

Southway Housing Trust Councillor's Guide



If you wish to refer an enquiry to us, please use the email address
electdmembers@southwayhousing.co.uk

CONTENTS

Section 1: **Welcome to Southway** Pages 3 – 7

Section 2: **Contact us** Page 9

Section 3: **Frequent enquiries** Pages 10 – 17

Section 5: **People to know** Page 18

Appendix: **Key Facts** Pages 19 – 21



Section 1: Welcome to Southway Housing



We own and manage almost 6,000 homes across Burnage, Chorlton, Didsbury and Withington and took over these homes from Manchester City Council in 2007, following a ballot among council tenants.

Our primary purpose is to provide high quality affordable homes in desirable neighbourhoods, where people are happy to live and have the opportunity to achieve their potential. We also have a wider purpose to make best use of our resources, to achieve our social objectives.

We are very much shaped by tenants, so we are able to tailor our services to their needs and direct support to those who need it most.

I would like to welcome you to Southway Housing and in this leaflet you can find out a little more about who we are and what we do.

KAREN MITCHELL
Chief Executive

WHO WE ARE

SOUTHWAY HOUSING TRUST IS A COMMITTED AND FORWARD-THINKING NOT-FOR-PROFIT LOCAL HOUSING COMPANY. WE ARE PASSIONATE ABOUT PROVIDING GOOD QUALITY, AFFORDABLE HOMES AND OUTSTANDING CUSTOMER CARE.



Our Values

We are:

COMMITTED

We are committed to achieving our goals and delivering excellent services, and care about our customers and their communities.

COLLABORATIVE

We work in partnership with other like-minded organisations, to benefit our communities and deliver greater shared outcomes.

AMBITIOUS

We are forward thinking and innovative, and make a big impact on our neighbourhoods.

ACCOUNTABLE

We take responsibility for our actions, are open with our stakeholders and can be trusted to do the right thing.

INCLUSIVE

We support an environment that fully promotes equality and respect of diversity to all groups of customers and staff.

PRODUCTIVE

We generate value from the way we use our resources, including our homes and other assets, and through the efficiency of our working practices.





WE'VE MAINTAINED AN IMPRESSIVE 85% (AVERAGE) OVERALL SATISFACTION WITH SOUTHWAY SERVICES SINCE 2007

How we are run

At our highest level, we are run by Southway Housing Trust's Parent Board and have various committees to oversee all decisions that may affect our tenants and services. Board and Committee Members are all volunteers: some members are Southway tenants, some are nominated by Manchester City Council, and some are independent members appointed to provide specific expertise. Appointments to the governance structure are skills-based, within a constituency-based membership framework.

What we do

As part of our commitment to tenants, we ensure that we listen to our tenants and other residents and provide flexible, quality services that balance expectations and needs with costs and benefits. We provide Landlord core services that are accessible and cost effective, and target added value services at those who will benefit from them the most.

To ensure we are meeting our commitments, we seek formal feedback from our residents on an annual basis.

Customers First

We measure how we're doing using the nationally recognised Customer Service Excellence (CSE) standard, which we are strictly checked against annually. It has 58 individual measures and we have been assessed as fully compliant against them all.

“FOR ANY ORGANISATION TO ACHIEVE A ‘COMPLIANCE PLUS’ DURING A CUSTOMER SERVICE EXCELLENCE ASSESSMENT IS A GREAT ACHIEVEMENT; FOR SOUTHWAY HOUSING TO HAVE ACHIEVED EIGHT SHOWS THE EXTENT OF THE INNOVATIONS THEY HAVE PUT IN PLACE TO SUPPORT THEIR TENANTS”

Amanda Whitehouse,
Centre for Assessment CSE Manager

**Compliance plus is the top CSE rating possible in each customer focussed category.*

Repairs

Our Repairs Service is a core service we are particularly proud of.

The service is run in-house, so we can make sure we maintain the highest possible standards and be accountable for the way we run it.

We have had some problems with our systems and staff turnover over the last year, which has affected our customers. We are working hard to get back to our previous high standards as quickly as possible.

We have multi-skilled operatives ensuring that we always have the right person for the job. Tenants can book a repair by calling our contact centre, which is open Monday to Friday, 8.00am to 5.30pm, or by logging onto the tenants' area of the website, which operates 24/7. Online, tenants can identify and book repairs, and have a record of their repair history.

Our Repairs Service is efficient, and our staff are hard working and friendly, which has led to our repairs performance being consistently in the top 10% of UK Registered Housing Providers.



age friendly
Southway Housing Trust

Age Friendly Southway

Over 50% of Southway tenants are over 50.

That's why, in 2012, we launched our first Age Friendly Strategy. Since then, Southway has been a pioneering association in Manchester - and the UK - in creating age-friendly communities, and tailoring services to tenants who are over 50.



WE WORK HARD TO ENSURE THAT WE PROVIDE HIGH QUALITY GREEN SPACES FOR PEOPLE TO ACCESS AND ENGAGE WITH.

Environment

We develop and maintain gardens and 150 public green spaces, and are nationally recognised for our excellent environmental management achievements, receiving our first Green Flag award for Mottram Avenue.

ASB

In our area, most of our tenants live peacefully together. There are occasions when residents, their families or visitors breach their tenancy conditions or create anti-social behaviour. We deal with a wide range of incidents ranging from noise nuisance to criminal behaviour. We take a victim-centred approach and aim to resolve ASB quickly working with partners including the police.

New Homes

Creating new and improved housing has become increasingly important to us over the last 10 years, and we are now rolling out a really ambitious building programme for a further 1,000 new homes.

Supporting tenants

Southway offer lots of support to tenants, far beyond bricks and mortar. We have:

- A **Community Support Team** who deal with tenant cases ranging from standard tenancy support to complex hoarding or mental health issues.
- A dedicated **Money Management and Employment Coordinator**, who works in partnership with other agencies and tenants to assist with careers, managing money issues with anything related to paying rent.
- A **Digital Inclusion Officer** who runs courses and clubs and partners in our Community Centres to make sure all of our tenants have access to the benefits of online services and computer usage.

Tenant Charter



This is our commitment to **tenants** about how we will engage with them over the phone, in person or in their home.

We want to ensure that we are **meeting these standards.**



Tenant Charter Standards



Our staff will be **friendly and polite**, give their name and **show you identification** when visiting you at home.



We will **respond to your enquiry promptly**, providing appropriate advice and support.



We will **listen to what you have to say** so that we have a full understanding of your situation and work with you to resolve it.



We will **treat you with respect**, communicating with you in a way that is appropriate to your needs.



We will ask for and **respond to feedback**, using what you have told us to continuously improve our services.



Section 2: Contact Us

Councillors Getting in Touch

Councillors are often approached by their constituents asking them to contact Southway on their behalf. Please send any enquiries or complaints that you receive to our dedicated councillor enquiries email address which is: electedmembers@southwayhousing.co.uk

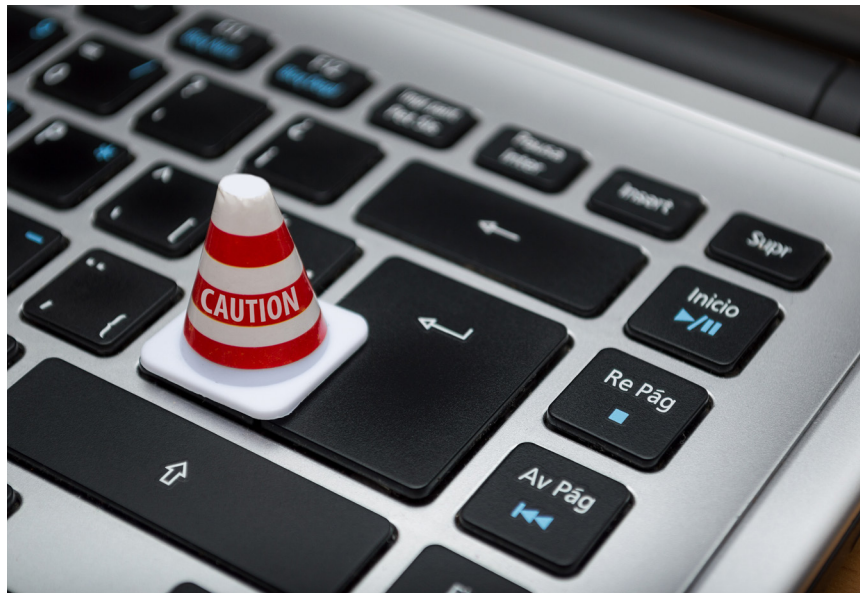
We do treat Councillor's enquiries as a priority and aim to respond within 24 hours, although busy periods may result in us taking longer to reply.

Usually, MP enquiries are dealt with by our complaints team who form part of the Customer Hub; if we need to refer the enquiry to another department or party, we will advise you of this.

If you are dissatisfied with the resolution of an enquiry, and wish to escalate the matter, please contact **Luke Benfield** on **0161 448 4350** or **077889 200 269**. Alternatively, you can speak to Luke via the email address **l.benfield@southwayhousing.co.uk**.

Enquiries from Councillors and Data Protection

Southway understands that there may be times when our Customers choose to communicate with us via a third party (such as a Councillor!). When this happens, we recognise that an Advocate is the Customer's representative and will offer the same level of service we would provide if we were dealing with the Customer directly.



We do, however, have a responsibility to our Customers under the Data Protection Act. In the vast majority of cases, we must ensure that we only disclose the relevant information after we have obtained the Customer's consent to do so. We can accept written consent from the Customer if it is submitted to us by the Advocate or Councillor.

Without authorisation from the Customer, we will not:

- **Disclose any personal information:** Revealing the date of birth, name or address of the Customer in would be a breach of Data protection rules.
- **Discuss any additional issues:** Our response will be limited to the subject of the initial enquiry. If the Councillor or Advocate wishes to discuss a different matter, consent must be obtained from the concerned Customer again.
- **Treat the Advocate as a permanent personal representative:** If a Customer wants an Advocate to deal with Southway for all matters, then they will need to provide written authorisation.
- **Discuss anyone else's details:** If the enquiry includes another party, such as with Anti-Social Behaviour cases or neighbour disputes, we will not disclose any information of any other parties involved.

Section 3: Frequent Enquiries

This leaflet covers the most common topics that (in our experience) tenants tend to approach their local councillors about. Under each topic heading, we have provided key information that may help you answer these enquiries, without the need for contacting Southway.

For more information on our Corporate Policies, please visit the *How We Are Run* section of our website.

Section 3.1: Rehousing

The majority of enquiries we receive from councillors concern rehousing. The demand for social housing means that there are far more applicants than there are properties available and, as a result, the highest priority is awarded to people with the greatest urgency to move.

Anyone seeking to downsize from a larger social property will also be awarded higher priority, in an effort to increase the availability of homes with multiple bedrooms.

Southway Housing is a Registered Provider (RP) on Manchester Move, a choice-based lettings system. Anyone wishing to be allocated social housing across Manchester must register with Manchester Move. Southway work in partnership with other similar organisations to support this service.

Every new applicant MUST fill in an online application using the Manchester Move website (which is very easy to navigate) – there is NO other way of applying for rehousing in Manchester; doing it online is now the only option available.

Any applicants without access to a computer can use one for free, either at one of our community hubs, or at Southern Gate. If they need support using the computer, we can also arrange for one of our Digital Champions to sit and show them how to access the system.

Unfortunately, we cannot fill in these applications on other people's behalf over the phone (and we are asked to do this regularly).

Apart from the fact that we simply don't have the capacity to do this, it's really important that the applicant learns how to use this system to allow them to bid for properties.

As an RP, Southway advertises available properties on Manchester Move regularly.

Anyone with a live application can bid for these properties. The average waiting time for a Southway property is approx. 8 – 10 years!

Depending on their circumstances, applicants are allocated a priority band. This dictates the type and location of properties that they are eligible to bid on. The majority of Southway properties are allocated to applicants in Bands 1 & 2 (or A & B).



ANYONE SEEKING TO DOWNSIZE FROM A LARGER SOCIAL PROPERTY WILL ALSO BE AWARDED HIGHER PRIORITY, IN AN EFFORT TO INCREASE THE AVAILABILITY OF HOMES WITH MULTIPLE BEDROOMS.

Rehousing Validation

Southway also validates rehousing applications. This involves assessing a person's application form, and any evidence they may have been asked to submit to support their application (such as their National Insurance Number, proof of address, proof of benefits, proof of employment etc.)

Applications are divided up between the various Social Landlords across Manchester.

This means that we deal with a large number of applications from people who are not our tenants and are not necessarily wishing to live in one of our properties.

Southway Housing adheres to the Rehousing Policy set out by Manchester City Council. This Policy outlines what supporting evidence an applicant needs to provide, in addition to the qualifying criteria for each band.

Whilst a Manager's discretion may be used in some circumstances, Southway Housing does not deviate from the policy outlined by Manchester City Council.

Southway Housing will assess any evidence provided, with exception of the following:

- **Medical Conditions:** If a person indicates on their rehousing application that they need to be rehoused due to a medical condition, any evidence they submit will be assessed by the **Medical Team** at Manchester Move.
- **Persons from Abroad:** If a person indicates on their application that they – or a member of their moving group – has previously lived outside of the UK, their supporting evidence will be assessed by the **Persons from Abroad** Team at Manchester Move.

If an applicant indicates Violence or Harassment

If a person indicates on their application that they – or someone in their moving group – needs to move on the basis of violence or harassment from a neighbour or another member of the household, Southway will conduct an interview with the applicant to determine the severity of the situation and the urgency of their need to move.

If an applicant indicates they are overcrowded

An applicant's urgency to move may be increased if they are overcrowded (i.e. if the number of people living in the property exceeds the bedrooms available).

An applicant will be granted extra priority for overcrowding if it is proven that the overcrowding resulted from 'natural growth' – e.g. a family living in a 2-bed property has recently had a third child.

If an applicant, however, has 'intentionally overcrowded' a property – e.g. if they have moved into a three-bed house where all bedrooms are occupied, or they have moved people into their property where there are no free bedrooms – they will not be awarded any priority for overcrowding.

Banding and bidding

Based on the evidence an applicant provides, their application will be placed in a band, to reflect the urgency of their need to move.

There are 6 bands, with Band 1 being the highest priority and Band 6 the lowest priority.

Once Southway has processed all the evidence submitted by an applicant, and it meets the criteria of Manchester City Council's Rehousing Policy, Southway will make their application live. With a live application, the applicant can begin to bid on properties.

It is important to know that rehousing is not a fast process. Unless an applicant is in Band 1 or Band 2, they are unlikely to be rehoused within 12 months of their application becoming live. Often, the wait is longer than this.

Alternatives to rehousing

As previously mentioned, the demand for social homes far outweighs the supply. Because of this, applicants in Band 3-6 have very limited prospects for being rehoused through Manchester Move.

For these applicants, we would recommend exploring alternatives to Manchester Move. One example would be to use the website **Homeswapper**, a platform for social tenants to conduct property exchanges.

Southway Housing will only facilitate a mutual exchange between our tenants if all interested parties are suited to the properties concerned (i.e. a single person in a 1-bed property would not be able to exchange with a single person in a 3-bed property).

More information on rehousing

You can find more information the rehousing process on our website, or by visiting **www.manchestermove.co.uk**



Section 3.2: Repairs and Maintenance

Repairs to Southway’s rented and leased properties are undertaken by operatives employed by Southway, from Monday to Friday between the hours of 8am and 5.30pm. Outside of these hours, emergency repairs are picked up by the ‘Out of Hours’ team, consisting of operatives from Wythenshawe Community Housing and, on weekends, One Manchester.

Tenants and leaseholders can report repairs via the Tenant Portal on our website, or by calling the Customer Hub. If a repair is deemed to be an emergency, we will aim to attend the property within 24 hours.

Emergency Repairs

A repair will be treated as an emergency if leaving it would pose a significant risk to the safety of the household, or the security of the property. For a full list of emergency repairs, please visit the **Emergency Repairs** section of our website.

A repair may be classed as an emergency on the basis of the tenant’s circumstances. A clear example of this is our protocol regarding boiler repairs: during the winter months (1st October – 31st March) any boiler repair reported will be treated as an emergency. Outside of these dates, boiler repairs are not treated as emergencies unless:

- A tenant or occupant of the property is elderly (70 years+)

- The tenant has a child aged under 12 months
- A tenant or occupier has a medical condition that would be worsened without access to heat and hot water (e.g. kidney failure)

Not every repair reported will be treated as an emergency on these grounds; there must be reasonable belief that waiting for the repair would be detrimental to the tenant’s health or wellbeing for it to be considered an emergency.

Section 3.3: Gardens and Fencing

Generally, Southway Housing does not provide gardening services to our tenants. All tenants agree to maintain their gardens in their tenancy agreements, and allowing their gardens to become overgrown and unkempt is a breach of this agreement.

Southway Housing does provide a concessionary gardening service for tenants who meet the following criteria:

- Are aged 70 or above
- Receive high-level Personal Independence Payment (PIP)
- Do not have any family living within a three-mile radius

Recipients of concessionary gardening are asked to pay a one-off annual fee of £50 for the service and will receive one visit each month, from May to September. These visits are conducted by our contractor, Green Fingers.

Tree Policy

Southway Housing Trust recognises that trees are an essential feature in the local landscapes which help to enhance the appearance of our neighbourhoods, improve our quality of life and benefit our environment by absorbing carbon dioxide and releasing oxygen. We take our responsibility to our tree stock seriously and are committed to maintaining them in a healthy and safe condition. We retain the responsibility to manage our tree assets both on open spaces and in tenants’ gardens.

We complete regular inspections of trees using competent Arboriculturists and take appropriate

CONTINUED ON PAGE 14

OUR PRIMARY PURPOSE IS TO PROVIDE **HIGH QUALITY AFFORDABLE HOMES IN DESIRABLE NEIGHBOURHOODS** WHERE PEOPLE ARE HAPPY TO LIVE AND HAVE THE OPPORTUNITY TO ACHIEVE THEIR POTENTIAL.





WE ARE VERY MUCH SHAPED BY TENANTS SO WE ARE ABLE TO TAILOR OUR SERVICES TO THEIR NEEDS AND DIRECT SUPPORT TO THOSE WHO NEED IT MOST.

CONTINUED FROM PAGE 11

action where trees are identified as damaged, dead, or otherwise presenting a specific health and safety risk.

In general, Southway will not prune or remove trees because of any of the following:

- Blocking out sunlight
- Too large or too tall
- Dropping leaves in gardens
- Sap falling onto paths or cars
- Overhanging gardens
- Affecting television or telephone reception
- Bird droppings

In general, the Trust will consider pruning of trees under the following circumstances:

- Overhanging roads (below 5 metres)
- Overhanging footpaths and/or signage
- Touching an adjacent structure
- Disturbing sight lines
- Affecting the stability of a structure

In general, Southway will only consider removal of trees under the following circumstances:

- Diseased
- Dead
- Structurally unsafe
- Significantly Damaged
- Preventing access, where pruning will not suffice
- Potentially hazardous to health
- Affecting the stability of a structure
- Outgrown space allocated, where pruning will not suffice

Residents who wish to plant new trees are required to ask permission from Southway in advance, stating the type of tree proposed and its exact location. Whilst no reasonable requests will be refused, we will decline permission if it considers that the tree may cause problems to neighbours or property in the long term. Southway will refuse permission for any requests to plant trees considered as hazardous or containing poisonous fruits or bark, as well as trees considered as inappropriate to their location.

Tenants who wish to remove a tree from their garden themselves will be required to ask permission from Southway beforehand. We will retain the authority to refuse such requests where they contravene with our policy.

Fencing

Southway does not provide fencing, unless there are exceptional circumstances, e.g., if a property is next to a main road and there is a young child residing there.

Southway does maintain fencing installed by ourselves after 2009, replacing a maximum of two panels.

If a tenant or leaseholder wishes to install fencing, they must obtain our permission beforehand.

Section 3.4: Management Areas and Officers

Southway's core area spans across seven wards, which are grouped into three management areas. These are:

- **West:** which covers Chorlton, Chorlton Park, Didsbury West
- **Central:** which covers Withington, Old Moat, Didsbury East
- **East:** which covers Burnage

We have recently acquired stock outside of our core area, in Stockport and Tameside, which are under the jurisdiction of Stockport Council and Cheshire East Council, respectively.

Southway presently has seven Neighbourhood Service Officers (NSOs), assigned to cover these areas. Their roles include conducting Tenancy Audits and home visits for boundary enquiries and Anti-Social Behaviour.

All NSOs are assigned to a specific management area, as listed below:

- **West:** is covered by Mike Moriarty and Kate Smyth
- **Central:** is covered by Gavin Wood and leasha Prince
- **East:** is covered Freya Blaney and Paul Charnock*

NSO Carol Beckford is involved in covering all of these areas, in addition to stock outside of our core area, in Stockport and Tameside.

**Please be advised that Paul Charnock presently works for Southway on a temporary contract.*

Section 3:5 Rent Collection

Southway Housing have a robust income collection process, that identifies accounts in arrears as soon as a single payment is missed.

Southway's approach is to recover rent arrears in a firm, fair and consistent way, and provide our tenants with a multi-agency framework of early help and support.

We aim to prevent homelessness by ensuring that all stages of the escalation process are followed correctly. We also offer appropriate advice, support and guidance to our tenants, so that they can pay their rent and clear their arrears without the threat of losing their home.

Eviction is used as a last resort, and only where there is evidence of non-compliance on the part of the tenant, either to engage with Southway, or make any consistent effort to pay their rent and arrears.

WE AIM TO PREVENT HOMELESSNESS BY ENSURING THAT ALL STAGES OF THE ESCALATION PROCESS ARE FOLLOWED CORRECTLY.



Section 4: Anti-Social Behaviour

We will deal with any ASB where one of the complainants or perpetrators is a Southway tenant (or their partner, family member or visitor). Southway will speak to the perpetrator, with the consent of the complainant. If there are actions to follow up the officer will create an ASB case.

However, there are some issues that we do not class as ASB. These are:

- **Normal activities within the home at reasonable times of the day:** including walking, moving furniture, children playing, smoking, talking, babies crying, the use of household tools or appliances or garden equipment.
- **Environmental issues:** such as cats going into/ fouling in other residents' gardens, shared gates left open or closed, children playing in gardens/public green spaces, wheelie bins, parking disputes*
- **Additional issues:** such as speaking or writing about another person, looking or staring at another person or any activity involving social media.

**There is limited action that Southway Housing can take to resolve the majority of car parking issues. If a tenant, their family member or their visitor is prosecuted or fined for parking illegally, dangerously*

or causing an obstruction then Southway Housing will review the case to see if a breach of tenancy has occurred and if tenancy enforcement action is appropriate.

Standard ASB cases

ASB enquiries should be reported to Southway via **connect@southwayhousing.co.uk** or **0161 448 4200**, where they will be logged on our systems and the appropriate guidance will be sent out to the reporter.

Where possible, we encourage residents to speak to the other party initially to try and resolve informally. We also encourage complainants to record any further incidents that may occur after they have reported the issue.

If the ASB persists, we would typically issue a letter to the perpetrator, as a formal warning. Additionally, we may consider the case for mediation. Mediation allows both parties meet with their own, impartial mediators, who assist them in arranging a facilitated conversation with

one another, to resolve the dispute between them. 80% of our mediation cases have been successful, with many residents reporting that their situation has improved following their use of the service.

If these standard ASB cases reoccur within a three-month period, they will be escalated to a **Medium ASB** case, and be dealt with by our Neighbourhood Officers. They will look at carrying out the necessary assessment and interviews and liaise with any partnership agencies.

High Level ASB

These are dealt with in the 24-hour call back. There may be times where we cannot give a full answer, but we will acknowledge and give time lines on when we can give you a complete response.

Frequent Complaints

Noise nuisance

The most frequent complaints of ASB we receive concern excessive noise. If a tenant reports that another resident or neighbour is causing noise nuisance, we would follow our standard procedure, as outlined above.



Off Road Bikes

Southway does not have the legal power to prosecute anyone causing ASB with off road bikes. We do, however, work alongside Greater Manchester Police and the Council to report the perpetrators. To do this efficiently, we encourage our tenants to report off road bikers to Southway, providing as much information about the bikes and perpetrators as they can.

Bonfires

Southway does not have the authority to prosecute anyone for burning rubbish or having bonfires in their garden. Tenant who wish to report an illegal fire are referred to Manchester City Council's environmental department.

Severe ASB

We will always work in partnership with the Police, MCC and other support agencies in the prevention of ASB and take the necessary enforcement action that is available

to us. However, it does rely on residents coming forward with information. If they wish to remain anonymous we will keep the information confidential but we may be limited in what action we can take, so we protect and not reveal their identity.

Hate Crime

These are any crimes that are targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation, transgender identity. The Police have powers to prosecute provided there is evidence and upon the conviction, Southway can look at enforcement action.


Southway is a Third Party reporting centre and would encourage any victim to come forward, so we can assist and offer support to them. Alternatively, these crimes can be reported directly to the Police, or online through the **True Vision Website** www.report-it.org.uk/your_police_force

There is a 24 Hour helpline service for Southway Housing Trust victims on 0800 138 1625, who can report the case on the victim's behalf for the Police to follow up.

Domestic Abuse

If a current tenant reports domestic abuse, then the Neighbourhood Officers can arrange an appointment to do a Multi-Agency Risk Assessment (MARAC) which will be heard in a case conference and the necessary support will be put in place.

If a private resident reports domestic abuse, as they want to register for rehousing on Manchester Move, then our contact centre can assist with the MARAC.



**THERE IS A 24 HOUR
HELPLINE SERVICE FOR
SOUTHWAY HOUSING
TRUST VICTIMS ON
0800 138 1625**

Section 5: People to know

Whilst most enquiries are resolved by our Customer Hub, sometimes an enquiry will need to be addressed by a specific member of staff. In this section, we want to introduce these people, so you are familiar with who holds accountability for the different services at Southway.

KAREN MITCHELL

Chief Executive

JANE GANT

Strategic Director - People & Places

MATT ROBERTS

Strategic Director – Property and Development

DEREK WHITWORTH

Head of Operations

HELEN SHARPLES

Head of Communities

LUKE BENFIELD

Head of Customer Operations

A full list of our Executive Group, in addition to our Boards and Committees can be found on the *How We Are Run* section of our website.



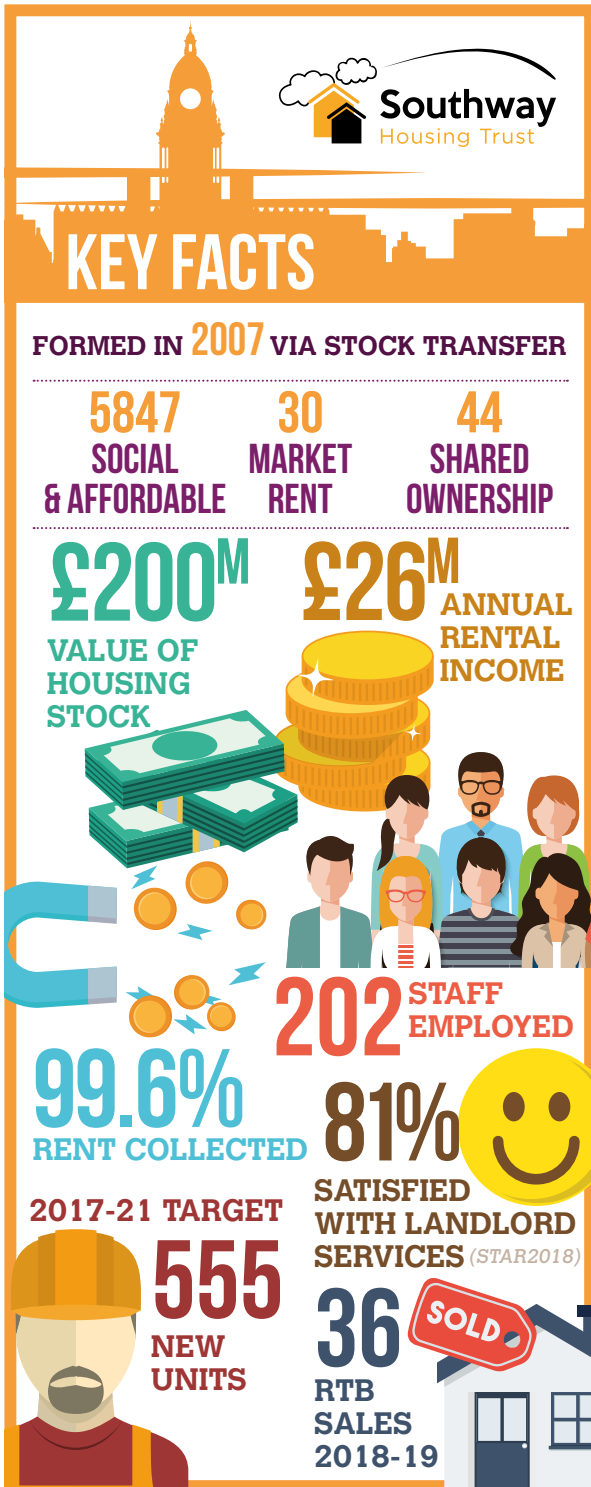
Section 6: Futures Strategy

Our ambitious Futures Strategy, adopted in 2015, sets out an exciting future for Southway, and details how we will use the strong financial position we have created to deliver more as a housing provider.

Increasing the supply of new homes, profit for purpose initiatives, and innovation in areas where we lead the way - including our work to reduce loneliness amongst older people, as part of our Age Friendly Neighbourhoods Approach, and our Green Strategy, which focuses on maintaining our beautiful green spaces – are just a few examples of how we intend to grow as an organisation and enrich the lives of members of our community.

Presently, a new and updated Futures Strategy is being considered, to outline our plans and ambitions from 2020 onwards. We look forward to sharing this with you in the near future, but for now, our current Futures Strategy is available on our [website](#).

APPENDIX 1



KEY FACTS

FORMED IN **2007** VIA STOCK TRANSFER

5847 SOCIAL & AFFORDABLE	30 MARKET RENT	44 SHARED OWNERSHIP
------------------------------------	--------------------------	-------------------------------

£200M VALUE OF HOUSING STOCK

£26M ANNUAL RENTAL INCOME

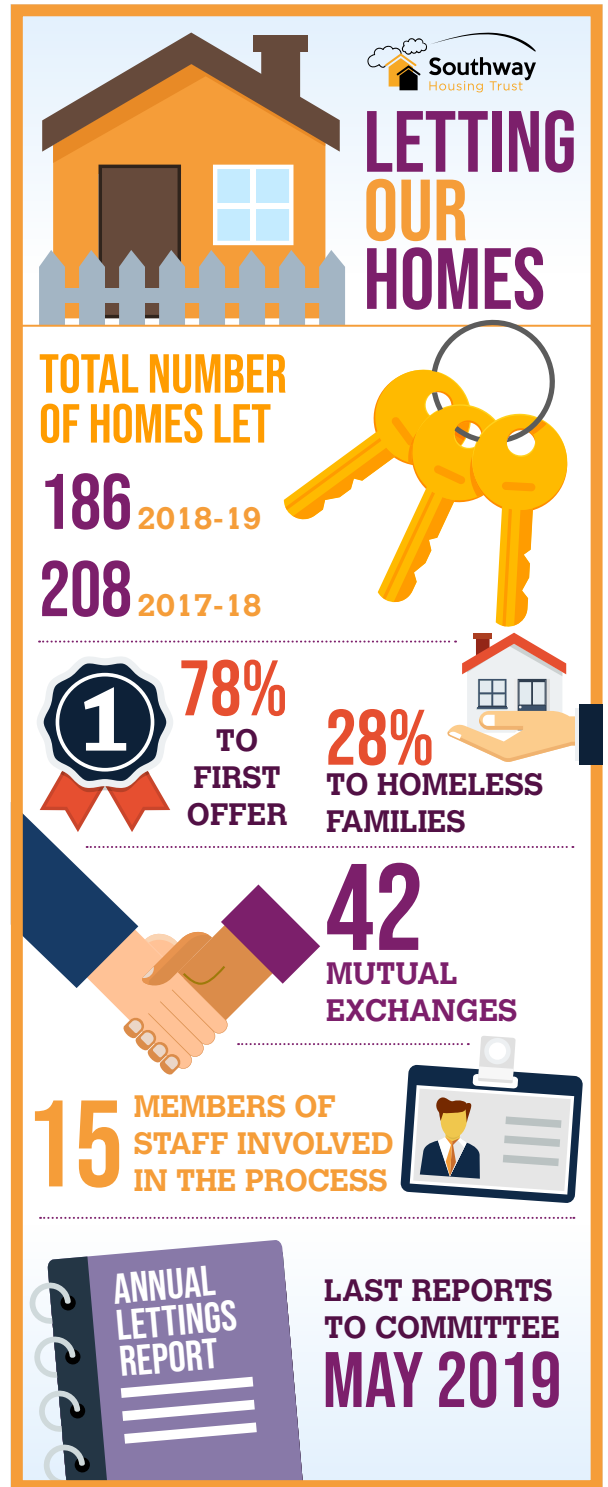
202 STAFF EMPLOYED

99.6% RENT COLLECTED

81% SATISFIED WITH LANDLORD SERVICES (STAR2018)

555 NEW UNITS (2017-21 TARGET)

36 RTB SALES 2018-19



LETTING OUR HOMES

TOTAL NUMBER OF HOMES LET

186 2018-19

208 2017-18

1 TO FIRST OFFER (78%)

28% TO HOMELESS FAMILIES

42 MUTUAL EXCHANGES

15 MEMBERS OF STAFF INVOLVED IN THE PROCESS

ANNUAL LETTINGS REPORT

LAST REPORTS TO COMMITTEE **MAY 2019**

APPENDIX 2



MANAGING OUR NEIGHBOURHOODS

- 8** NEIGHBOURHOOD OFFICERS
- 6** HUB ADVISORS
- 3** ACTION OFFICERS

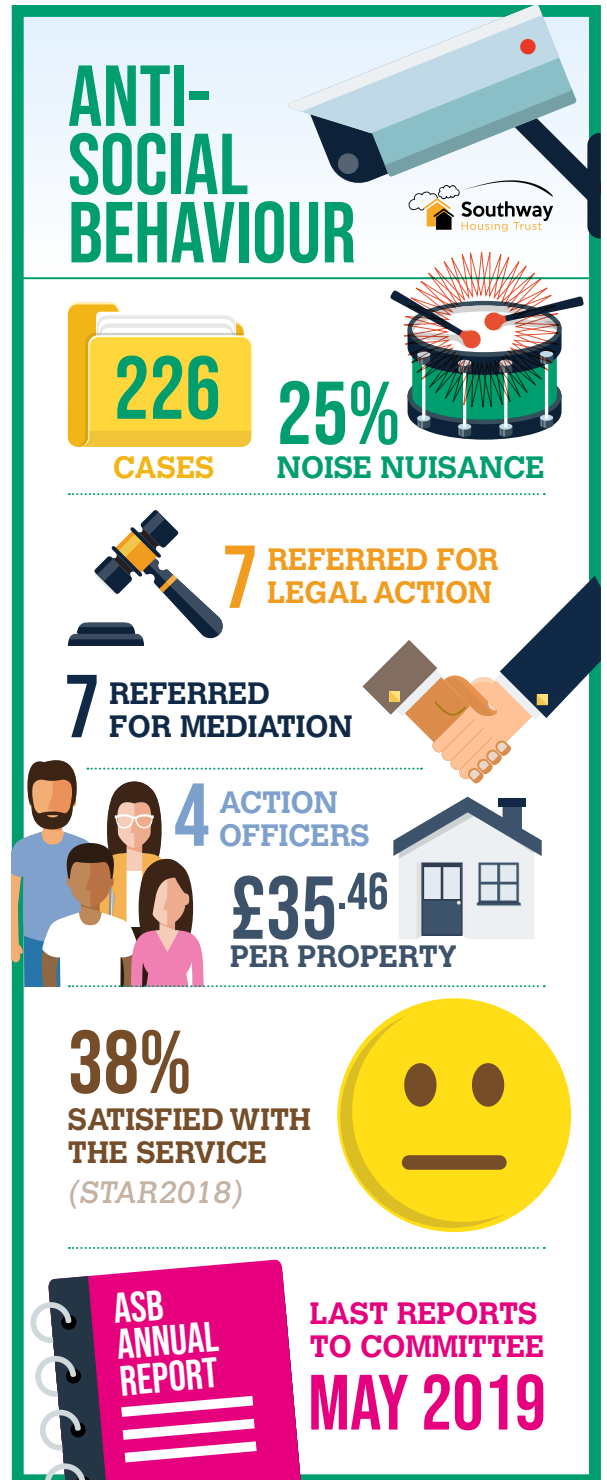
665 VISITS TO OUR TENANTS

TOP 5 REASONS WE VISIT OUR TENANTS

252	STARTER TENANCY
91	COMMUNAL FIRE INSPECTIONS
88	TENANCY AUDITS
78	UNTIDY GARDEN
37	TREE ENQUIRY

248 CURRENT CASES

70% TENANCY ENQUIRIES RESPONDED TO WITHIN 24 HOURS



ANTI-SOCIAL BEHAVIOUR

- 226** CASES
- 25%** NOISE NUISANCE
- 7** REFERRED FOR LEGAL ACTION
- 7** REFERRED FOR MEDIATION
- 4** ACTION OFFICERS
- £35.46** PER PROPERTY
- 38%** SATISFIED WITH THE SERVICE (STAR2018)

LAST REPORTS TO COMMITTEE
MAY 2019

ASB ANNUAL REPORT

APPENDIX 3



COMMUNITY INVESTMENT

17 TEAM MEMBERS

£1.9M SPEND ON COMMUNITY INVESTMENT & ADVICE SERVICES

WE HELP OUR TENANTS

- 354 ACTIVE VOLUNTEERS
- 227 ACCESSING AFFORDABLE LOANS
- 200 BENEFITTING FROM FOOD BANKS
- 542 BENEFITTING FROM MONEY ADVICE

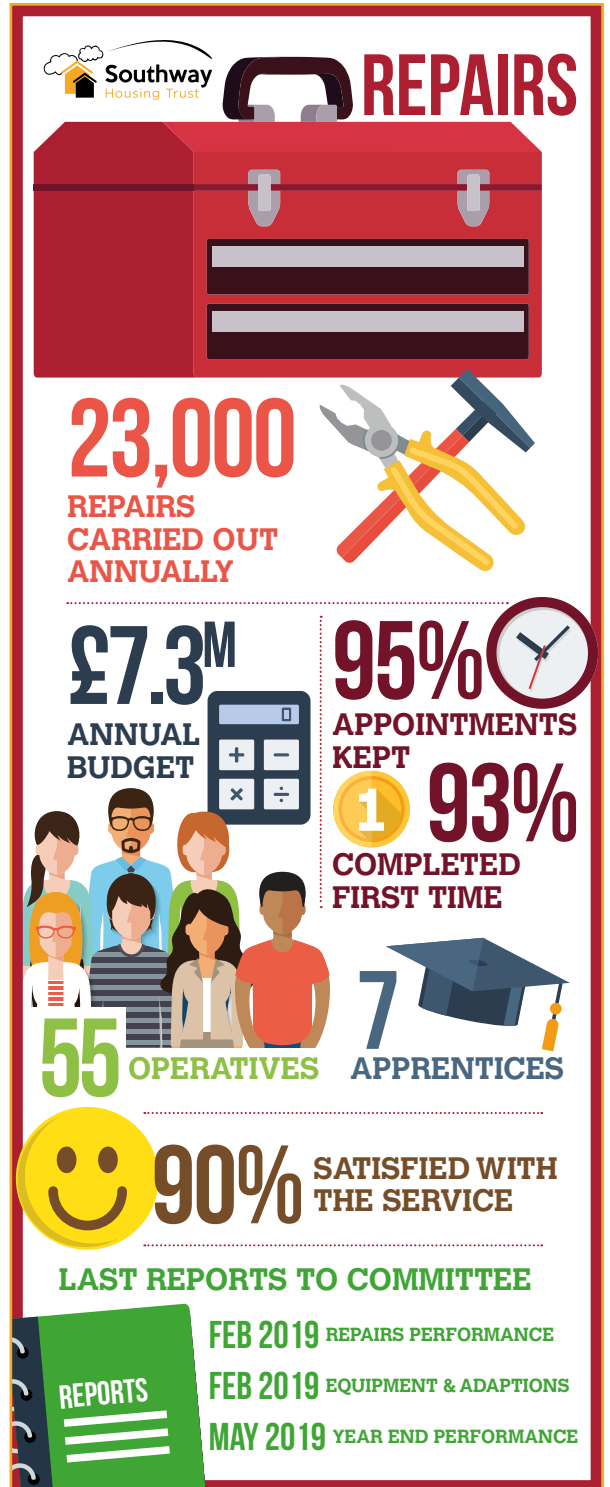
£2.1M FINANCIAL GAINS FOR TENANTS

£8.6M SOCIAL VALUE GENERATED

64 TENANTS SUPPORTED INTO WORK

LAST REPORTS TO COMMITTEE

- FEB 2019 MONEY MANAGEMENT MANUAL
- MAY 2019 CUSTOMER INVOLVEMENT MANUAL
- MAY 2019 COMMUNITY INVESTMENT MANUAL



REPAIRS

23,000 REPAIRS CARRIED OUT ANNUALLY

£7.3M ANNUAL BUDGET

95% APPOINTMENTS KEPT

93% COMPLETED FIRST TIME

55 OPERATIVES

7 APPRENTICES

90% SATISFIED WITH THE SERVICE

LAST REPORTS TO COMMITTEE

- FEB 2019 REPAIRS PERFORMANCE
- FEB 2019 EQUIPMENT & ADAPTIONS
- MAY 2019 YEAR END PERFORMANCE



Councillor's Guide

Southern Gate, 729 Princess Road, Didsbury, Manchester M20 2LT
0161 448 400 | www.southwayhousing.co.uk