

# Southdown



## Tenants' Annual Review 2021-22

An update from our Housing Management and Property Services' teams.

Leading provider of housing, care and  
support across Sussex since 1972

[www.southdown.org](http://www.southdown.org)

# Annual satisfaction survey

Thank you to everybody that shared feedback in our latest survey.

## You said:



**93%** tenant satisfaction with support received.



**92%** tenant satisfaction with condition of your home.



**91%** tenant satisfaction with standard of repair work to your home.



**97%** tenant satisfaction with the respect you receive from Southdown.



**91%** tenant satisfaction with being kept informed about things that matter to you.



**88%** tenant satisfaction with being listened to by Southdown and the organisation acting on your feedback.

*"The support from Southdown has been brilliant. My Housing Assistant has been an absolute diamond, like a guardian angel. I've never known anyone like her. If she says she'll do something, she'll do it. The property has come at a good time. It allows me to offer stability for myself, my family, and get me back to normal life. It feels great to have secure housing." – Southdown tenant*

## In response to feedback, we will:



Talk to you more about ways we can listen to your views and act on them.



Explore your feedback on communal spaces further.



Review our anti-social behaviour processes and include tenants with related experience in discussions.



In response to feedback to improve garden spaces to support wellbeing, we will launch a "Gardening For Wellbeing" project soon. This will include green fingered tenants helping less experienced tenants with their gardens. There is a large amount of research showing the positive effects of gardening on mental health including reduced symptoms of depression and anxiety.

# Tenant involvement

Your opinions are important, and we want to hear from you. Over the past year, our Tenant Involvement and Communication Officer, Carrie Croll, has explored what more we can do to enable you to have your say on issues that matter to you:



Quarterly newsletters have been produced to let you know what's going on and ask for your thoughts.



To make it easier to get in touch, as well as phone and email, we have hosted a variety of informal sessions where we can get together. Sessions we have run include a discussion on planned home improvements, Sustainability Q & A with our Director of Housing and welcome sessions with new tenants.



We involved you in the recruitment of senior positions at Southdown including a board member and our new Housing Services Manager.



We invited you to attend the 2022 Inside Housing Conference.



We set up our newly formed Tenant Involvement Group in which tenants involved share feedback on what we do across our Housing activities and ideas for development.

## In our role as a social landlord



**17%** of our **575** tenants received additional support from our learning disability services.



**28** tenants were successfully supported to move on to independent living, enabling us to use our supported housing for other people that need it.



We brought **18 one-bed homes in Brighton and Hove** to be used as affordable supported housing for people living in the city.



We completed **our first sustainability project in Eastbourne**. To reduce energy costs and carbon emissions, one of our tenant's homes was fitted with an air-source heat pump and treated with insulating render and thermally insulating paint on the interior. The project supports **our aim for all our housing to be carbon neutral by 2050**.