



Annual Review 2024-25

Summary overview

We've prepared this 5 page overview as a quick and visual guide to Southern Housing's performance over the last year.

For our full Annual Review please visit: [Annual Review](#) 



SOUTHERN HOUSING AT A GLANCE

We're committed to supporting the communities our residents call home.
We invest in our homes and services so people can thrive.

We've invested
£286 million
in our homes
this year



Overall
satisfaction
63%



Safety
satisfaction
78%



Repairs
satisfaction
87%



Residents live
in our homes
167,000+



We own
and manage
**80,427
homes**



We let
2,528 homes
including **357** new
builds



TENANT SATISFACTION MEASURES (TSMs)

The TSMs are a set of measures that tell you how well we're doing at providing quality homes and services.

RESULTS FOR RENTED HOMES

Over the last year we've surveyed more than **2,300** residents in our rented homes to find out what residents think about our services.

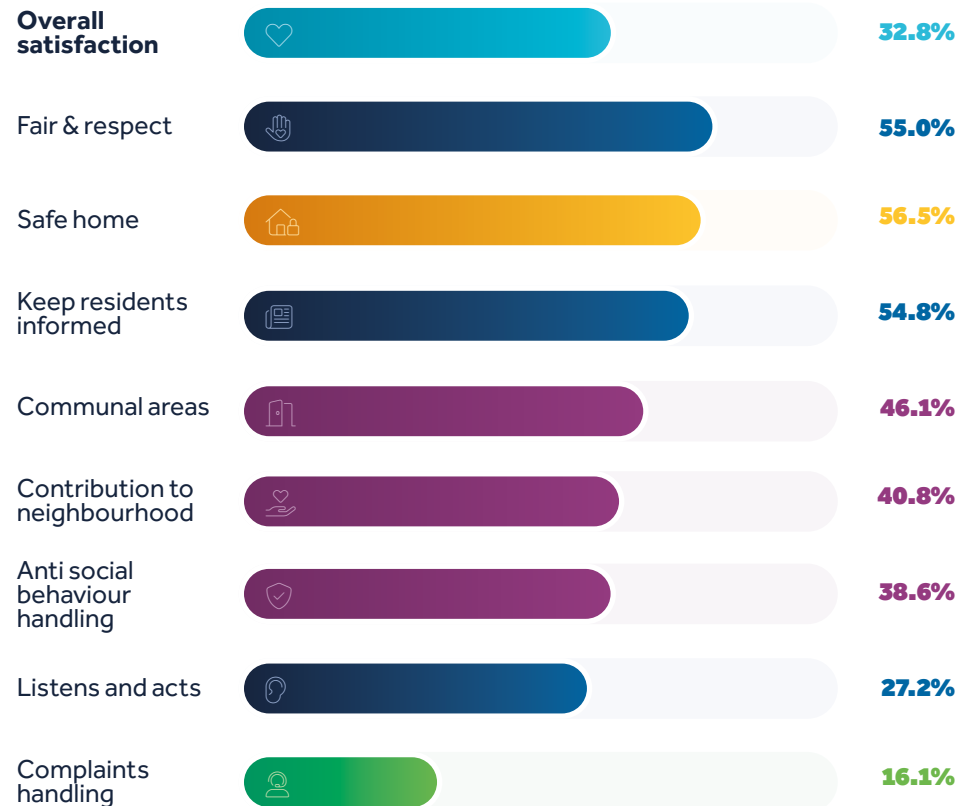
Here's what they told us:



RESULTS FOR HOMEOWNERS

Over the last year we've surveyed more than **950** Home ownership residents to find out what they think about our services.

Here's what they told us:



REPAIRS

Over **150,000** repairs completed this year and much of our repairs backlog is cleared

Repairs satisfaction has increased from **71% to 87%**

Punctuality has improved from **87% to 94%**

Repair quality is up from **84% to 91%**

Jobs over 90 days have been reduced from **20.5% to 8.5%**

67% of repairs now handled in-house, there's greater control and faster fixes

SAFETY

5,399 valid Fire Risk Assessments

24,881 fire actions

30,064 fire doors inspections

46,827 gas safety checks

11,899 electrical inspections (EICRs)

9,900 lift servicing visits

6,770 asbestos remedial works

3,106 domestic gas boilers replaced

1,411 legionella risk assessments

PLANNED MAINTENANCE

We're investing **£370M** over 5 years to improve existing homes

This year we completed **9,684** component replacements across **14,846** homes, including new kitchens, bathrooms, windows and doors

3,100 domestic boilers replaced to improve heating and energy efficiency

We delivered **£76.28M** in planned improvements this year

99.6% of homes meet decent home standard

Planned works satisfaction **95.67%**

75% of our homes are EPC C or above

COMPLAINTS

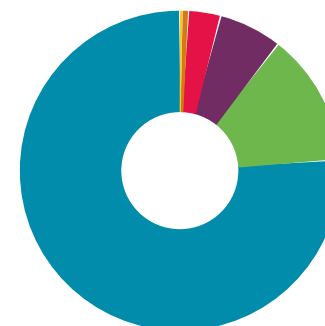
We're here to give our residents the best service we can. If something goes wrong, we fix it fast and make sure it doesn't happen again.

REASONS FOR COMPLAINTS

The chart shows the service areas where we received complaints from April 2024 to March 2025.

8,162 complaints handled this year

95% of Stage 1 complaints were acknowledged on time



71% repairs and maintenance of homes

12% management of homes, anti-social behaviour, lettings

8% rents and service charges

5% home ownership and sales of homes

3% estate management

1% customer experience

CUSTOMER EXPERIENCE

It's part of our promise to improve customer service and make changes that really matter to you. This year we've invested in:

ONE FRONT DOOR

The same contact details to deal with all your enquiries



SMARTER TECH

Automation helps us respond more efficiently



QUICKER SERVICE

Our team has better tools and faster access to your info

545,559 calls received to our Customer Response and Customer Repairs Team in 2024-25



1,144,623 page views from our website from **382,303** visitors



263,943 online enquiries handled by our Customer Response teams, including emails and online transactions



BETTER OUTCOMES

More issues sorted on the first call

52% of residents are signed up to **ONLINE ACCOUNT**

Our new online self-service platform



SOCIAL IMPACT

In the past 12 months we've put in the hard work to make a tangible difference for residents.

10,294+ people on support activities



£6.18M positive impact on these households' finances



4,951 residents referred for Cost of Living casework support



VITAL FINANCIAL SUPPORT

4,951 residents sought our urgent financial support and assistance, an average of **95** residents per week.

We've also supported residents get on their feet again financially with **401** securing jobs and training, through opportunities with our supply chain business partners.

We secured a total **£6.18M** in added income, grants, benefits and savings to improve the finances for Southern Housing households.



3,321 provided money guidance casework support



£931K inward investment secured to support residents' community projects



Delivering overall social Impact value **£98.71M** in Southern Housing communities

3,321 residents supported with urgent cost of living money guidance.

For **1,483** residents facing acute money crisis, we organised **£628,000** urgency hardship funds and issued **1,177** fuel and food support vouchers.



1,919 people supported by Fresh Visions Charity action



3,694 residents on community partnership local improvement activities

WE'VE PROVIDED DIGITAL SUPPORT AND ACCESS TO AFFORDABLE DEVICES FOR 336 RESIDENTS



HIGHLIGHTS OF 2024-25

RESIDENT VOICES ON OUR BOARD



We're pleased to share that resident Billy Brown, was appointed to our Board one of four resident representatives.

More than **200** residents applied for the role.

LOCAL LINK - STRONGER LOCAL SUPPORT

We've introduced a dedicated "Local Link" for every resident, someone who knows your area and is there to support you and your neighbours. This helps us build stronger relationships and deliver better local services.



OFFICIAL RECOGNITION FOR RESIDENT SCRUTINY WORK

This year we achieved the Scrutiny Assured Quality Mark from tPas, The Tenants Participation Advisory Service, with a pass mark of **94%**.



The Quality Mark shows we're meeting a clear set of standards in our work with resident engagement and involvement.

IMPROVING ESTATES SERVICES

We've launched our 'Making a Positive Change' initiative targeting areas with low satisfaction, starting with visits to affected blocks and developing action plans with local managers.

Communal cleaning and grounds maintenance teams have been brought in house in many areas.



SUPPORT IN OUR COMMUNITIES

This year, we've hosted a range of food projects, including family cooking classes and a soup social run by the Eat Club and Made In Hackney. These projects have supported residents' to build their confidence in the kitchen and bring the community together.

We've also continued our commitment to making healthy eating accessible for all through our network of community food pantries.

G15 ETHNICITY IN HOUSING AWARDS

We're proud that six colleagues and residents were shortlisted for the G15 Ethnicity in Housing Awards this year. It was a fantastic celebration recognising the people and organisations driving real change across the housing sector.



BUILDING NEW HOMES

We're pleased we've been able to complete **807** new homes in 2024-25, including **385** for affordable rent and for shared ownership.

CLEARER RESIDENT COMMUNICATIONS

Our Resident Communication Group plays an important role in shaping how we communicate with you. In 2024-25 they've reviewed a range of letters, reports, publications and web pages to ensure we're keeping you in the loop with clear, engaging updates.

Thanks to their valuable feedback, we've made some big improvements.

