

Southampton City Council **Housing Services** **Annual Report 2024/25**

Including
**Tenant
Satisfaction
Measures
results**

Inside this year's report:

- Reducing wait times for repairs
 - Our focus on what matters to customers
 - Turning around vacant homes more quickly
 - Complaints and how we can do better
-

southampton.gov.uk/housing



SOUTHAMPTON
CITY COUNCIL

Welcome from...



**Councillor
Andy Frampton**

Cabinet Member for
Housing Operations

This report contains important feedback from residents over the past year. This feedback is incredibly important to us to ensure we are always improving our housing service. We carefully evaluate all of the feedback we receive as we know tenants want to know that they are being listened to by the council.

This report sets out what our tenants and leaseholders think about the service. Importantly, it also lays out where we need to improve and how we will go about doing that over the next 12 months and beyond. We are constantly looking at new ways to improve and bringing tenants along with us on this journey will be critical to achieving our goal of ensuring everyone has access to a safe, warm and affordable home in Southampton.



**Jamie Brenchley
MBE**

Director for Housing at
Southampton City Council

One year ago, the Social Housing Regulator told us that we needed to make improvements. This was something that many residents had been saying already. At the time, we made a commitment to doing more and doing better.

The council will always believe that having a good quality, safe home means building and maintaining strong communities that residents can be proud of. A good home provides you the opportunity to live and build a better life for yourself and your family.

We recognise that there is a lot more work to do to bring our service up to the level you expect. We are determined to do better when it comes to dealing with complaints as well as repairs request when they arise. We are encouraged by the progress we have made reducing the number of void properties and will ensure this work continues so that these valuable homes are being used to house our residents.

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Tenant satisfaction measures

The **Tenant Satisfaction Measures** were introduced by the Regulator of Social Housing to assess the performance of social housing landlords. The results enable tenants to hold their landlord to account in several key performance areas. As your landlord we monitor our performance against these and throughout this report you will see how we have performed over the last year.

What we did – customer survey

Appointed a survey company, Acuity Research and Practice to carry out an annual customer survey on our behalf ensuring independence and impartiality.

A mixture of telephone and online surveys were carried out between 06 January 2025 and 07 February 2025 to ensure accessibility and inclusivity. This approach remained consistent with the previous year, allowing us to track trends reliably.

“We know the council needs to improve on letting us know what is happening with our repairs and what is happening in and around our homes. A year is too long between surveys and next year’s Tenant Satisfaction Measures surveys will take place every three months instead which will enable the council to track trends and react more quickly to concerns raised.”

Lynda Walton – Tenant representative



Customer survey results



1,501
total number of completed responses

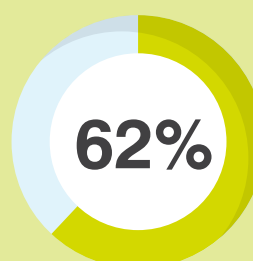


308
online



1,193
by telephone

Result



Satisfaction with overall service

Thank you to everyone who completed the survey - we appreciate your honesty.

We know we need to do better, and you told us that we need to improve our communication with you – keeping you updated with changes to services and giving you regulator updates on appointments and concerns that you have raised.

Keeping properties in good repair

How satisfied tenants are with our repairs service?



67%

satisfied with time taken to complete most recent repair



58.3%

of repairs completed within target timescale



63%

satisfied the home is well maintained

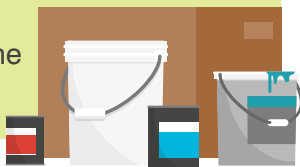


73%

of tenants were satisfied with our repairs service - this was again our highest satisfaction rating in the Tenant Satisfaction measures survey

Improving and our future plans we know we need to do better

- We have increased the number of trades and staff in our repairs service by **25%**
- We will deliver an additional **£25m** planned maintenance investment in your homes over the next five years
- We have reduced the backlog of repairs from 5,000 in January 2024 to 4,000 at the end of March 2025. We are in the process of appointing an additional contractor to help us with this work
- Our plans for the future mean less waiting time for repairs to your home



“When tenants report their repair, what really matters aside from getting the repair completed on time and to a high quality, is that they are updated on the progress of their repair and are kept fully informed of any changes to appointments – communication is key.”

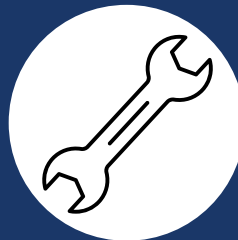
Ray White –
Tenant representative

What our **repairs service** has been doing



98%

Appointments kept



80%

Repairs completed first time



33 Days to complete a repair

It is taking us longer to complete your individual repairs. This is because we are completing jobs in full which means we do not need to return to your property to carry out the same repair.



85.9%

Emergency repairs completed on time

We know we need to do more here and are working on improving our back office procedures.



40,938

Total number of repairs completed

We have managed to carry out an additional 500 repair jobs this year because of our increased investment in staff and the service.

Wait times for repairs

Emergency repairs

on same day, usually within four hours

Urgent

within two days (day of report and next working day)

Prioritised standard repairs

10 days

Standard/routine repairs

25 working days

Planned minor works/

major works

60 working days

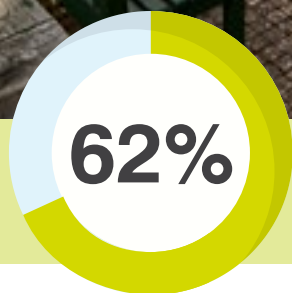
What we are doing to turn around empty properties more quickly

- We have increased the number of trades and staff delivering the empty homes maintenance programme by **50%** which has enabled us to reduce the backlog from 446 in January 2024 **to 358 at the end of March 2025**
- We are appointing an additional contractor to help us carry out the work





Responsible neighbourhood management



62% of you were satisfied with the cleaning in communal areas

Did you know?

Our Neighbourhood Wardens carry out **over 1,000 checks a year in the tower blocks** – these include testing the fire alarm systems, lifts and checking that the walkways are clear and hazard-free.

7000 annual checks are also carried out on the walk up blocks to ensure that they are clean and welcoming.

Our Neighbourhood Wardens also carry out minor works on our estates including installing new bin screens, seating areas and planters.

“We are investing in some new equipment to make it easier for us to clean and maintain to a higher standard the communal areas on our estates”

Russell Standing – Senior Neighbourhood Warden



“The Neighbourhood Warden’s presence on our housing estates means that tenants feel supported in their local community. They help to keep the local environment clean and welcoming”

Lynda Walton – Tenant representative



Anti-social behavior

47%

of you are satisfied with our approach to handling anti-social behaviour.



34.1 cases of anti-social behaviour per 1,000 homes



0.6 cases of hate crime per 1,000 homes

300 cases

were referred to New Forest Mediation Services

(an independent service we use for dispute resolution. 85% of these cases were resolved or improved and no further action was required).

Work carried out in 2024/25 by the Tenancy Fraud team resulted in:

Savings of

£3,616,892.11

to the council

19 properties

were returned following work with staff and members of the public

Decent Neighbourhoods

What we have been doing to improve the neighbourhoods you live in

Improvements at Canberra Towers and International Way

At Canberra Towers we have installed an accessible footpath and steps from the school to Canberra Towers. This has improved the access routes around the estate.

The pathways behind the other five tower blocks on International Way have also had work carried out on them making the environment more accessible for wheelchairs and connecting the tower blocks to the wider area.

An outdoor gym and playschool equipment as well as new seating has improved the outside spaces for residents in the tower blocks – over 500 households have benefitted from this work.

Citywide work

We have carried out work on a number of carparks and communal pathways around the city. Improving access around our estates has been a priority for the Decent Neighbourhoods programme in 2024/25.



2025/26

We know we need to do more and please check out Tenants Link for details of the plans and projects for the coming year which include improvement works for the Sturminster House area.



Did you know?

We now have a new Decent Neighbourhood's Board for 2024/25. Three tenant representatives sit on this board and work with us to decide what the priorities are.

SUPPORTED HOUSING FORUM

Supported Housing

2024/25 has been a busy year for Supported Housing. We have been:

- Working with members of the Supported Housing Forum to understand how we can improve the support services delivered to our customers. What is missing and how can we be more flexible going forward, tailoring the service to meet the individual needs of customers
- Making the support team more accessible for customers by improving contact points and providing more information on who is working where. Giving customers the direct contact numbers for staff and their location.
- Investing in staff training

On any given week across our 25 supported housing schemes there are around 132 events taking place, which include:

- Art and craft groups, Pilates and yoga classes
- Social Prescribers for local GPs holding pain management sessions, memory support and vaccination sessions
- The Brownies hold regular meetings at Challis Court
- Sporting Memories runs a weekly session at Erskine Court, using sporting history as a central point of activities



Junior wardens REPORT

Activities we took part in over the last year include

Attended Fire Education Safety Events at St Marys Fire Station

Bug hunts & nature trails

Supporting the ABP Southampton Marathon by running a water station

Helped tidy the communal garden at Potters Court to support the residents and help them to enjoy the garden

Took part in the Play Day Community Event with over 2,000 residents attending



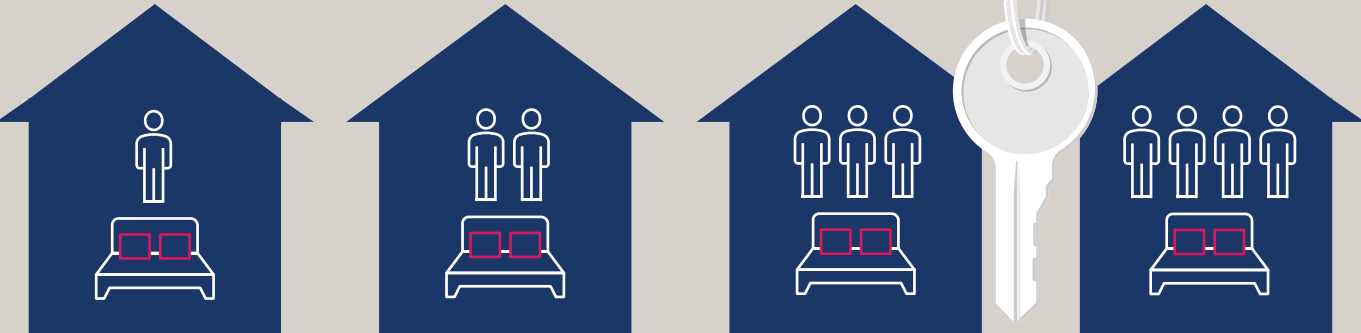
Held 22 intergenerational events at different housing schemes and currently helping to make a mosaic with the residents at Weston Court



Did you know that we have recruited an additional 62 new Junior Wardens in the last year

Housing Management in numbers

8,155 households on the waiting list (as of April 2025)



Studio/1 bed

Numbers waiting

4,687

2 bed

Numbers waiting

1,597

3 bed

Numbers waiting

1,575

4 bed +

Numbers waiting

296

Right to buy 2024/25

	Flats	Houses	Total
Number of applications received	288	288	516
Number of admissions	77	52	129
Number of Cancelled/Withdrawn	2	4	6
Number of completions	21	13	34
Total discount on completions	£2,882,750.00		

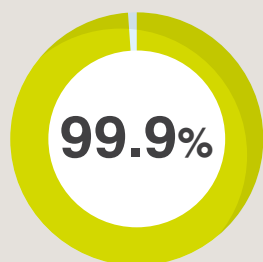


Maintaining building safety

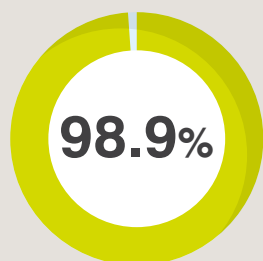
70% Satisfaction that the home is safe

An increase on last year's rating

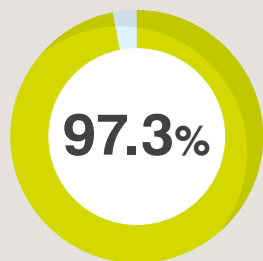
We have improved our performance for our building safety checks this year and our satisfaction result from the survey for this area has increased.



Gas safety checks completed



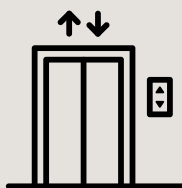
Fire safety checks completed



Asbestos safety checks completed



Water safety checks completed



Lift safety checks completed



Maintaining your homes



892

Installed
Fire Doors

Cost of
£5m



121

Window and Door
Replacements

Cost of
£823k



169

Kitchen and Bathroom
Replacements

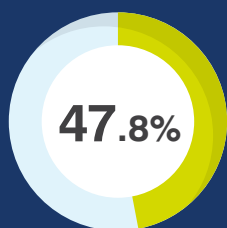
Cost of
£1.3m



280

Loft
Insulation

Cost of
384k



of homes do not meet the Decent Homes Standard

Our improvement plan



We have increased spending on Decent Homes works

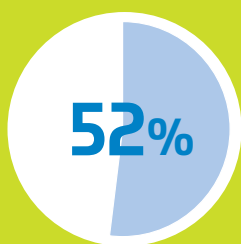


We have procured an additional contractor, Trident Ltd, to enable us to increase the amount of work we can carry out

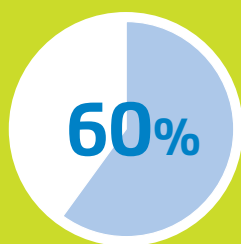


We are working harder to reduce reactive repairs by improving planned maintenance

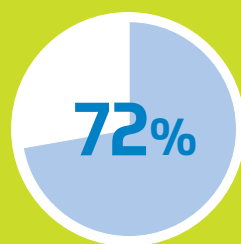
Respectful and helpful engagement



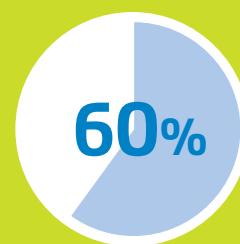
satisfied we listen to tenant views and act upon them



satisfied we keep tenants informed about things that matter to them



satisfied we treat tenants fairly and with respect



of tenants thought we were easy to deal with

Many of you were **unhappy with our communication and response to enquiries**, citing long phone waits and poor follow-up on repair reports, which left you feeling frustrated and ignored.

Our response

We know we need to do much better and we have reduced our call waiting times in the last year.

We are improving our processes to keep you informed about repairs and tenancy enquiries.

We have invested more in our repairs service to handle your requests faster.



Some tenants told us that they **prefer more direct forms of communication** such as phone calls or letters over online systems.

Our response

To help us improve the Housing Service, we are conducting a customer household survey. Please let us know how you would prefer to be contacted by completing this survey if you haven't already.



You told us that you wanted to **see more of us** out and about.

Our response

New for 2025/26 we are piloting local roadshows with the Director of Housing. The first event was held at Shirley Towers and residents there got the opportunity to find out our plans and give their feedback directly to staff and managers.

Making a difference

How tenants have been supporting and making a difference to the Housing Service in 2024/25



Tenant Engagement strategy

A working group helped co-create the new strategy and a public consultation will be coming out shortly on this important document.

Building Safety Group

Focused on building safety issues including prioritising the availability of risk assessments for all tenants.

Tenant Satisfaction Measures Focus Group

Helped produce the annual report and reviewed the questions used in the customer survey.

Tenant Inspectors

Set up their own focus group to look at anti-social behaviour and will be reviewing the procedures for this.

Tenants Conference

We made this a hybrid conference for the first time enabling tenants to attend in person or follow the conference online.



Achievements



As an active Block Rep at Shirley Towers, Anna has campaigned with her neighbours to transform a previously unused room into a community room for residents to socialise and join in activities.

“I am proud to live in Shirley Towers, but I know that sometimes people moan about the housing service and the block. I wanted to stand up to represent my neighbours, celebrate this wonderful community and help bring about change where needed.”

**Anna –
Block Rep Shirley Towers**



Milner Court – funding from Travis Perkins for social club

“The bingo club is so popular and brings so much joy to others”, explain Maureen and Angie. “As well as enjoying a fun game and the chance to win prizes, it’s an opportunity for people to get out, socialise and enjoy a chat and cup of tea together.”



PRADOS Tenants Association celebrate 20 years of success. Committee member Eileen explains that social activities are a great way for neighbours to get to know each other and help them keep fit and active:

“I’ve been involved with PRADOS since we moved here 16 years ago. I first got involved because being newly retired and moving to a different area I thought it would be a good way to get to know more people and find new interests. I’ve made lots of good friends over the years.”

**Eileen –
PRADOS committee member**



How we are improving our approach to complaints

- ✓ Appointed a Complaints Officer to monitor the quality and effectiveness of our complaint's responses
- ✓ Implemented a new complaints system enabling us to track complaints
- ✓ We know we have a lot more to do and look out for further updates in Tenants Link on how you can help us with this

Effective handling of complaints



26% satisfied
with our approach to handling complaints

17.7

STAGE 1

complaints per
per 1,000 homes

68.6%

STAGE 1

complaints responded to within
Complaint Handling timescales

2.4

STAGE 2

complaints per
per 1,000 homes

94.7%

STAGE 2

complaints responded to within
Complaint Handling timescales



"I feel that many people are uncomfortable about complaining and don't understand how to make a complaint. The council needs to improve on the information it provides on how to make a complaint. It is really important that people do complain in order that services can be improved".

Vicky-Lee Egerton –
Tenant representative

Do you know how to make a complaint?

If you have received a service from us and are unhappy, you can make a formal complaint



Online

southampton.gov.uk
and type in 'complaint'



Email

to mytenancy@
southampton.gov.uk



Telephone

023 8083 3006
(option 7)



In writing

to your local housing
office

Income and spending 2024 - 25



Capital funding

Money coming in

- Contribution from revenue expenditure
24-25: £21.96M ↓ | 23-24: £24.3M
- Capital receipts (inc RTB)
24-25: £6.4M ↑ | 23-24: £2.7M
- Misc contributions
24-25: £0M ↓ | 23-24: £0.4M
- Government grants
24-25: £1.0M ↓ | 23-24: £2.0M
- Borrowing
24-25: £16.13M ↑ | 23-24: £7.6M



Capital expenditure

Money going out

- Estate regeneration and new-build
24-25: £7.25M ↑ | 23-24: £1.3M
- Improving quality of homes
24-25: £11.76M ↑ | 23-24: £6.7M
- Making homes energy efficient
24-25: £6.3M = | 23-24: £6.3M
- Making homes safe
24-25: £15.8M ↓ | 23-24: £16.0M
- Supporting communities
24-25: £1.53M ↓ | 23-24: £3.4M
- Supporting independent living
24-25: £2.87M ↓ | 23-24: £3.2M

£157,905.74
debts written off

Our Money and Advice Debt Team supported tenants to get £157,905.74 of debt written off by creditors enabling them to get their finances back on track.

£1,033,975.18
claimed

For 2024/25 the team also helped tenants to claim £1,033,975.18 in previously unclaimed benefits.

Helping you keep your finances afloat

Our Welfare Rights and Money Advice Service give help and free confidential advice on how to manage your debts and maximise your income.

They offer support in a number of different ways

Helping you to draw up a budget plan to see exactly where your money is going and this can be used to help negotiate repayments with any creditors you may have.

Looking at ways to manage your income and outgoings including any debt or arrears.

Checking if you are receiving all the benefit payments you are entitled to.

Directing you to available resources if you are struggling with increases to food and energy bills.

Supporting you with your debt problems outlining the best options available to you.

Please get in touch


Our phone lines are now open Monday - Friday from 9am - 4pm on **023 8083 2339**

You can also email **welfarerights.advice@southampton.gov.uk**

or check out our website **southampton.gov.uk/moneyadvice** for more information.

For enquiries and information relating to your tenancy you can:

 Check out the Housing Service web pages by searching for 'Housing' on southampton.gov.uk

 mytenancy@southampton.gov.uk

 023 8083 3006 (option 7)