

Soho Newsletter Spring 2025

Welcome to your first Soho Housing newsletter of 2025

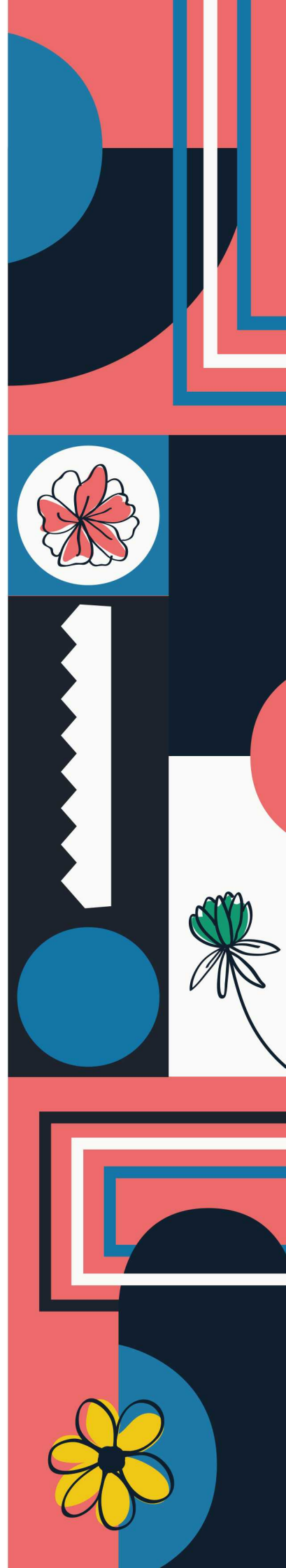
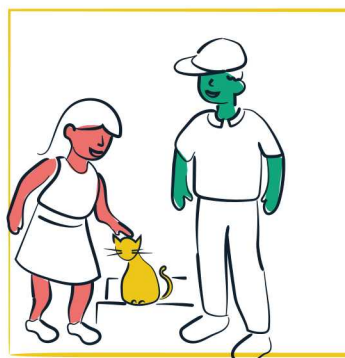
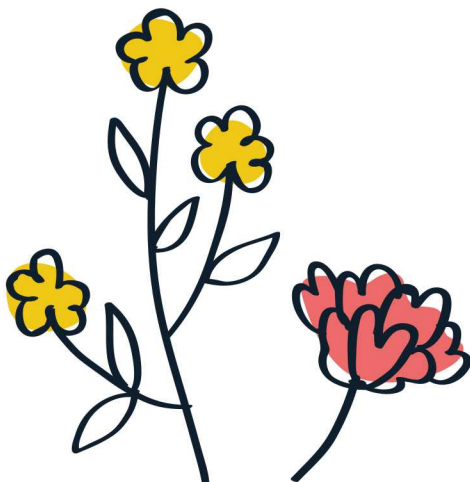
It has been a very busy six months at Soho and we wanted to share with you all that we have been up to, the improvements that we have made and what you can expect to see from us in the next few months.

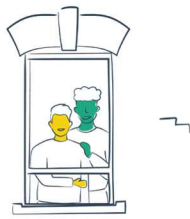
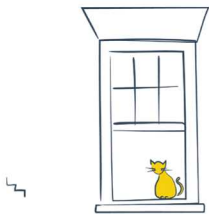
Resident Services Committee

Towards the end of last year, we had a successful session for our new Resident Services Committee, which many of you attended. Thank you for making the time to come along. We now have 11 residents on this committee who come together four times a year to review Soho's performance, discuss the biggest issues facing residents and what needs to be done to tackle them.

In January, we worked with the committee to create new Soho Service Standards – these standards will make it very clear what you can expect from us when you contact us and how key services are provided. We are launching these from April 2025. We hope that you have already noticed a difference in our responsiveness to you over the past few months, but we know that there is more work to do, and we will continue to improve!

Our Soho Service Standards are enclosed within this newsletter. You can also find them on our website here: <https://sohoha.org.uk/>

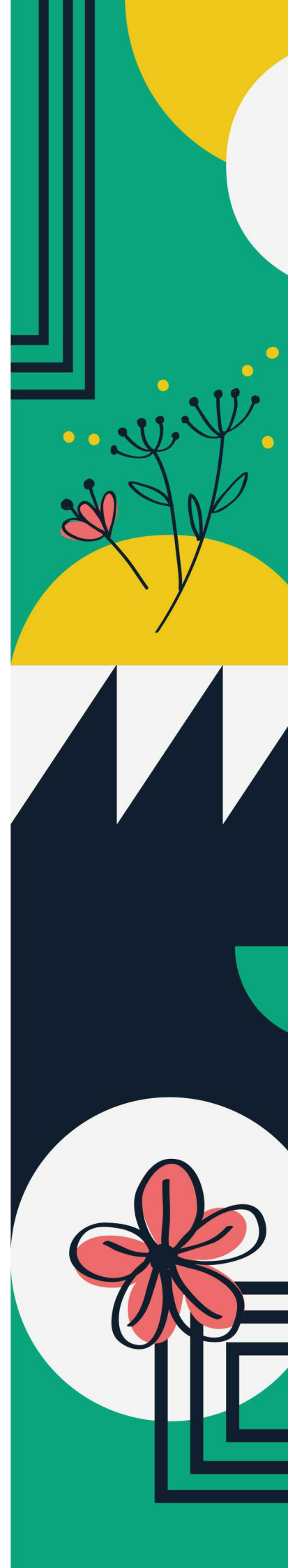




You said, we did

We have listened to your feedback and complaints made and have put in place the improvements below.

You said	We did
You told us that we are not answering our phones or emails.	We created a new customer services team with two customer service officers who now manage our phone line and email between 9am and 5pm on weekdays. If you need us, ring us on 020 7557 7400 or email us on housing@sohoha.org.uk
Repairs take too long to be completed.	We have reviewed our repairs process, and cleaned up our systems so we can make sure repairs are logged straight away, are monitored pro-actively from our end, and completed within our service standards. We also have a new repairs policy, thanks to ReCap who gave valuable feedback, which has been incorporated. All Soho policies will be added to our website over the coming months.
Dissatisfaction with our gas maintenance contractor.	We are also unhappy with the performance of our contractor and have started the process of procuring a new contractor. We hope to have a new gas maintenance contractor in place by Autumn 2025.
Being more pro-active on cases of anti-social behaviour (ASB).	We have completed an external review of our ASB service which has identified several areas of improvement. We are working our way through this plan, and you should be seeing improvements over the next 3-6 months and on an ongoing basis thereafter.



Complaints handling

Last year, we found some issues with the way in which we have been handling complaints. We know we have fallen short, and for that we are very sorry. Since November, we have worked hard to improve our complaint handling. We have a new complaint policy (available on the website) and have overhauled our procedures so that all staff know exactly how to manage a complaint quickly and effectively. We also now have a dedicated complaint officer role in place. We have learnt that we need to say 'sorry' when we get things wrong and do everything we can to put things right for you. We are also keen to ensure we are as accessible as possible to you. If you ever need to contact us or make a complaint, just phone us on **020 7557 7400** or email us on **housing@sohoha.org.uk** and we will make sure to respond quickly.

Staffing changes

As many of you are aware, there have been a number of team changes here at Soho. We wanted to give you an update on what we are doing to make sure we have full-time, committed staff members who are here to serve our residents. Annemarie Roberts remains with us, covering for Caroline James-Ford while she is away on maternity leave.



Our new customer service officers, Myah and Henrique

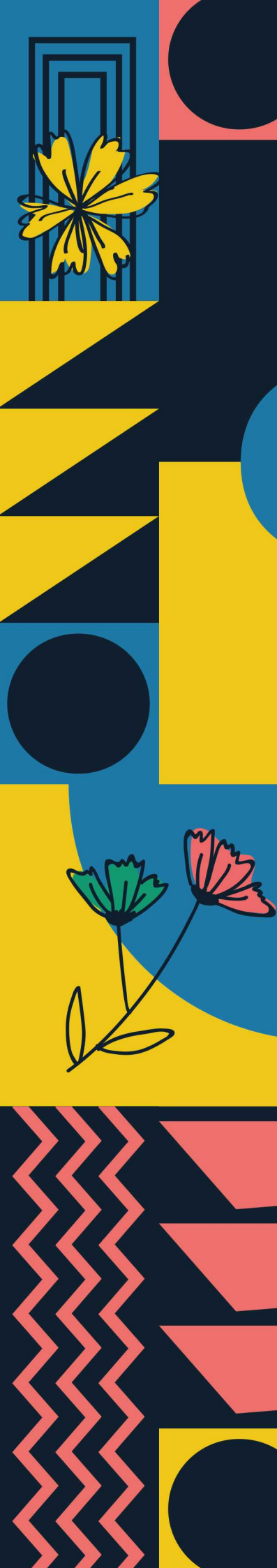
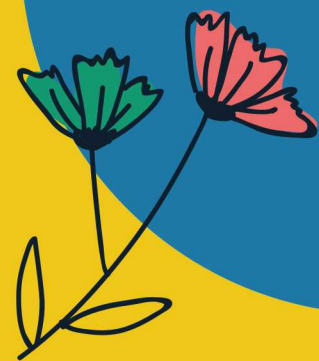
We are recruiting two permanent housing officers, which we hope to have in place by the start of May as Daniel Lamptey and Niall Bramley will be leaving Soho during April. We will let you know who your new housing officer is once they start. We want our housing officers to be out and about more, visiting you and looking after your blocks, we therefore encourage you to contact us on **housing@sohoha.org.uk** so we can make sure we help you as quickly as possible.



We have some sad news, Rosie Butt, our housing operations manager, is leaving us in April. We want to take this opportunity to say thank you to Rosie for all that she has done for Soho. We know many of you will be sad to see her go. The good news is that we have appointed Natasha Pinn as our new housing operations manager, who has already started with us. We are delighted to have Natasha with us and look forward to you meeting her.

We have also created a new position on the repairs and maintenance side of the business to help drive forward our plans to improve our repairs; procure new and better contractors; and help make our homes more sustainable. A new senior repairs and asset manager should be joining Soho towards late April. Recruitment for this post is underway. We will always keep our staff team and housing officer patches updated on our website.

<https://sohoha.org.uk/residents/your-housing-officer/>.





Home surveys starting in April

To help us plan investment works into your homes, we need to carry out a survey to understand the condition of each home. This will help us work out when planned works like kitchens and bathrooms need doing, and whether there are any other repairs or hazards like damp and mould which we should be resolving.

We have appointed a company called Pennington Choices who will be carrying out the surveys. We are aiming to get into every home by the end of this calendar year. If they contact you for an appointment, please can you work with them to give them access to your home for the survey.

Until next time...

We hope that you can see it has been a very busy time here at Soho trying to make things better for you, our valued residents. Thank you for all the support, feedback and encouragement that we have received.

In line with our new service standards, we will be sending you three newsletters per year. So, you can expect another newsletter around summer time.

We wish you a great Spring.

The Soho Team

Contact us on
housing@sohoha.org.uk
020 7557 7400

