



Customer Annual Report 2023 – 2024



Review of the year:

SLH delivered great progress towards our Growing, Greening and Transforming goals during the past year.

Our first Tenant Satisfaction Measure (TSM) customer perception survey of 683 tenants, carried out independently, showed;

- Overall customer satisfaction of **79%**
- Satisfaction that homes are safe at **84%**
- Treating tenants with respect at **82%**

We continued to invest in safe, affordable, energy-efficient homes:

- **£6.3m** has been invested in customers' homes through our major works and energy efficiency programme.
- A record **95** new homes were built (**44** rented and **51** shared ownership).
- Our Passivhaus scheme in Lancaster received multiple affordable housing, partnership and energy efficiency awards.
- **10** other new homes were also built to high-eco standards.
- **100%** of properties met the Decent Homes Standard, with **100%** achieving an up-to-date safety certificate in all areas of building safety compliance.

The external operating environment for repairs and maintenance delivery remained challenging.

- **74%** of repairs were completed in target time
- **99.4%** emergency repairs completed within target

We have increased the number of trade operatives and added new local contractors to our supply chain to speed up waiting times for repairs. Improving the customer experience with the repairs service is one of our top priorities for the coming year.

Rent collection and arrears performance continued to perform well, with **99.05%** rent collection achieved in 2023/24 (vs. **98.3%** in 2022/23). Only a handful of evictions were necessary, which are only ever a last resort. We have continued to offer advice and support on paying rent and the cost-of-living pressures.

The Regulator of Social Housing reaffirmed our Governance and Financial Viability ratings with compliant **G1** and **V2** grades, following their annual stability check in November 2023. The judgement reflects SLH's ambitious plans to invest heavily in existing homes and deliver new affordable homes, against the backdrop of increased costs and risks associated with an uncertain economic climate.

The Board worked with customers to review its approach to customer voice within governance, leading to the formation of a new Residents Forum, which is more reflective of SLH's resident base and geography. The Forum will provide a fresh perspective by helping to shape and influence services to improve customer experience.

We would like to take this opportunity to thank former members of the Tenants' Committee who have helped to facilitate the change to a new model of engagement.

With warm wishes

Ian Munro - Chair
Cath Purdy - CEO

Introduction

Last year, as part of our five-year strategy between 2020 and 2025, we said we would drive progress on delivering our aim of growing our business to allow us to do more for you and your community.

Welcome to South Lakes Housing's Customer Annual Report for 2023/24 which outlines the significant progress being made in delivering our strategic goals, including investment in existing and new homes, improving the energy efficiency and affordability of our homes and strengthening the voice of customers to help us to improve customer experience and outcomes.

Earlier this year saw the dawn of new consumer regulation introduced by The Social Housing (Regulation) Act 2023, giving tenants more rights and protections around the quality of homes, neighbourhoods and services that you receive, and we want you to be fully informed and make the most of them. This report will help you to hold SLH to account on the things that matter to you – whether you are a tenant, leaseholder, customer, shared owner or a garage tenant.

As your landlord we strive to deliver great services and customer experience, and our performance in the past year has been good overall. 79% of customers are satisfied with SLH as a landlord.

We know that we do not always get it right and that is why we are keen to listen to customer concerns and learn lessons when our service has not met the standard you have the right to expect. We will be working closely with the newly formed Residents Forum to ensure that services are customer centered and we provide a great customer experience.

Please get in touch with us to provide feedback or raise questions on the information provided in this report.



Ian Munro - Chair



Cath Purdy – CEO



Our purpose

‘Quality Homes, a platform for life’

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Our Homes: Providing Safe, Warm, Affordable Homes

Quality Homes - A Platform for Life



We currently own and manage over 3,600 homes which includes a mix of flats, houses and bungalows and tenure types to reflect the housing needs of the local community.

With the continued Cost-of-Living Crisis and the high cost of energy, it is increasingly important that we provide affordable, safe homes for customers that not only meet the Regulator of Social Housing's (RSH) safety and quality standards, but that are also affordable to run and maintain on a long-term basis.



In 2023-24 SLH :

- Spent a total of **£6.3m** on improving customers' homes through our major works programme which included replacing kitchens, bathrooms, windows and doors.
- Completed over **9,400** repairs, including work to keep customers warm, safe and secure in their homes.
- Celebrated the successful completion of the delivery of Year One of our **£7.2m** two-year energy efficiency improvement initiative 'Warmer Greener Homes', improving **367** homes by upgrades to roof and wall insulation and providing solar panels.
- Invested **£12m**, including support from Homes England, in developing **95** new affordable homes for local people.

We spent a total of £6.3m on improving customers' homes through major repairs and invested £12m developing 95 much needed new affordable homes.

Keeping Your Home Safe & In Good Repair

In 2023/24 100% of our homes met the Decent Homes Standard and were compliant with all aspects of building safety and we held up-to-date safety certificates in all required areas.

We continue to regularly survey our homes and have treated all reports of black mould that could be hazardous to health. We are working hard to improve our homes to prevent occurrence of damp and mould and offer advice to customers about how to prevent condensation and mould.

The external operating environment for repairs and maintenance delivery remains extremely challenging and we have increased the size of our trades team and have added new local contractors to our supply chain to speed up waiting times for repairs. We attended 97.7% of appointments but 26% were outside of target waiting times.



This year we have:



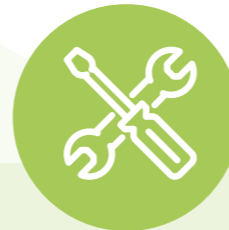
£6.3m

Spent £6.3m on improving homes through major repairs. Even more planned to be invested in 2024/25 with a budget of £8.5M



£115k

Spent £115k on accessibility adaptations.



9,409

Completed 9,409 Repairs to Customers' homes.



74%

Completed 74% non-emergency repairs within target time & 99.4% emergency repairs were completed within time.



79.5%

Achieved 79.5% customer satisfaction with SLH repairs service.



97.7%

Made and kept 97.7% of repair appointments.

Safety checks



100%

Ensured that 100% of our gas connected homes have an up-to-date gas certificate and undertook legal action to access four homes.



99.8%

Completed 99.8% of electrical safety checks within 5 years.



100%

Carried out Fire Risk Assessments in 100% of our communal areas.



100%

Completed 100% of required water/legionella checks.



100%

Ensured 100% of lifts in independent living schemes for sheltered housing are regularly inspected and maintained.

As a result of our rigorous safety checks, regular surveys and inspections our Property Services Team also:



48

Installed 48 kitchens and 65 Bathrooms.



62

Installed uPVC windows to 62 homes and entrance doors to 93 homes.



200

Upgraded 200 heating systems.



279

Carried out 279 damp and mould inspections and completed remedial works to 101 homes.

Making Your Home Warmer & Greener

In April 2023, SLH celebrated the successful completion of the delivery of Year One of our £7.2m two-year 'Warmer, Greener Homes' home improvement initiative, which is being delivered alongside national energy-efficiency installer Dyson Energy Services and energy services provider Everwarm.



2026, earlier than the Government imposed target of 2030 and is a fundamental milestone SLH's journey to 'net zero' by 2050.

One year into delivery, 367 properties from the initial Year One target of 362 homes, have received energy-efficient home improvements. Residents are now benefiting from savings on energy bills as well as enjoying warmer and better ventilated homes, which are crucial for health and wellbeing.

The first year of delivery has predominantly focused on homes in Kendal, Milnthorpe and Sedbergh.

In Year One, over 535 energy saving measures have been installed into the 367 households, including:

- 347 homes with solar PV systems,
- 181 cavity wall insulation upgrades,
- 4 loft space insulation upgrades,
- An additional 345 ventilation measures have been installed to improve air quality in residents' homes.

We are making a further application to the Government for additional funds, which we will match to complete the remaining homes.



SLH was awarded £3.6m of funding from the Government's Social Housing Decarbonisation Fund to enhance a total of 905 existing properties over a two-year period. A further £3.6m is being match funded by South Lakes Housing and will form part of a total investment in energy efficiency in our existing homes over two years of around £8m.

The project is part of a national initiative designed to reduce the carbon footprint of social housing homes by installing measures into existing homes referred to as 'retrofitting'. It is a key part of SLH's Business Strategy which aims for all its homes to achieve Energy Performance Certificate (EPC) 'C' rating by

Our ambition is to have all SLH homes achieving EPC 'C' rating by 2026.

Providing New affordable Homes

In South Cumbria and North Lancashire there is an acute housing crisis, with many households priced out of the market and not able to find an affordable home to live in.

We are committed to help address this shortage and in 2023/24 we invested £12m, including a level of Government grant, in developing 95 new affordable homes.

- We have levered in almost £1m grant from Homes England to help the supply of homes for local people.
- We have provided a range of house types and tenures to meet the range of demand that exists.
- We are committed to ensuring that all new homes are built to good space and high energy efficiency standards with 100% of new homes achieving Energy Performance Certificate B or above.
- Our Passivhaus scheme in Halton, Lancashire, developed in partnership with Lune Valley Community Land Trust has won several prestigious Awards.



<p>38 Homes for Affordable Rent</p>	
<p>6 Homes for Social Rent</p>	
<p>51 Homes for Shared Ownership</p>	

Our Finances 2023-2024








As a Community Benefit Society, SLH is a not-for-profit organisation and fulfils its social purpose by providing quality homes and services. We understand that a good, secure home creates a platform for life.

During 2023-24 we continued to invest all monies received into improving our existing homes, service and neighbourhoods, whilst delivering on our ambitious business goals to improve the energy efficiency of existing homes and to deliver 400 new affordable homes.

Where our money was spent:

Breakdown per £1 of expenditure in 2023/24



	£0.32	Development of new affordable homes
	£0.19	Reinvestment in existing homes
	£0.18	Management costs including staffing and offices
	£0.12	Planned and routine maintenance
	£0.11	Other social housing activities
	£0.05	Interest on loans
	£0.03	Services including ground rents, care alarms, communal areas.

You can view SLH's full Financial Statements including the Value for Money Metrics within the Annual Report & Financial Statements which are on the SLH Website.

Customer Voice & Engagement

TSM Customer Satisfaction Survey & General Management Results

Thank you to all those customers who took part in completing our customer satisfaction surveys. It has given us more insight into what we are doing well and what we need to improve.

Last year, the Regulator of Social Housing introduced a new requirement for all social housing landlords to annually report on a set of Tenant Satisfaction Measures (TSMs) that tells you how we are performing in providing quality homes and services.

The measures aim to improve standards for people living in social rented housing and shared owners by:

- Showing how well we are doing on important things like delivering repairs, dealing with any complaints and treating you with respect.
- Allowing you to hold us to account when we are not performing as we should.
- Giving the Regulator an insight into which landlords might need to improve things for their customers.

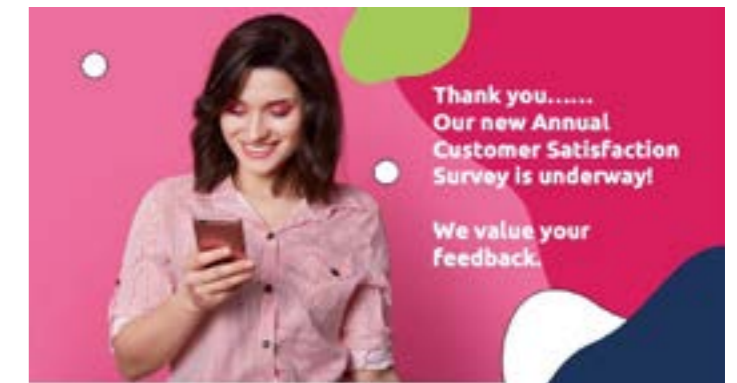
TSMs show how well we:

- Keep your home in a good state of repair.
- Make sure your home is safe.
- Give you opportunities to have your say, and act on your views.
- Handle complaints.

There are 22 TSMs including:

- 12 Tenant Perception Measures – we measure these through an annual tenant perception survey carried out independently.
- 10 General Management Measures – we measure these directly through information we hold in our systems.

These give the Regulator an insight into which landlords might need to improve things for their customers.



You can view the results and see what customers said about us and the homes and services we provide at <https://www.southlakeshousing.co.uk/about-us/tsm-customer-satisfaction-survey-results/>

TSM Tenant Perception Measures and General Management results:

Measure	2023/24 Result
TP01: Overall satisfaction	78.6%
Theme 1: Keeping properties in good repair (RP)	
RP01: Homes that do not meet the Decent Homes Standard	0%
RP02 (1): Repairs completed within the target timescale (non-emergency)	74.0%
RP02 (2): Repairs completed within the target timescale (emergency)	99.4%
TP02: Satisfaction with repairs	79.5%
TP03: satisfaction with the time taken to complete most recent repair	76.9%
TP04: Satisfaction that the home is well maintained	78.4%
Theme 2: Maintaining building safety (BS)	
Many of the areas are not applicable to LVRHA as we do not own or manage properties requiring communal asbestos checks or water safety checks under the regulations. LVRHA do not have any passenger lifts.	
BS01: Gas safety checks	100%
BS02: Fire safety checks	100%
BS03: Asbestos safety checks	100%
BS04: Water safety checks	100%
BS05: Lift safety checks	100%
TP05: Satisfaction that the home is safe	84.4%

Measure	2023/24 Result
Theme 3: Respectful and helpful engagement	
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	68.4%
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	75.6%
TP08: Agreement that the landlord treats tenants fairly and with respect	82.4%
Theme 4: Effective handling of complaints (CH)	
CH01 (1): Complaints relative to the size of the landlord (Stage 1)	17.5
CH02 (1): Complaints responded to within Complaint Handling Code timescales (Stage 1)	98.3%
CH02 (1): Complaints relative to the size of the landlord (Stage 2)	2.5
CH02 (2): Complaints responded to within Complaint Handling Code timescales (Stage 2)	100%
TP09: Satisfaction with the landlord’s approach to handling complaints	44.3%
Theme 5: Responsible neighbourhood management (NM)	
NM01 (1) Antisocial behaviour cases relative to the size of the landlord	32.2
NM01 (2) Number of antisocial behaviour cases that involve hate incidents.	0.2
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	71.3%
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	67.3%
TP12: Satisfaction with the landlord’s approach to handling antisocial behaviour	72.7%

What our customers are saying about us

Here of some of the positive comments and feedback we have received from some of our customers:

“Our concerns were taken seriously and dealt with immediately and appropriately.”

“Resolved very speedily, within 3 days, explained very well. Pleasant electrician.”

“Quick response, professional manner, recognise the issue I raised.”

“The gentleman that came was very nice and did the work quickly and efficiently.”

“You said, we did.”

Here of some of the improvements we have made from your feedback, complaints and suggestions:

You said: “There are some delays in carrying out repairs to your home.”

We did: We continue to recruit tradespeople to enable us to carry out repairs in a timely manner in your home. Customers can book a repair appointment through our online customer portal My Account.

You told us: “Contractors are sometimes not showing their ID prior to visiting your home.”

We did: Your safety is paramount to us. We have reminded our contractors and tradespeople to always have their ID on them and to make sure it is shown on arrival at a customer’s home.

Caring for Your Neighbourhood

As well as ensuring that our homes are affordable and safe, we want our neighbourhoods to be flourishing, safe places you can be proud to live in. It's important that you love the area where you live as much as you love your home.

Our team of Neighbourhood Partners and Neighbourhood Assistants who look after our Independent Living schemes for older people, are available to support you and make sure your neighbourhood is kept welcoming, friendly, safe, clean and tidy.

This year we continued to:

- Listen to our customers to find out what they love about their community, and what they'd change through **Estate Walkabouts and our Neighbourhood Natters**.
- Deliver our **Neighbourhood Plans** which set how we work collaboratively with local people, communities, and local partners to make positive change. These plans aim to make the best use of community assets, support and resources within the neighbourhood and coordinate partnership approaches to tackle challenges and provide support where it is most needed.



In 2023-24 we also :

- Worked with communities to bring their ideas to life through designing and supporting the delivery of several environmental improvements. At SLH we are big supporters of people helping each other and being good neighbours. We want to help residents to create an involved and active place to live, one that reaches out to everyone who lives in your neighbourhood.
- Dealt with **109** noise reports and more serious anti-social behaviour (ASB) cases, ranging from low level noise nuisance to serious criminal activity. We continued to work closely with customers and partner agencies to help prevent and tackle ASB.
- Continued to work with our cleaning contractor to carry out our neighbourhood cleaning services and to work proactively alongside our neighbourhoods' team.
- Welcomed over **200** customers into their new home and supported **14** customers with mutual exchanges to find more suitable homes for their housing need. Providing a range of support and advice before, during and after the move.

If you would like to get in touch with our team about your neighbourhood, training, or an idea you have you can contact us on: customerservices@southlakeshousing.co.uk.

Cost of Living Support

We continue to provide a customer centric service focused on supporting customers to maximise their income and pay their rent.

Examples include;

- Providing emergency utility support
- Specific referrals for debt advice, food packages, food banks, kitchen starter packs etc
- 53 hours' worth of advice via Citizens Advice Bureau referrals
- 150 households have been supported
- Supporting customers with applications for Universal Credit and Housing Benefit.

This year we have:



Continued to work with and make referrals to partner agencies such as food banks, Age UK, Citizen's Advice, Manna House and many more.



Undertaken assessments in the My New Home process to support and signpost new customers, to maximise their income and sustain their tenancy.



With energy prices remaining high and other household bills increasing we understand that many of our customers will be having money worries. We have a knowledgeable team who can provide you with advice, support and can make referrals for support where available.



We are here to help so please don't delay getting in touch.

We recognise the Cost-of-Living Crisis continues to adversely impact our customers and communities. We provide support to those who are struggling financially to maximise their income and manage their money through our Cost-of-Living Hub which is available on the SLH website.



SLH colleagues distributing Winter Warmth Kits

Safeguarding

Safeguarding is everyone’s responsibility. At SLH we believe every person has the right to live in safety, free from abuse and neglect. Safeguarding vulnerable adults at risk and children is about protecting those at risk of harm from suffering abuse, neglect, or other forms of exploitation, whilst supporting individuals to maintain control over their lives and in making informed choices without coercion.

The nature of work carried out by SLH means some colleagues and contractors go in our customers’ homes to carry out repairs and visits and offer support services. As such, we have a significant role to play in terms of safeguarding children and vulnerable adults at risk and children living in our homes, working closely with, and referring cases on to suitably competent statutory authorities such as Westmorland and Furness Council and Cumbria Police.

If there is an immediate fear for someone’s safety or well-being the police should always be contacted by calling 999. Other potential safeguarding incidents can be reported in confidence by completing a short form on our website.

In 2023/24:

17

We have Referred and / or investigated **17** cases of abuse or neglect to the relevant authorities. This includes **7** cases of domestic violence.



100%

100% of cases have been reviewed and actioned within **2** working days.



100%

All colleagues have been trained in safeguarding awareness. In addition, **23** colleagues have completed Level 3 Designated Safeguarding Lead Certificated Training.



Independent Living

Our Independent Living schemes offer specialist support to help older and vulnerable people to live independently for longer, do more of the things they love and to feel safe and connected.

SLH’s Independent Living Service is based around a personalised plan, optional wellbeing phone calls and supported by the digital technology, giving peace of mind to you, your family, friends and neighbours.



In 2023/24:

The team have delivered a number of engagement events within the schemes working with customers to identify any issues and work up actions where appropriate. This has led to a bigger focus on communal repairs.



Satisfaction amongst our customers in our Sheltered Schemes is generally around 10% higher than that of our general needs customers.



We developed a new performance dashboard which is helping our team track issues which have been reported and are still outstanding, as well as ensuring routine safety checks are completed on time.



We consulted customers as part of a review of the service to understand what they like about the service and what they would like to see improved.



Alongside other colleagues we provided Winter Warmth packs to help customers stay warm and safe.



Customer First – Feedback, ASB & Complaints

Our customers are at the heart of everything that we do. We have continued to invest in people and technology to listen and respond better to residents' concerns and suggestions, in a way and time that is more convenient for them.

Customer Interactions:

During the year we have dealt with **49,642** digital transactions from customers and received a total of **33,932** calls. We re-introduced transactional satisfaction surveys and sent **11,157** surveys to customers asking them to share their views about our services.

My Account Users:

In 2023/24 we had **48%** of customers registered for our free online portal MyAccount, which enables them to make payments, report repairs and manage their tenancy online safely and securely, 24 hours a day, 7 days a week. If you are not registered, why not check it out on our website?



Netcall:

Our improved customer experience platform means our Customer Services Team have access to all customer enquiries in one place, via our online customer portal My Account, telephone, email, website and live chat and we have improved response times for customers.

Customer Call Backs:

Our customers can request a call back and will receive a response to their enquiry within 2 working days. This year we have had **1,650** call backs logged and completed **83%** in target time.

Out of Hours Service:

We reviewed and improved our out of hours service, based on customer feedback we received. We have since introduced customer satisfaction surveys so that customers can tell us how they have found the experience.


Customer Experience – Let's Make It Happen (MGI)

In delivering our Customer Experience Strategy and Action Plan, we have continued to invest in our colleagues to improve services for customers. All colleagues have been through our Let's Make it Happen customer service excellence training programme. This was delivered by MGI learning using the internationally recognised Gober Method™.


Let's Make It Happen is designed to support colleagues to positively handle any request, question, or feedback, listen to customers, take ownership and responsibility, and focus on seeking solutions. This is supported by several projects to improve the way we obtain feedback, access to our services, communication, and customer experience and we hope that our customers are starting to feel the difference.




This year we have:



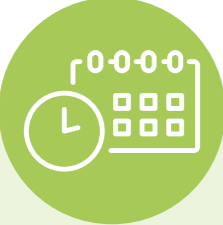
73
Received and responded to 73 complaints (55 last year).




99%
Responded to 99% of complaints received within the Housing Ombudsman Service Complaint Handling Code timescale of 10 working days.




67 (88%)
Resolved 67 complaints at stage one of the complaint process.



6
6 complaints progressed to stage 2 of the complaints process. 100% responded to within the Housing Ombudsman Service Complaint Handling Code timescale of 20 working days.



1
1 complaint progressed to the optional stage 3 of the complaints process and was heard by a Tenant Panel. We have since removed this stage to comply with Housing Ombudsman Service Complaint Handling Code.



Some examples of learning and changes we have implemented in response to complaints.

Learning Implemented:

Communication – ensuring contractors are updating tenants and SLH about how they are progressing with works.

Communication – keeping tenants informed when follow-up repair work is required if the job cannot be fixed on the first visit.

Saying sorry and putting things right.

Damp and Mould – an organisational wide action group was formed to review our policy and approach around damp and mould and establish better processes for tracking cases and following up after 3, 6 & 12 months to check that the problem has not re-occurred.

You can find out further information about our performance around complaint handling at <https://www.southlakeshousing.co.uk/wp-content/uploads/2024/06/SLH-Annual-Complaints-Service-Improvement-Report-202324.pdf>

PLEASE NOTE: Complaints can be made in person, via email, telephone, letter or through any other communication channel such as the SLH My Account App, website, or social media. Customers have the right to refer the complaint to the Housing Ombudsman Service, of which SLH is a member. Further information is available www.housing-ombudsman.org.uk/residents/make-a-complaint/, or call on 0300 111 3000 or write to Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.

Looking Forward

The SLH Board set three strategic objectives in 2020 with targets being revised in 2022. Originally spanning five years this has now been extended to 2026 due to the economic uncertainty.



- **Growing** – both the number of homes and also growing in terms of our offer to customers. Customer satisfaction is currently 78.6%, compared to our target of 80%. The revised target of 400 new homes to be completed or started by 2025/6 is on track. 327 homes are due to completed this year and a further 92 new homes will be delivered through several land led schemes.
- **Greening** – the target of EPC Band ‘C’ earlier than the Government target and a high Eco standard for new build. 70% of SLH homes currently meet EPC C, with further work planned for 24/25 and 25/26. SLH has delivered its first Passivhaus scheme in Halton, Lancaster for which it has won several awards.
- **Transforming** – in order to achieve these ambitious targets, we recognised we need to transform ‘people’, ‘processes’ and ‘systems’. The Board has approved a new Data Strategy and prioritised investment in transformation projects including repairs, customer profiling and vulnerability, grounds maintenance, leasehold management, and service charges. Our People priorities have been informed by a recent Employer Value Proposition review which prioritises a number of actions focused on improving attraction and retention and leadership development.

Reviewing the Customer Journey

This year we are reviewing the customer experience of reporting and receiving repair works. We are working with the Residents Forum and interest groups, who are helping us to understand and improve the experience we are providing. Please get in touch if you would like to get involved with the Repairs Forum.

Regulatory Standards

The Regulator for Social Housing (RSH) has published a Regulatory Framework which all social landlords have to comply with. Each year, SLH assesses its compliance against the Regulatory Standards. These include a summary of the standards, the evidence that SLH can show to prove we comply with the standard and a performance verdict from the Tenants’ Committee.

Where applicable, there is also reference to tenant scrutiny reviews which provides additional assurance that SLH is achieving the standards. This helps the SLH Board to self-assess its compliance with the Regulatory Framework.

You can view the Regulatory Standards Self-Assessment Reports at: [Consumer Standards](#).

Customer Feedback

Whilst looking forward, we are mindful of capturing, analysing and acting upon the valuable customer feedback received from our many communication channels, including our transaction surveys, TSM’s, complaints, compliments, social media, as well as our Residents Forum and Scrutiny Panel.

We hope you have enjoyed reading this year’s Customer Annual Report and continue to take an interest in getting involved and holding us to account.

We welcome feedback on the report and would love to hear from you if you have suggestions or wish to receive further information about our work.

Thank you

You can contact Customer Services at customerservices@southlakeshousing.co.uk or telephone **0300 303 8540** if you require any further information detailed in this annual report.

Registered Office Address

Bridge Mills Business Centre,
Stramongate, Kendal LA9 4BD

Tel: 0300 303 8540

Email: customerservices@southlakeshousing.co.uk

Kendal office opening times

Monday to Friday 8.45am – 5.00pm.

