

**Southdown**



**Tenant  
Annual Report**

2024/25



# Contents

Welcome .....	1
Our strategy .....	2
Meet your housing team .....	3
Useful contacts .....	4
Nigel's story .....	5
Awaab's Law .....	7
Reflective practice .....	9
Annual tenant visits .....	10
Sustainability .....	11
Planned investment .....	12
Financial inclusion .....	13
The Beacon .....	14
Finances .....	15
Tenant satisfaction .....	17
Working Together Charter .....	19
Have your say .....	21
Looking ahead .....	23

# Welcome to your annual tenant report

## Listening, learning and improving together.

At Southdown, providing quality homes is about helping people feel safe, respected and supported in their communities.



As a housing association and registered provider, Southdown has responsibilities to meet clear legal and ethical standards. These exist to make sure tenants are treated fairly, listened to, and supported to live well in their homes.

Earlier this year, Southdown shared the results of the Tenant Satisfaction Measures survey. Nearly nine in ten tenants said they are satisfied with Southdown as their landlord. The survey also highlighted where more needs to be done, including contributions to neighbourhoods and responses to anti social behaviour.

This report shares what has been heard, what is already changing, and where further improvement is planned. It also reflects a commitment to strengthening how feedback is gathered and acted on.

Thank you to everyone who shared their views. Your feedback helps Southdown continue to improve.

**Jim Aspdin**

Director of Housing

# Our strategy

## Housing | Connection | Support

Bringing forward new supported housing is complex, particularly in a context of reduced and uncertain support funding. At the same time, the need for safe, affordable homes with the right support has never been greater across Sussex. We recognise the pressures facing local communities and the importance of providing housing that enables people to feel secure, valued and able to live well.

Through our updated Business strategy, we have committed to expanding housing access and making careful use of our reserves to help address the severe housing shortage. This includes taking a planned and sustainable approach to developing new supported housing, ensuring that new homes are delivered where they are most needed and are supported by strong local partnerships.

We are working closely with local authorities and other partners to shape supported housing strategies that respond to local priorities and long term demand. By working collaboratively and thinking ahead, we aim to create housing solutions that are financially resilient and centred on the people and communities we serve.

You can read our full strategy here: [www.southdown.org/about-us/plans-reports](http://www.southdown.org/about-us/plans-reports)

At Southdown, we are guided by the belief that:



**A safe home provides** the foundation for stability and opportunity.



**Connection and purpose** help people thrive in their communities.

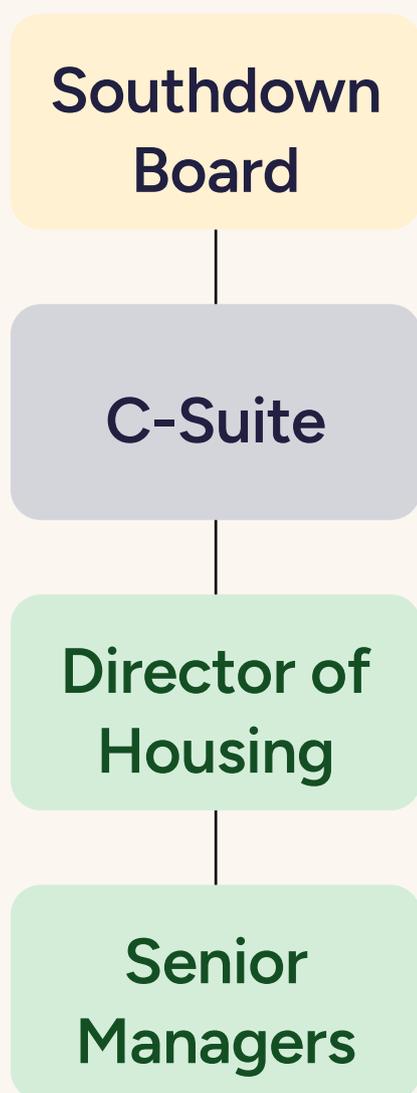


High quality, **person centred support** empowers people to lead their own lives.

# Meet your housing team

## Who's who in Southdown's housing management team.

Providing safe, well-managed homes relies on clear roles and responsibilities across Southdown. Senior leaders and the Board work together to oversee housing services, make decisions, and make sure standards are met. This section explains who is responsible for what, and how housing services are governed and delivered.



The **Southdown Board** is responsible for setting Southdown's overall direction, providing oversight, and making sure housing services meet legal, regulatory and ethical standards.

The **C-Suite** is responsible for leading the organisation, turning strategy into action, and making sure services are well run, sustainable and focused on tenants.

The **Director of Housing** is responsible for Southdown's role as a social landlord, including housing operations, the property portfolio, and compliance with consumer standards.

The Director of Housing is supported by two senior managers responsible for **Housing Services** and **Property Services**.

The **Housing Services** team covers housing management, rent collection, arrears, and shared ownership.

The **Property Services** team covers repairs, planned reinvestment, and property safety and compliance.

# Useful contacts

## Reporting a repair

 [property.services@southdown.org](mailto:property.services@southdown.org)

 01273 898744

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

## Feedback and general enquires

 [housing@southdown.org](mailto:housing@southdown.org)

 01273 405800

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



## Brand new tenant hub coming in 2026

We are developing a new website that will be easier to navigate and more accessible, helping you find the information and support you need. As part of this, we are launching a new tenant hub where you can quickly access key information about your home, services, and how to get help.

## Nigel's story



Southdown is one of the best. If I didn't have this flat, I'd probably be on the streets.

# I've been a Southdown tenant for 22 years. Unlike other big housing associations, Southdown takes care of you. It doesn't forget you.

I used to be a rough sleeper and lived in squats in London. I then lived in a council property in Lewes but there was black mould everywhere. They had to gut it to fix it, so I was rehoused here.

I was really happy when I moved. I have somewhere I can close the door and call home. At the time I was drinking too much. But I gave up drinking and I haven't regretted it at all.

People shouldn't feel shame about what they've been through. That's why I'm sharing my story. I'm an ex-alcoholic, I have diabetes, asthma, and other health problems. I was diagnosed with Klinefelter syndrome ten years ago which is very rare and means I have to have hormone injections every three months. It affects my learning, my mood, and it makes me tired. I get irritable. I was also diagnosed with borderline personality disorder. The injections help stabilise my mood and body.

You've got to find a way to live.  
Life's too short otherwise. I  
enjoy cross-stitch. It stops  
me sitting at home staring  
at my walls with my  
depression. I first  
started 13 years ago.  
I just picked it up

and learnt along the way. I teach people too! I get satisfaction from it. It makes me feel calm. I can do it for hours and hours. I get bored easily and so this uses my mind and stops me feeling low. I just love doing it. It stops me floating away.

I've always been a helper. I like looking out for people. Having the stability of this home means I can look after my mum nearby and maintain my friendships. I have lots of godchildren and meet people every day. I love it!

I've got all these talents and I'm finding ways to use them. Like popping round to make a cup of tea for a friend before their carer comes, building a garden that is wheelchair accessible, or helping someone paint their home. Friends help each other.

It's brilliant being a Southdown tenant. The staff are fantastic. They don't judge you or patronise you. You can rely on them, they're alert and know what's going on. And they're friendly and polite. I feel like I'm treated like a human being.

I've got dyslexia so the housing team are really helpful and supportive with any issues I might have around my rent, repairs, bills, and council tax. They always make sure I'm okay. They'll always ring me back. I have a lot of respect for them.

I feel listened to by Southdown. It cares about its tenants. I've had Christmas cards some years and receive a Client and Tenant Involvement Quarterly Newsletter which tells us what's going on. They want to hear our ideas, and they've introduced me to new things and given me new ideas. Since I've been a tenant, I've learnt so much.

Southdown is one of the best. If I didn't have this flat, I'd probably be on the streets.



# Awaab's Law

## Our commitment to safe homes

Awaab's Law comes into force on 27 October 2025, marking a significant turning point in tenant protection. Named after case in 2020 that brought national attention to dangerous housing conditions and demanded change, the legislation sets legal timeframes for landlords to investigate and fix reported health hazards.

We introduced our damp and mould procedure in April 2023 which are now embedded in our processes. To meet the timescales required by Awaab's Law, we've made further improvements and now have workflows built into our housing management system that automatically set the correct timescales, record actions taken, and assign work to the right people at the right time.

Awaab's Law doesn't just cover damp and mould. It also addresses 27 other Housing Health & Safety Rating System (HHSRS) hazards, including risks of trips and falls, excess cold

or heat, and electrical hazards.

When a hazard is reported, our team assesses it and classifies it as either Emergency or Significant. Because some health conditions may require a faster or tailored response, tenants may be asked questions about their health during the reporting process. This helps us prioritise appropriately and keep people safe. Our contractors have also been trained to identify potential hazards during visits and may ask similar questions for the same reason.

The new rules mean tenants can hold landlords to account by law if they fail to provide a decent home. But beyond compliance, at the heart of Awaab's Law is a simple truth: no one should suffer harm in the place they call home. A home is more than a building. It should be a safe place. We are committed to making that a reality for every one of our tenants.



## Reporting damp or mould

If you find mould in your home, please report it to us straight away so we can inspect and resolve the issue as quickly as possible in line with our repairs process and Awaab's Law timeframes. Early reporting helps us keep your home safe and healthy.

You can contact our Property Services team on **01273 898744** or email **[property.services@southdown.org](mailto:property.services@southdown.org)** to report the issue. If it is an emergency outside normal working hours, calling the same number will connect you to our out of hours service.

# Reflective practice

## Helping our staff create better outcomes for tenants

We are committed to being a psychologically informed organisation, and reflective practice is a key part of this.

Our housing team meets monthly with a Reflective Practice Facilitator to review what has worked well and what could be improved. These sessions help staff better understand tenants' needs and support a more person centred approach.

Benefits of reflective practice:

- Supports staff wellbeing
- Provides space to reflect on experiences
- Strengthens teamwork
- Encourages learning and good practice
- Helps staff understand the impact of their actions



### Supporting you to stay in your home

We work with tenants to help them maintain their tenancy and avoid eviction wherever possible. In 2024 to 2025 there were 5 evictions, the same as the previous year.

# Annual tenant visits

## Improving our needs assessment and revisions to our annual tenant visit process

We want our tenants to feel safe and happy at home and our annual visits pay an important part in this. Every year they will get a visit from a member of our housing team. It's one way we can make sure our homes remain safe and in good condition. It's also an opportunity for our tenants to discuss any issues they have and find out how we can support them.

Allowing us pre-arranged access for an annual tenant visit is a tenancy condition. We've updated our process to improve visibility of properties where access hasn't been provided. This change enables us to monitor non-compliance more effectively and follow the process through to tenancy action where necessary.

## Pagoda pilot

In November and December 2024, we carried out a pilot at two of our properties in Brighton to develop a safeguarding and security service with a locally based company called Pagoda. Their response team is available to us and our tenants at any time during the day or night.

Feedback received from tenants and neighbours was positive and we could see how this service had a transforming effect on the atmosphere in our properties. Tenants felt reassured and welcomed an increased sense of security. In the event of any disturbance, as well as attending and offering wellbeing support, Pagoda was able to report back on incidents to us to enable us to take the appropriate action.

**“ I don't even know where to begin with how much Pagoda has helped me over the past two months. The reassurance they have provided me is priceless.**

Following on from this successful pilot and after consulting with tenants, we continue to work with Pagoda in the Brighton and Hove area.

# Sustainability

## Improving energy efficiency and reducing the environmental impact of our homes.

We are committed to improving the energy efficiency of our homes and reducing their environmental impact, while helping tenants live in warmer, more affordable to run properties. This includes building our internal expertise in energy modelling, targeting retrofit opportunities and securing external funding to support improvement works.

During the year, eighteen homes saw improvements to their Energy Performance Certificate rating, bringing them up to EPC C or above. Nine of these were delivered through co funding from the Social Housing Decarbonisation Fund, including a block of supported housing flats in Eastbourne where solar panels were installed.



**69.5% of our rated homes have an EPC rating of C or above.**

That's 162 out of 233 properties. Work is underway to make that figure 100% by the year 2020.

### Warm Homes Social Fund partnership

We are continuing our partnership with Clarion Housing Group through the Warm Homes Social Fund. Over the next two years, a further 17 homes will benefit from co funded energy efficiency improvements, helping to make homes warmer, more sustainable and more affordable to run.

# Planned reinvestment

Investing in the long  
term quality, safety and  
condition of our homes.

We are committed to maintaining the quality and condition of our homes. In 2024 to 2025, we invested over £750,000 in planned improvements, including replacing kitchens, bathrooms, boilers and fire doors. We also completed internal and external decoration works in a number of communal areas.

Our reinvestment priorities are informed by regular stock condition surveys, which are carried out across all properties every five years. Each building component is given an expected lifespan and is replaced when due. This planned approach helps ensure our homes continue to meet the Decent Homes Standard and all relevant legal and safety requirements.

“ I’m so happy. It’s my home, my forever home. It’s given my children peace of mind too. I’m in a safe, secure environment.

- Southdown tenant

**£750,000**

Invested in  
improving homes in  
2024/25.



# Financial inclusion

## Supporting people to manage money and stay secure.



**982**

Our Financial Inclusion team supported **982 people** to improve their financial wellbeing, helping individuals out of poverty and ensuring they can access the vital support they need.

We support tenants to improve their financial wellbeing, helping people manage rising living costs, access the support available to them, and maintain stable tenancies. This work helps prevent crisis, reduces pressure on services, and enables people to live more independently.

We provide practical support with budgeting, benefits, and accessing grants, helping tenants to navigate a complex financial system with confidence. By working alongside people to build skills and stability, we help reduce the risk of rent arrears, prevent homelessness, and support people to sustain their tenancies over the long term.

“ I like my home. I feel comfortable here. Being here is freedom. I can go out when I like, come back when I like. I’ve got a lot more independence.

- Southdown tenant

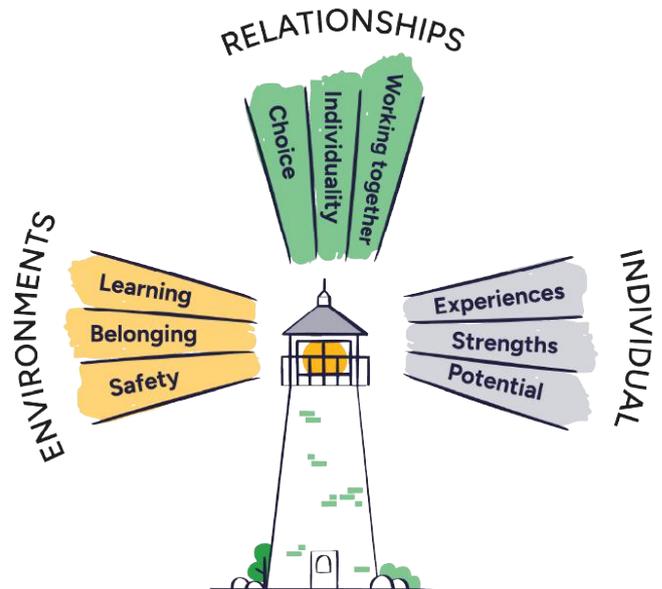
# The Beacon

## A consistent approach to how we support people.

The Southdown Beacon guides how we support people across all our services. It brings together environment, relationships, and individual needs to ensure support is consistent, person centred, and responsive.

We recognise that each person understands their own needs best. Our role is to work alongside people to build on their strengths, overcome barriers, and support them to take control of their own lives. The Beacon helps our teams to do this in a way that is informed, reflective, and focused on what matters to each individual.

Developed with input from colleagues and the people who use our services, and reviewed by external psychologists, the Beacon provides a shared framework that helps ensure our support is safe, effective, and grounded in real experience.



### Environment

We create safe, supportive spaces that help people feel secure, comfortable, and able to focus on their wellbeing.

### Relationships

We build honest, respectful relationships based on trust, working alongside people to understand their needs and goals.

### Individual

We support people to build on their strengths, overcome barriers, and take control of their own lives.

# How we manage our income

A clear breakdown of how our income is spent to maintain homes and deliver services.

We are responsible for managing our homes and services, and for using our income carefully and responsibly. Most of our income comes from rent and service charges, alongside other sources such as grants and tenancy related income.

## Where our income comes from

The table below shows where every £1 we receive comes from, broken down by income source.

Source	Pence in £1
Rent	59p
Service charges	33p
Tenancy and housing income	11p
Other income	2p
Lost through empty homes*	-4p

\*Around 4 pence is lost when homes are empty, meaning no rent is received during that time.

### Please note

Figures are based on income received between April and December 2025 and are rounded to the nearest penny.



## How we spend every pound...

This page shows how our income is used to maintain homes, deliver services, and cover the day to day running of Southdown's housing services.

**£0.44**

Maintaining homes takes the largest share, covering repairs, safety checks, and planned improvements.

**£0.28**

This supports housing and property services, along with central teams like IT, finance, and HR.

**£0.02**

A small amount is used for insurance to protect homes and services.

**£0.08**

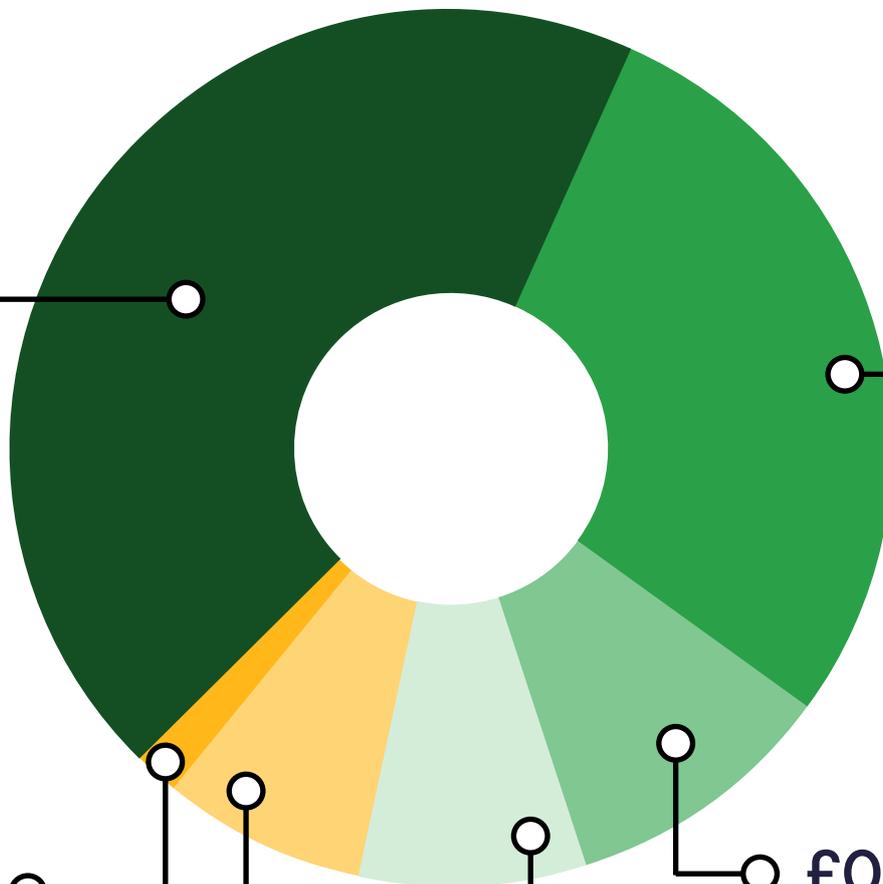
This reflects the ongoing wear and tear of homes and helps plan for future repairs.

**£0.08**

A portion is reinvested to improve homes and support services in the future.

**£0.10**

Utilities and everyday costs such as electricity, water, cleaning, and household items are included here.



# Tenant Satisfaction Measures

## How you rated our homes and services in 2024 to 2025.

Tenant Satisfaction Measures (TSMs) are set by the Regulator of Social Housing and show how well we are performing as a landlord. They are based on feedback from tenants and shared owners, alongside data from our services.

Our results this year show strong overall satisfaction, with most areas improving compared to last year. These results help us understand what we are doing well and where we need to focus to improve our homes and services further.

96%

of tenants feel we treat them **fairly and with respect**.

89%

of tenants are **satisfied with our repairs** service.

89%

of tenants are satisfied that their **home is well maintained**.

89%

of tenants feel their **home is safe**.

85%

of tenants are satisfied that we **keep them informed**.

88%

of tenants are **satisfied with the overall service** we provide.

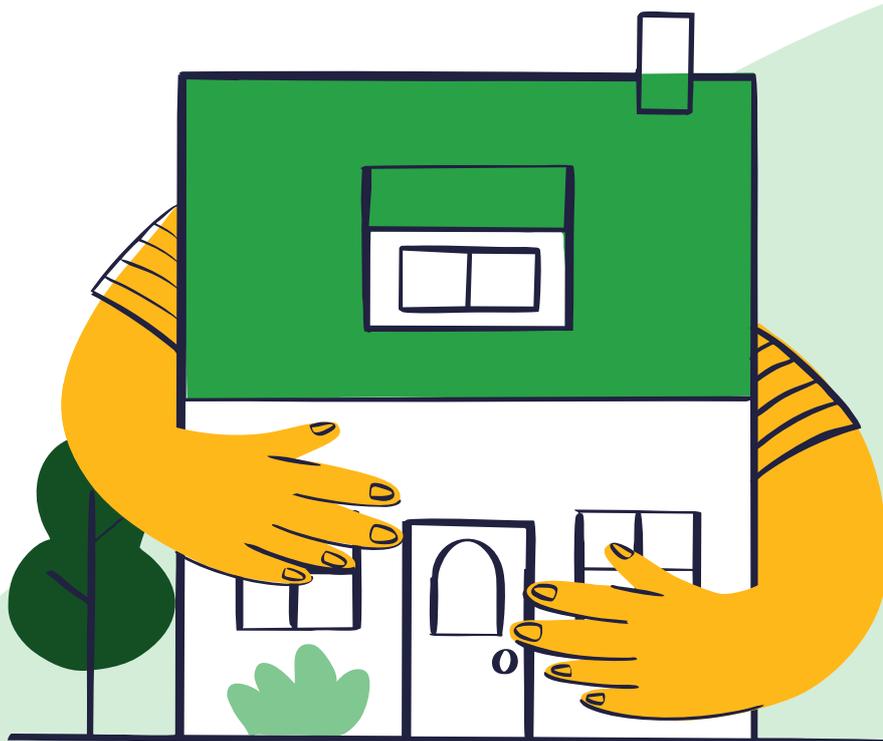
# What this means for you

Our results show that most tenants are satisfied with the homes and services we provide, with strong performance across key areas.

- Most tenants are satisfied with the service they receive
- Homes are generally well maintained and safe
- Repairs services are performing well
- Tenants feel treated fairly and with respect
- We are continuing to improve how we communicate and listen

We will continue to build on these results and focus on the areas where we can improve.

**Our Working Together Charter on the next page sets out the standards you can expect from us and how we will deliver our services.**



Read the full report here:



# Working together charter

**Working together to provide safe, supportive, and high quality homes and services.**

This charter sets out how we will work with you and what you can expect from us. It reflects national standards, including the CQC Quality Statements and the Regulator for Social Housing's Consumer Standards, alongside Southdown's values and approach.



## Relationships

We will treat you with fairness and respect. We will work with you as an individual and build open, honest relationships based on choice.

## Communication

We will provide clear, timely information about your home, local community, our services, how we solve problems, and how we are performing.

## Voice and influence

We value your views and use your feedback to shape decisions. We will show how your feedback makes a difference.

## Accountability

We will work with you to review and challenge decisions that affect your services and home. We will be open and take responsibility.

## Quality

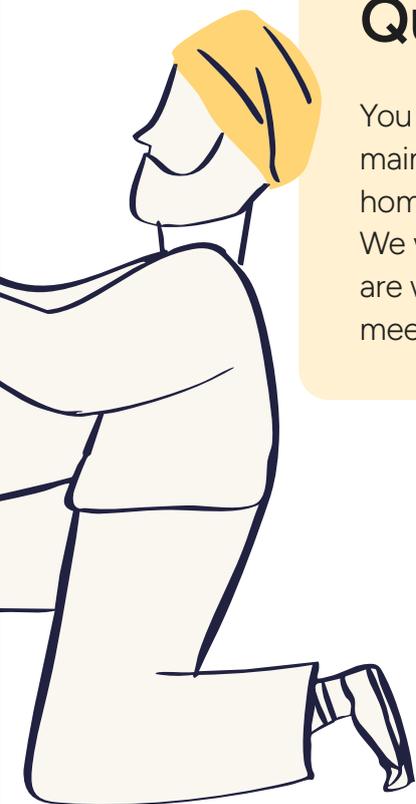
You can expect safe, well maintained services and homes of good quality. We will make sure they are well managed and meet your needs.

## Equality, diversity and inclusion

We will create inclusive services where everyone feels they belong and can take part. We will listen to all backgrounds and reach out to underrepresented groups.

## When things go wrong

If something goes wrong, you will have simple ways to raise concerns and get help. We will respond quickly and provide support when you need it.



# Have your say

## Feedback, complaints and how we learn from you

We welcome feedback from tenants and shared owners, including complaints. This helps us understand your experience and improve the services we provide.

Complaints are an important part of how we learn. They highlight where things have not worked as well as they should and help us make changes to improve services for everyone.

### Complaints received

Between 2024 to 2025, we received 20 complaints across all our services, which remains a very low number compared to the number of people we support.

We recognise that not all concerns are raised as formal complaints, and we are working to make it easier for tenants and clients to share their feedback openly

### What we've learned this year

We use complaints to improve our services. Key themes this year include:

- Improving how we communicate with tenants and clients
- Making sure expectations are clear from the start
- Responding more quickly where possible
- Strengthening how we learn from complaints across services

We are also reviewing our complaints process to make it more accessible, person centred, and focused on resolving issues early.

## Improving how we handle complaints

We are currently reviewing and improving our complaints process to make it easier to raise concerns and ensure we learn from feedback.

### This includes:

- Making it simpler to raise a complaint
- Improving how we respond and communicate
- Using feedback to shape service improvements

View our annual review and self assessment:



## The Housing Ombudsman

We follow the Housing Ombudsman's Complaint Handling Code, which sets out how complaints should be managed fairly and effectively.

Our policies and processes are aligned with this code, and we complete a yearly self assessment to ensure we are meeting these standards.



# Thank you

## Recognising the people who make our work possible.

We would like to thank all our tenants for their feedback, involvement, and the trust they place in us. Your views help shape and improve the services we provide.

We also want to thank our staff, whose dedication, compassion, and professionalism make a real difference every day. Their commitment ensures that people feel supported, safe, and valued in their homes.

# Looking ahead

## Supporting tenants now and in the future.

We will continue to focus on providing safe, high quality homes and delivering services that support people to live independently. Listening to tenants and learning from feedback will remain central to how we improve and develop what we do.

As we move forward, we remain committed to working together with tenants, partners, and colleagues to build services that are responsive, inclusive, and centred on the people we support.



# Southdown



Southdown  
2 Bell Lane  
Lewes  
East Sussex  
BN7 1JU



01273 405 800



[info@southdown.org](mailto:info@southdown.org)

Southdown is an exempt charity registered with the Regulator of Social Housing (L1829) and committed to the National Housing Federation's code of governance. Southdown is also a registered society under the Co-operative and Community Benefits Societies Act 2014 (20755R).