

You Said, We Did

At Southampton City Council, we are committed to listening and acting on what matters most to our residents, partners, and communities. Through the Housing Strategy consultation (28th July – 21 September 2025), you told us what is working, what is not, and where we need to do better. We have heard you, and here is how we are responding.

You Said	We Did
Reduce housing waiting times	<p>The Housing Allocation Policy was updated in July 2024, with implementation completed in May 2025. The previous points-based system was replaced by a banding approach, making the process easier to understand, more efficient to administer, and more closely aligned with practices used by many other councils in England. The new policy will also provide a more accurate and up-to-date assessment of housing need across the city.</p> <p>We are also developing an Empty Homes Strategy to bring disused properties back into use and progressing the Southampton City Vision Local Plan, informed by the Housing and Economic Needs Assessment (HENA) to ensure planning policies and land allocations which seek to deliver the right housing to meet local needs.</p>
Improve repairs	<p>We are improving communication around repairs and introducing post-repair satisfaction checks to identify service gaps. We will also be exploring ways to bundle minor works for efficiency and reduced waiting times. We will deliver increased levels of planned Decent Homes improvement work to reduce the volume of reactive responsive repairs, improve right first time and reduce repair waiting times.</p>
Tackle damp and mould in social rented properties	<p>We have increased investment in our Decent Homes programme. The number of non-decent homes has reduced from 9,500 to 6,878 and we aim to reach zero by the end of this strategy period. We will process all damp and mould cases in line with Awaab's Law. We will provide larger/ family sized properties through our affordable and social housing plans to reduce the number of higher occupancy properties that currently drive increased damp and mould cases.</p>
Improve complaint handling	<p>Our 2024-25 Housing Complaints Annual Performance and Service Development Report sets out planned improvements including staff training, streamlined internal processes,</p>

	<p>automated reporting, and increased accessibility.</p>
<p>Raise quality in private rented sector and HMOs</p>	<p>We are preparing a rental sector health needs assessment which will make a series of recommendations to improve the quality of housing in this sector with the aim of having a positive impact on tenant's health.</p> <p>We will implement new duties under the Renters Rights Act. A city-wide stock condition survey in 2026 will help target poor housing conditions.</p> <p>We are also reviewing our HMO planning policy to further help improve the overall quality of HMOs into the future. New policy/amendments to policy will be included as part of the emerging Southampton City Vision Local Plan.</p>
<p>Provide more affordable/social housing</p>	<p>Using the HENA evidence, we are shaping Local Plan policies to deliver appropriate levels of affordable and specialist housing – including for families, Disabled People and key workers.</p>
<p>Provide better housing mix (family homes, fewer HMOs)</p>	<p>The Southampton City Vision Local Plan will guide all new development, including the mix of housing. It is required to be data and evidence-driven to ensure that our planning policies reflect the city's needs over the course of the plan period (covering 15+ years).</p>
<p>Support people who are homeless</p>	<p>We are strengthening early intervention and working with partners to identify at-risk households sooner. Our strategy prioritises prevention before crisis, with coordinated tenancy support and access to suitable housing.</p>
<p>Address Anti-Social Behaviour concerns especially in student accommodations, HMOs</p>	<p>We have introduced a larger HMO licencing scheme to improve management and reduce anti-social behaviour. This enables the Council to take more effective action to resolve issues.</p>
<p>Support housing for disabled young people and families</p>	<p>We are working with new developers to ensure accessible housing standards are met in new developments when deemed feasible. Through the Local Plan, we are also supporting an appropriate housing mix for new developments which will assist in the delivery of homes for (but not limited to) households which require accessible or adapted housing, families and young people – including children in care who need to stay in Southampton.</p>

