

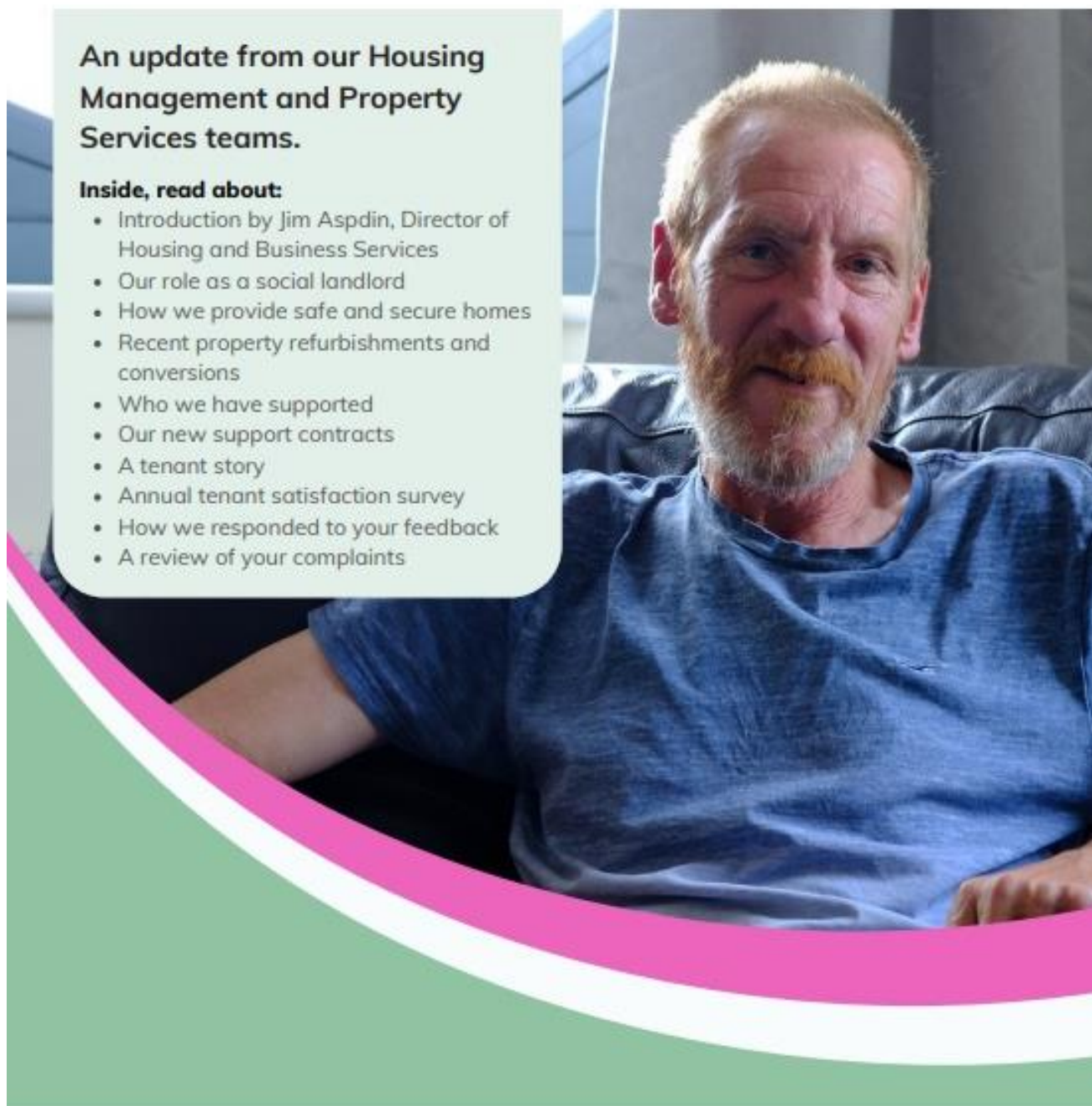
Tenants' Annual Report

2022-23

An update from our Housing Management and Property Services teams.

Inside, read about:

- Introduction by Jim Aspdin, Director of Housing and Business Services
- Our role as a social landlord
- How we provide safe and secure homes
- Recent property refurbishments and conversions
- Who we have supported
- Our new support contracts
- A tenant story
- Annual tenant satisfaction survey
- How we responded to your feedback
- A review of your complaints



Sussex-based not-for-profit care,
support and housing provider since 1972

Southdown
www.southdown.org

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Welcome from Jim Aspdin

Southdown's Director of Housing and Business Support



Welcome to our 2022-23 Annual Report for Tenants.



You can also read this report on our website: **southdown.org**

You can also ask one of our team for help.



In the next year, we want to give you more opportunities to get involved in shaping what we do and how we do things.

If you'd like to be involved, please get in touch (talk to your Housing Officer, Housing Assistant or email us at housing@southdown.org).

Southdown as a social landlord



Personalised support

We supported **571** tenants and shared owners, for whom we are the landlord for or act on behalf of another landlord.



As a small, supported housing provider, we provide our tenants with a personalised Housing Management service. Typically, we have around 50 tenants for every one member of Housing Management staff.



At Southdown, the safety and welfare of our tenants is important to us, and we're proud of the safety standards for our properties.

	<p>Our overall compliance to provide our tenants with safe and secure homes averaged at 98.5% throughout the year.</p>
	<p>100% of fire risk assessments were carried out over the year.</p>
	<p>We started reporting properties affected by damp and mould in February 2023 in monthly compliance reports. At the end of March 2023, we reported 11 properties that were being affected and had open cases that we were progressing.</p>
<div data-bbox="124 1697 587 1787"> <p>Housing</p> <p>We are a specialist landlord of supported housing for around 570 tenants and shared owners across Sussex.</p> </div> 	<p>More information on our performance as a landlord is available on our website: www.southdown.org/how-we-help/housing/safeandsecurehomes</p>



Tenant engagement

We have continued to expand our Tenant Engagement and Voice activities. We now have in place a range of engagement and feedback activities and have done considerable work to ensure that we meet the new Tenant Consumer Regulation Standards from April 2023.



If you would like to be involved with our Tenant Engagement and Voice activities, or would like more information, please get in touch (contact details on page 16).



Energy efficiency

To help our commitment to the environment, we've secured some funding (along with Clarion) through the Social Housing Decarbonisation Fund's Wave 2.

This funding will help us tackle fuel poverty in social housing and advance our move towards a low-carbon future for both Southdown and our tenants.



Significant property work

As part of setting up new services, we did a large refurbishment of a property block in Worthing, including putting in a sprinkler system and solar panels which allow tenants to share in the energy generated, which will reduce their bills.



We also converted a property block in Brighton into an environment for people accessing our Discharge to Assess service.



We started a major project at another property block in Brighton for tenants with a physical disability, installing significant safety measures such as a sprinkler and an improved social care alarm.

More about Southdown



Southdown is a care and support provider as well as a landlord for supported housing.



In 2022-23, we provided support for over **10,000 people** across Sussex through a wide range of mental health, homelessness prevention and learning disability support.



We were awarded an extension to our Discharge to Assess service, which offers short-term packages of personalised support and accommodation for people ready to leave mental health inpatient settings.



We also successfully launched our Southdown Steps service, providing housing and support to former rough sleepers in Worthing.



We launched our Southdown Moves service which provides accommodation, housing management and support for people with low support mental health needs in Brighton and Hove.

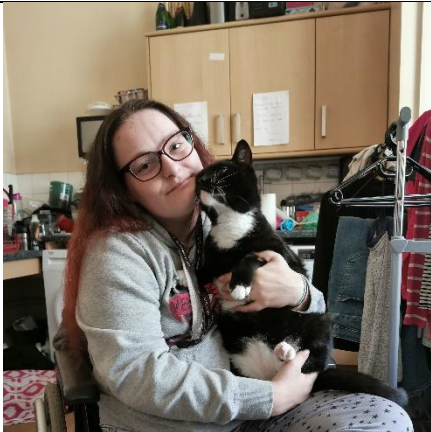


Around **one in six** of our 571 tenants received additional support from our learning disability support services.



33 tenants (an increase of five year on year) were successfully supported to move on to independent living, enabling us to use our supported housing for other people that need it.

CLIENT STORY: Sam



I've been a Southdown tenant for a couple of years. They are an amazing landlord. They listen to us. Sort issues out. I feel valued.



We have the mobile numbers and email addresses of Housing Officers and Assistants. They'll always call back. I have that trust with them. There's a lot of flexibility with my Housing Officer.



Southdown holds meetings with residents in my building every six months. It makes a huge difference being listened to. I can trust them to share what's important to me. They listen and act on it.



It's very positive being part of Southdown.

Annual Tenant Satisfaction Survey



Thank you to everybody that shared feedback in our latest 2023 tenant satisfaction survey.

Your feedback is important to help us continually improve all areas of our services so that we remain a first-class provider of social housing.

Here's what you said:



- **80%** satisfied with the overall support we provided.



- **75%** satisfied with the overall repairs service we provided.
- **87%** satisfied that we provide a home that is well-maintained.
- **89%** satisfied that we provide a home that is safe.

	<ul style="list-style-type: none"> • 79% satisfied that we listen to your views and act upon them. • 74% satisfied that we keep you informed about things that matter to you.
	<ul style="list-style-type: none"> • 87% agreed with this statement: 'My landlord treats me fairly and with respect'. • 55% satisfied with our approach to complaints handling.
	<ul style="list-style-type: none"> • 82% satisfied that communal areas are clean and well maintained. • 63% satisfied with our approach to handling anti-social behaviour.
	<p>In the next few weeks, we will be in touch to share what we will do in response to your feedback.</p>

You said, we did



As well as carrying out an annual tenant satisfaction survey, we always listen and learn from our tenants.

See below for a summary of two areas you told us were important to you and what we did in response:



We have talked to you more about the ways we can listen to your views and act on them.

We have a Tenant Involvement email address for tenants to use and we welcome all tenants to an Involvement Group that has been set up. Email: tenantinvolvement@southdown.org



We introduced a quarterly 'You said, we did' initiative to share any lessons we learned from complaints with tenants.



We have acted on feedback about communal spaces.

We carried out a communal areas survey which showed that many of the issues raised were where Southdown wasn't the head landlord.

So we contacted the head landlords to ask them to fix the areas of concern. An example of this is when a tenant highlighted that communal areas weren't being cleaned properly. We told the head landlord and soon after a new cleaning contractor was put in place.



Our annual **Complaints Review** provides a summary of the complaints we received over the year as well as our learning.

In 2022-23, we continued to receive only a small number of complaints (a total of six). Due to the small number, it is difficult to identify a single theme.



Lessons from the complaints we upheld confirmed the need for us to provide a personal service to tenants and the importance of talking to tenants to find out your views and opinions before we take action.

You can read an overview of the complaints we received on our website



In May 2023, we carried out a self-assessment against the Housing Ombudsman's revised complaints handling code.

Our self-assessment sets out how we comply with the Housing Ombudsman code and the further actions we're taking to improve how we handle and learn from complaints and how we make this information available to tenants.



You can read our Annual Complaints Review and our Complaints Handling Self-Assessment Against the Housing Ombudsman's Code on our website: www.southdown.org/about-us/openness-transparency

We want to hear from you. Whether you would like to report a repair, make a complaint or provide feedback, please get in touch.

Reporting a repair

Contact our Property Services Team

Call: 01273 898 744

This number is available at any time of the day or night, during the week as well as weekends.

You can also email us at:

property.services@southdown.org

Feedback and general enquiries

Call: 01273 405 800

Email: housing@southdown.org

Write to us:

Southdown, 2 Bell Lane, Lewes,
East Sussex, BN7 1JU

Tenant satisfaction surveys

We send out tenant satisfaction surveys for every property services job as well as carry out random inspection visits to spot check the quality of work. Please take time to complete and return the surveys as they help us to ensure our contractors are doing a good job.