



ANNUAL REVIEW FOR RESIDENTS 2020-21

Introduction

During 2020-21 Soho Housing has adapted swiftly to a changing external environment. We moved swiftly to introduce a new phone system to keep communication lines open for residents, staff and contractors. Whilst some repairs had to be deferred, we maintained a strong focus on resident safety throughout the year, continuing with electrical testing and fire safety works where possible and completing all gas safety checks. As we emerge from the lockdowns of the past year, we have tackled delayed repairs and re-started our planned maintenance programme as well as regular estate visits.

During the year we listened to resident feedback and planned a new model for the way we deliver our housing services. Many residents said they preferred having one named contact. In response we now have four housing officers (in place of two) who are the one stop shop for their patch. With smaller patches to manage, each housing officer can get to know the needs and backgrounds of their residents and offer a more tailored service.

During the year much work was done to ensure we could move to our new office at 18 Hanway Street in April 2021. The office is easily accessible and provides a meeting space for staff, customers and stakeholders. Looking forward, we expect most staff will continue an agile working pattern that mixes working from home, at the office or other locations to deliver services for our residents.

Our recruitment process for the new CEO has concluded and Barbara Brownlee will join us in September 2021 to drive and lead our new corporate strategy.

We thank residents, shareholders, board members, commercial tenants, community partners, local authorities, advisors and valued partners for their continued contribution to and support of Soho Housing.

2020-21 Highlights



20

Lettings



2,178

Repairs



1.78m

Spent improving homes



100%

Gas safety compliance

Customer highlights

- New IT and phone systems introduced to ensure our staff could continue to provide services while working from home
- Resident feedback used to develop new housing model (implemented at the start of 2021-22), with more housing officers and a bespoke approach
- Resident newsletters sent out monthly instead of quarterly to improve communications
- **Next:** Revised approach to tenancy audits to be introduced by new housing team

Resident engagement

- Programme of surveys to residents to maintain engagement while operating remotely
- Use of internet platforms such as zoom to enable live meetings with residents

Property & safety highlights

- 100% gas compliance achieved at year end despite challenges of gaining access during lockdown
- **Next:** Roll-out of planned and major works programme
- Work to continue on building safety and sustainability initiatives to meet changing government legislation
- Ongoing 5-year electrical testing programme

Repairs completed on time 2020-21

Emergency	85%
Urgent	60%
Routine	82%

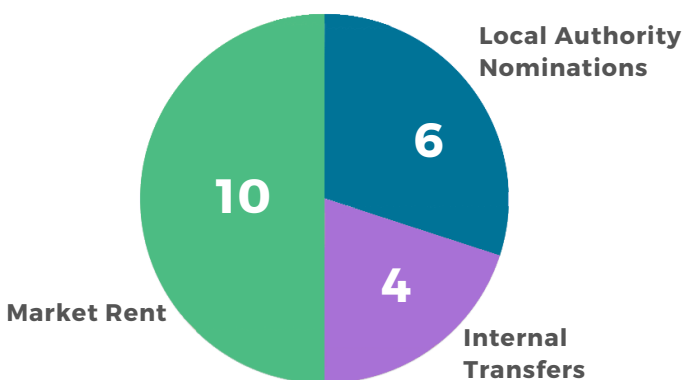
Rent arrears 2020-21

6.98%

Lettings 2020-21 by property size

	Camden	Westminster	TOTAL
1-bed	1	8	9
2-bed	2	7	9
3-bed	0	2	2
TOTAL	3	17	20

Lettings 2020-21 by source



How your rent was spent 2020-21



Bad Debts	1.3%
Property Wear & Tear	24.5%
Management	21.7%
Service Costs	17.3%
Major Repairs	4.2%
Planned Maintenance	6.3%
Routine Maintenance	24.7%

Total Maintenance
35.2%