



Hammersmith & Fulham in Partnership with Southern Housing

TROY FRANCIS, CORPORATE DIRECTOR OF OPERATION

CREATING
COMMUNITIES
TOGETHER

What we'll cover today



1. Overview of Southern Housing
2. Local context & key facts
3. Key priorities
4. Q&A



Who we are

Vision Values and Social Purpose



Our Story

Southern Housing is a new housing association formed in December 2022. We've over 77,000 homes across London, the Midlands and the South East of England. This includes over 30,000 homes in London. We're big and we're local. Merger means we'll provide residents and communities with better outcomes.

Our Vision

Our vision is to create communities where everyone has a safe home in a place where they're proud to live.

Our Mission

Residents are at the heart of our services, and we use our size to influence positive change in the areas where we operate.



Our Strategic Objectives 2023-26



OBJECTIVE 1
Great customer experience



OBJECTIVE 2
Listen and act on resident views



OBJECTIVE 3
Safe sustainable homes in good repair



OBJECTIVE 4
Neighbourhoods where residents are proud to live



OBJECTIVE 5
Build homes to meet housing need



OBJECTIVE 6
Empower our people



OBJECTIVE 7
Deliver efficiency

- Working with residents to meet housing needs
- Working with residents to meet housing needs
- Making H&F a great place to live
- Delivering more affordable homes to residents
- Prevent homelessness and end rough sleeping

We're big and local

77,000 homes owned or managed. Turnover £592m



69,000 homes

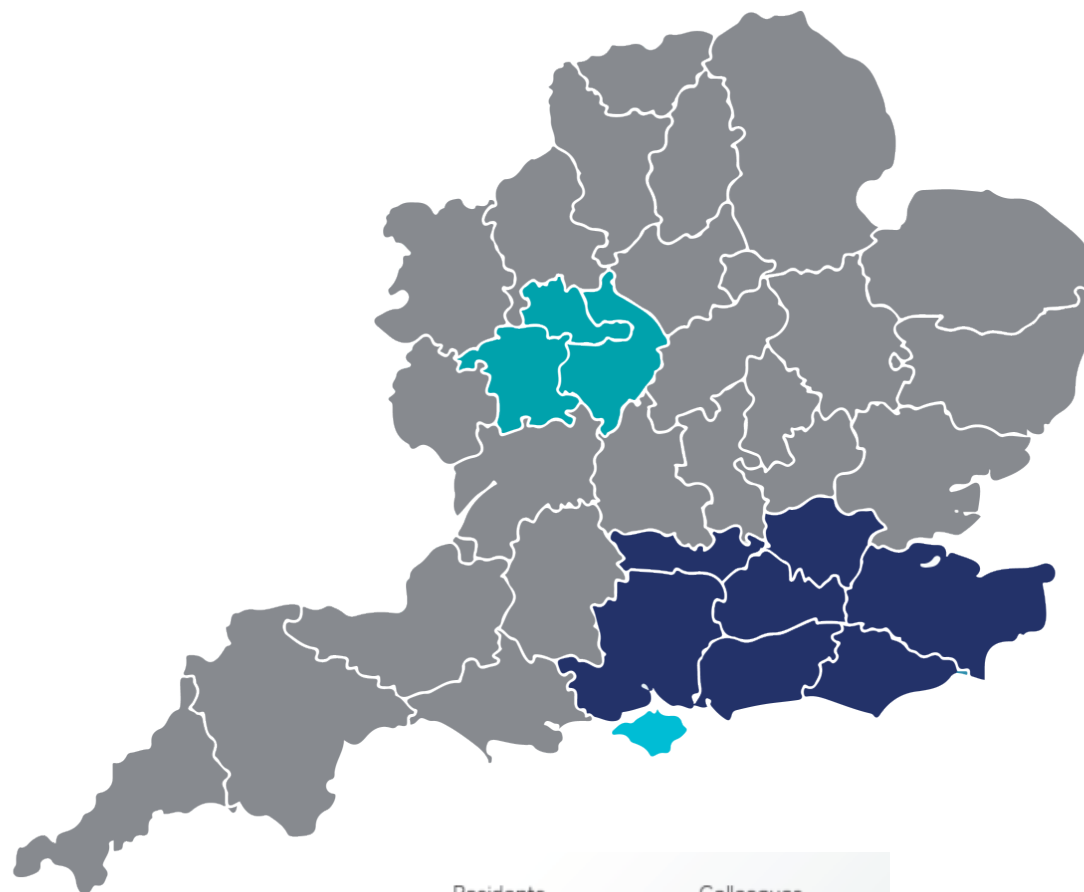
London
Kent
Surrey
Sussex
Hampshire
Berkshire

3,000 homes

West Midlands

4,000 homes

Isle of Wight



Residents



± 167,000

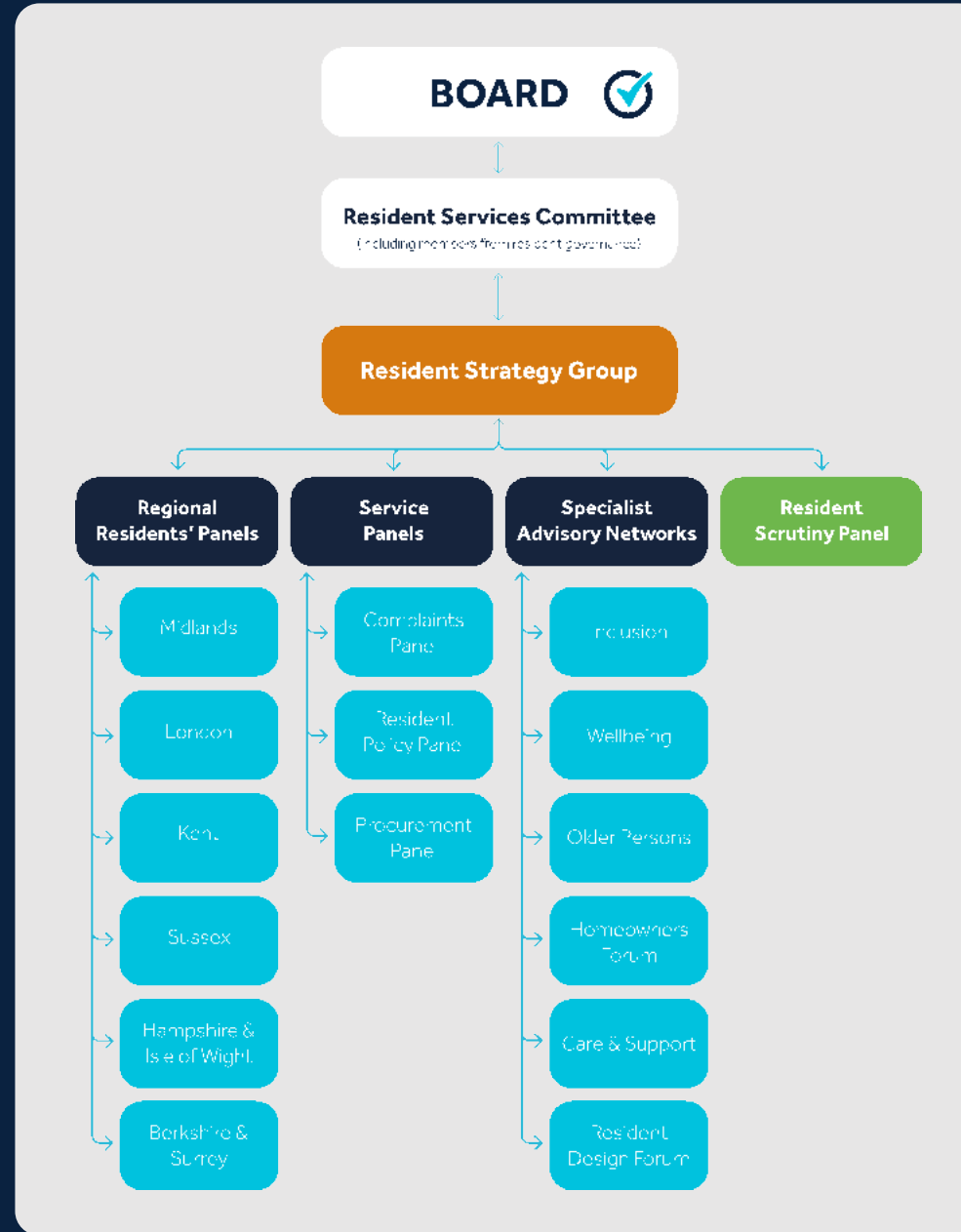
Colleagues



2,500

Residents at the heart of our services

Our Resident Governance Structure



Last Year in Numbers



72%

Overall satisfaction

1089

New homes built

952

New homes started

73.3%

Homes meeting
EPC C or above

2081

Jobs & Training
outcomes

£1.3m

Discretionary
payments

100%

Blocks With Valid
FRA

99.90%

Properties With
Gas Safety Record

91.6%

Dwellings with
Electrical Test
Certificate

Support to Vulnerable Residents



Skilled Housing Officer Team

Dedicated Scheme Managers

Tenancy Sustainment

Financial Inclusion

Digital Inclusion

Health & Wellbeing Offer

Domestic Abuse Counsellors

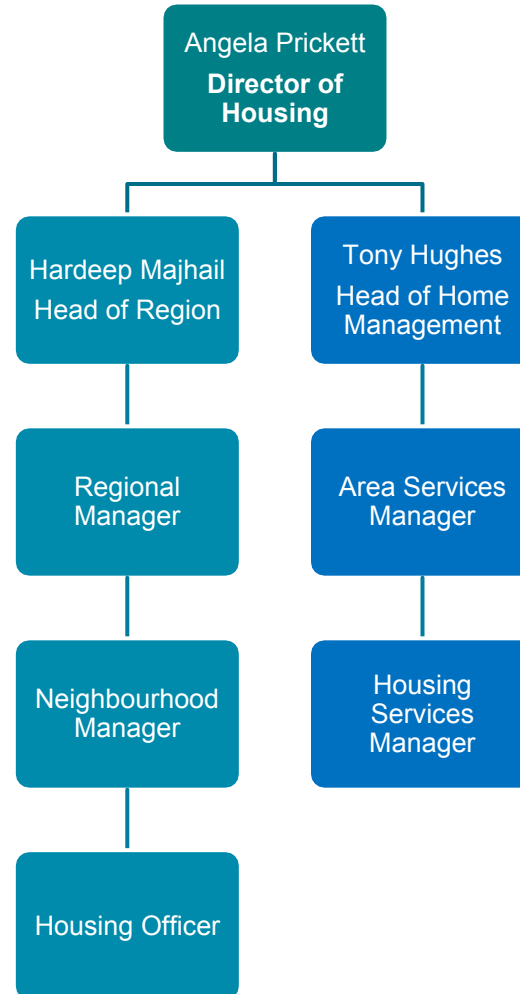
Southern Housing working in Hammersmith & Fulham



Key Local Contact

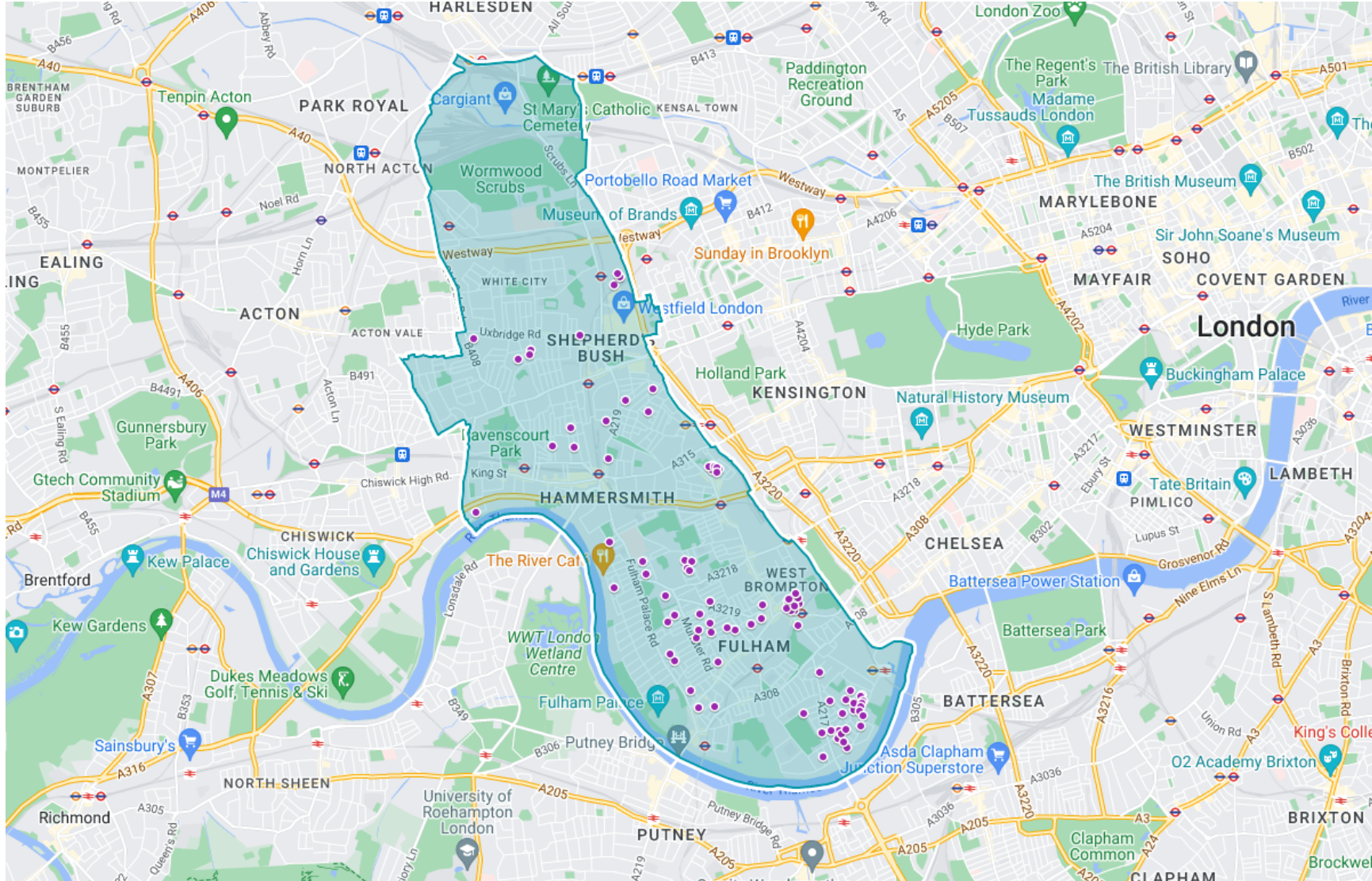


Patchless Model



Patch Model

Our homes in Hammersmith & Fulham

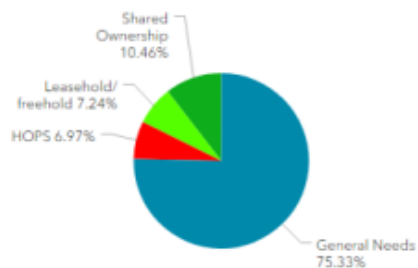


Our homes in Hammersmith & Fulham

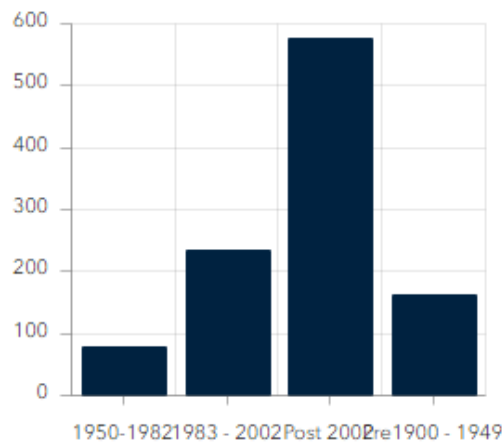


1,147
Homes

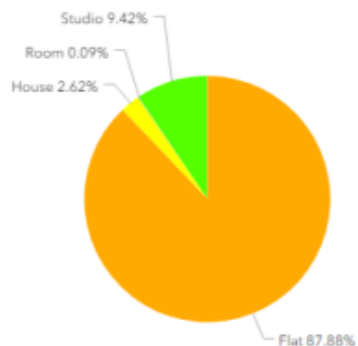
Business Type



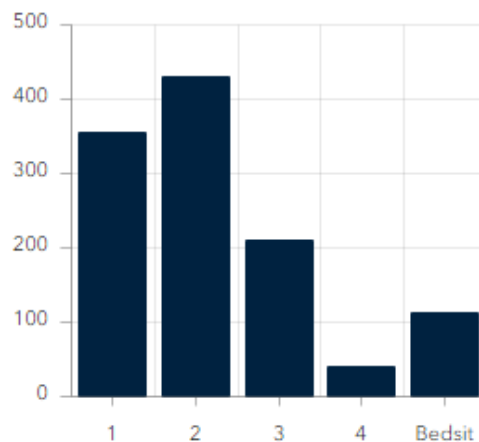
Property Age



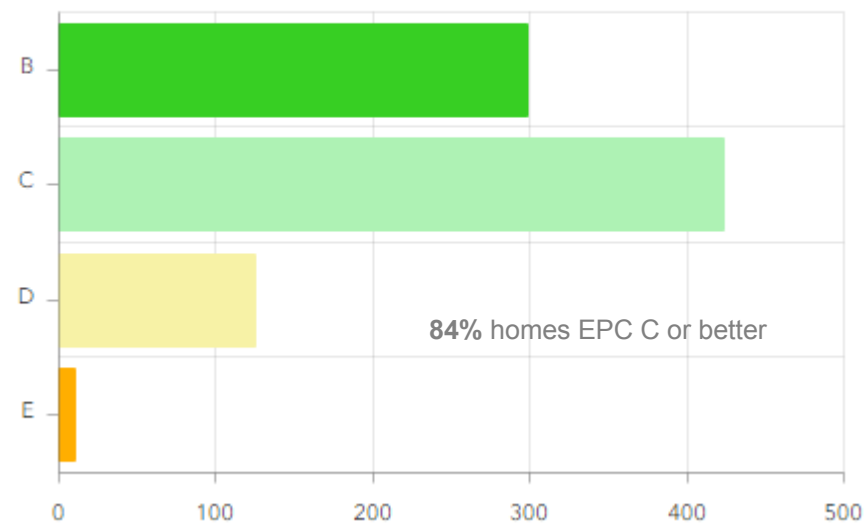
Property Type



Number of bedrooms



EPC Profile



Key Local Facts



284 lettings (272 new lets & 12 relets)



Zero evictions



4.08% Arrears as proportion of rent charged



4 ASB cases reported



84 complaints



No current FRA project

Damp & Mould Cases in the Borough



No of open disrepair cases – damp and mould related	No of live repairs that mention damp or mould	No of damp and mould repairs completed since April 22	No of open actions–arising from our proactive stock condition surveys -HHSRS Cat 1 and 2 for damp and mould issues		Total open cases
			CAT 1	CAT 2	
4	40	115	0	9	53

Housing
Ombudsman
Service
Spotlight
Report

Developed
internal
plan

Increase
resources
to tackle
D&M cases

Reports to
our
Executive
Team and
Strategic
Board

Resident
Scrutiny
Project

Local Priorities



1. Complete the delivery of repairs & maintenance improvement plan
2. Focus on landlord compliance & resident safety
3. Management challenges across high density estates
4. Supporting residents through the cost-of-living crisis
5. Progressing our integration programme

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Collaboration



Questions & Answers

CREATING
COMMUNITIES
TOGETHER