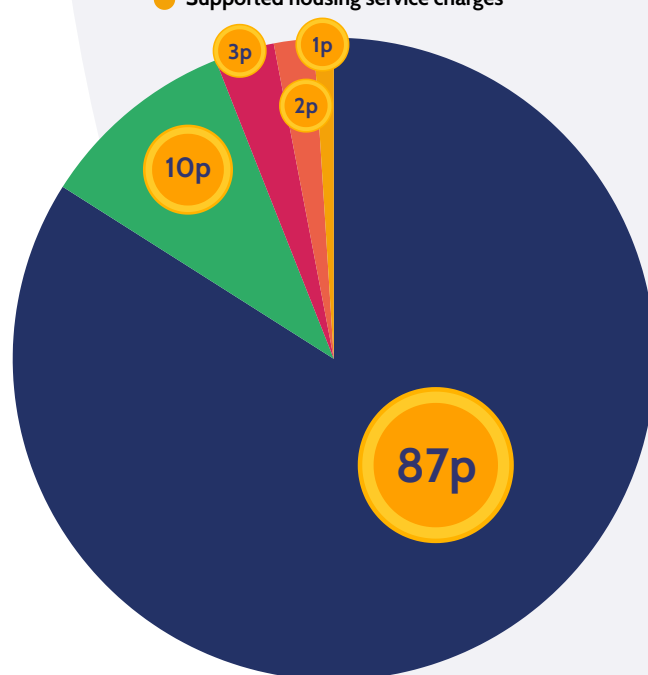
How every £ of your rent is spent

- 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



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