



ANNUAL REVIEW FOR RESIDENTS 2021-22

Introduction

As Soho Housing moves towards its 50th anniversary the need for warm, safe and secure homes remains high. Our growth strategy will build on the successful development of eight new 2-bedroom flats in Greek Street, which we let in April 2022. We are really proud that some of these flats went to people working in the heart of Soho: the pubs, clubs and music venues that are so important to the area. Maintaining the link between residents and businesses is a key part of our strategy and one which we believe makes the local area very special.

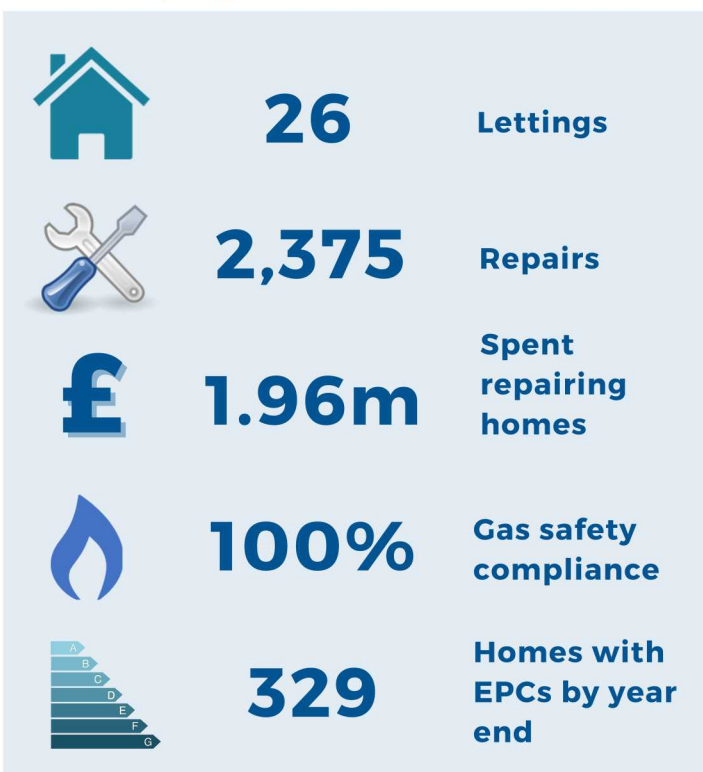
Our development strategy looks to deliver 30 new homes over the next 5 years through a mix of acquiring new homes and creating opportunities within our existing stock.

During 2021-22 we spent almost £1m on improvements including roof and window replacements, boiler upgrades and new kitchens and bathrooms. We will continue a programme of substantial investment in our existing homes, consulting with residents to make sure we're tackling the issues that matter most to them.

The impact of Covid 19 continued to be felt throughout the year. Together with fallout from Brexit and the war in Ukraine, this has meant economic uncertainty and continued demand for affordable housing. We know that times are tough for everyone and we've increased our own Hardship Fund so the housing team can offer targeted support where it's most needed. We're also driving forward plans to arrange for smart meters for landlord power supplies, with a view to minimising utility costs that are passed on to residents through service charges.

Our residents remain front and centre to everything we do and our new housing team will make sure we deliver effective customer service through visible presence at our properties. During lockdown our traditional "in-person" approach fell away and now we are using estate visits to get to know our residents better.

2021-22 Highlights



Customer highlights

- Number of repairs increased compared with previous year bringing modest increase in repairs satisfaction to 65% (63% previous year)
- Almost £1m spent on home improvements including windows, boilers, roofs, kitchens and bathrooms
- Building Safety Project launched with focus on larger properties to start with
- New Plentific platform launched to enable greater resource in managing repairs

- From April 2021, our new housing operating model has placed customers front and centre, with the housing officer as a 'one stop shop' to improve the customer experience.
- Introduction of external rent experts Touchstone to streamline rent services, freeing up housing officers for more face to face contact

Affordable lettings 2021-22 by property size

	Camden	Westminster	TOTAL
1-bed	6	18	24
2-bed	0	2	2
3-bed	0	0	0
TOTAL	6	20	26

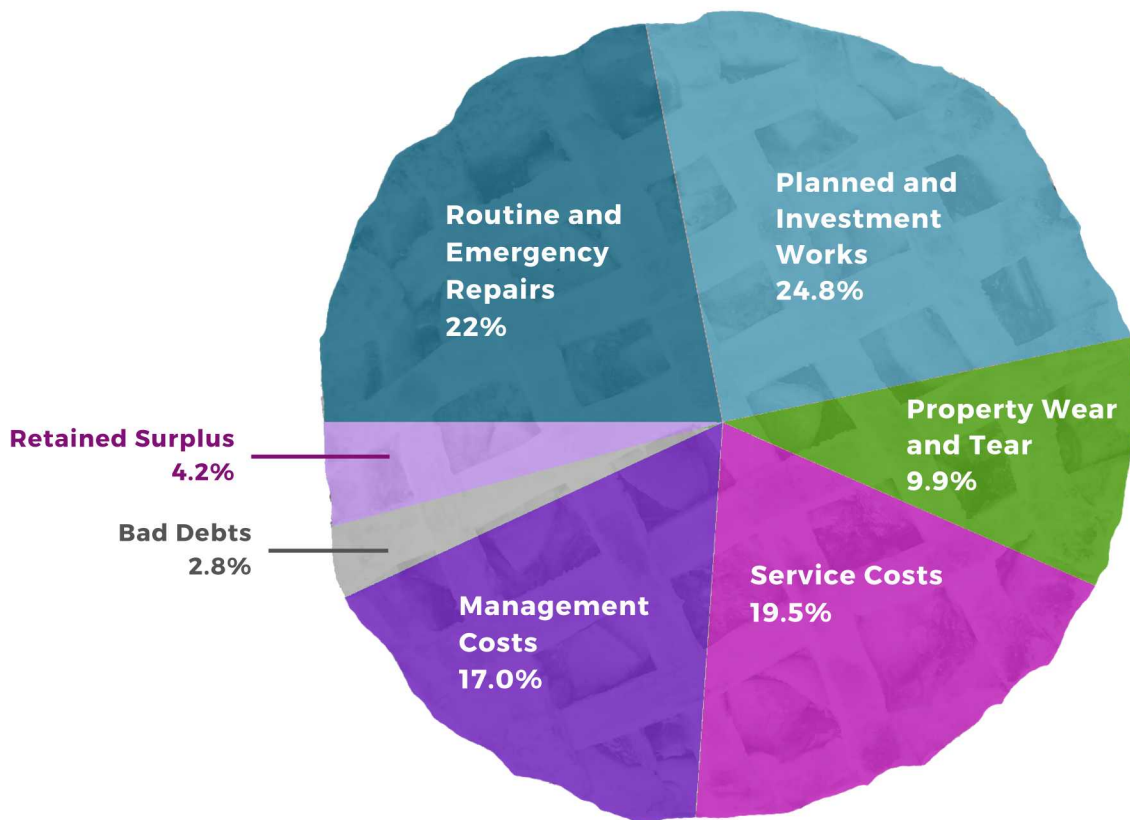
Average completion time for routine repairs

27 days

Rent arrears 2021-22

7.57%

Slices of the pie: how each £1 was spent in 2021-22



Total rents for social housing

£6.2m