



Soho Newsletter Summer 2025

Welcome to our second newsletter of the year

We hope you enjoy receiving these as much as we enjoy sharing all that we are up to here at Soho Housing.

Warm Homes

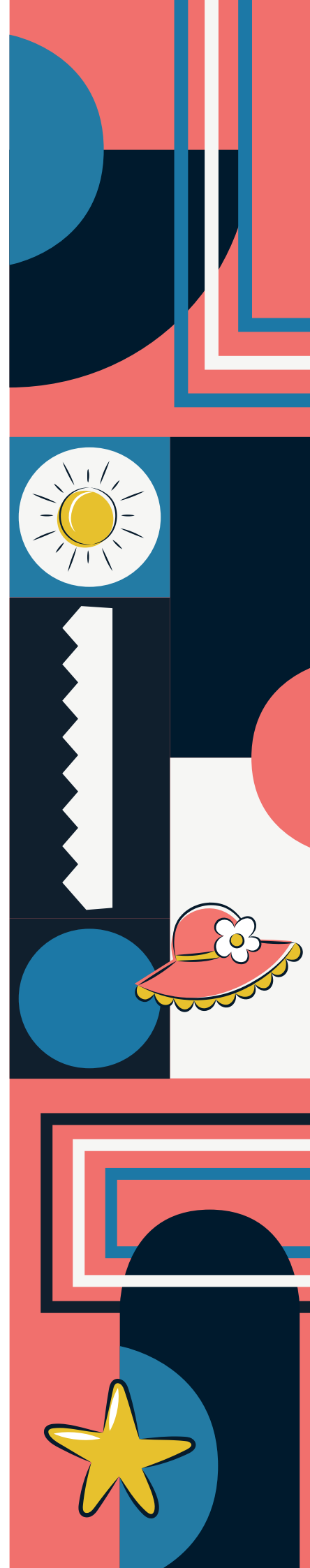
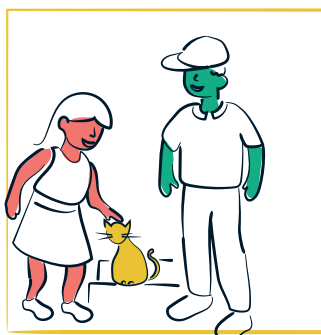


We are delighted to share that we have been successful in securing some grant funding via the 'Warm Homes: Social Housing Fund' to help improve the energy efficiency of our properties. This is part of a wider strategy from the Government to improve the energy performance of social homes across the country and to reduce fuel bills for residents.

This funding is specifically for properties with energy performance certificates (EPC) at band D or below. This is in line with the government target of achieving EPC C or above for all homes by 2030. Government funding has been provided for 110 homes to be upgraded over a 3-year period. This will make homes warmer, more energy efficient, and less expensive to heat. There will be no cost to residents. If your home is one of the 110 properties identified, we will write to you separately by the beginning of August to give you more information on next steps.

Home condition surveys

Most of you will have had a letter from us to update you on a programme of home condition surveys we are carrying out. These surveys are usually carried out every five years to get up to date information on the condition of our residents' homes, which allows us to put together investment programmes for areas such as kitchens, bathrooms and windows. It is important for you to give us access to your home when our chosen surveyors Pennington Choices contact you to carry out a survey. These surveys will also be able to pick up any health and safety concerns like serious damp and mould so that we can contact you to sort out any such issues.





You've said, we've listened

You said	We did
It was hard to get in touch.	We've added two dedicated Customer Service Officers to improve access. That means quicker replies, more direct contact, and people who really know your area.
Anti-social behaviour was a problem.	We now have a full-time ASB specialist focused on tackling anti-social behaviour and supporting residents affected by it. More improvements are on the way.
You didn't see Housing Officers around.	Two permanent Housing Officers are now based on your estate. They carry out regular walkabouts, identify issues early, and work to keep your neighbourhood clean, safe and well managed.
Complaints weren't taken seriously.	We have appointed a dedicated Complaints Officer to ensure your concerns are handled properly with clearer updates, faster resolutions, and a focus on getting it right the first time.

Welcome to Village Heating

In positive news, from 1 August 2025 we will have a new gas maintenance contractor in place: we will now be using Village Heating for any heating breakdowns and the annual gas safety checks. We have prioritised the change to this new contractor because we have received a large volume of complaints relating to our current contractor.

Introducing our team

We are very pleased to announce that following recruitment over recent months, we now have a permanent housing team in place. Our two permanent housing officers are Abid Rahman and Helena Meloy. We hope that you have been able to notice the hard work and dedication that they have put in to provide a great service to you. The team is managed by Natasha Pin, our housing operations manager. Together the team is spending a significant proportion of their time out and about meeting with you and dealing with communal matters such as cleaning, communal repairs and managing anti-social behaviour. Our website has a special section where you can look up who your housing officer is. For repairs, please contact our customer service team in the first instance as they are the team that can order a repair for you.



Left to right: Abid Rahman (Housing Officer), Helena Meloy (Housing Officer), Natasha Pin (Housing Operations Manager)





The view from the rooftop of Sandringham Flats

Together we can stop tenancy fraud

Tenancy fraud takes homes away from families in genuine need. If you suspect someone is subletting, running an Airbnb, not living in their property, or providing false information to get a home, please report it. Your information will be treated in confidence and could make a real difference. Our social homes here in the heart of London are precious and should not be used to make profits from. You can report it to our customer service team on **housing@sohoha.org.uk**. We will ensure that any reports are received in strict confidence.

Complaints

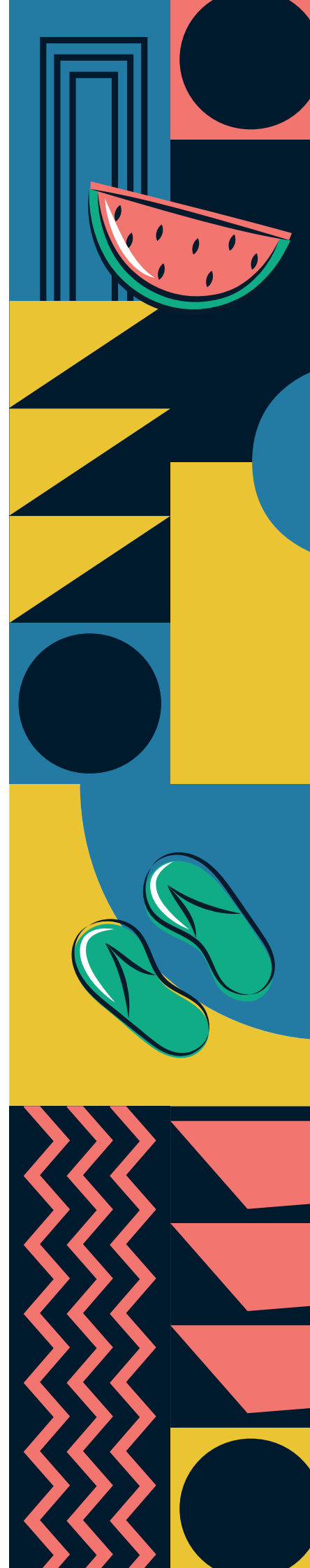
Over the past 8 months we have done considerable work to make sure any dissatisfaction is dealt with through our formal complaint process so that we can make sure we put things right for you. We have a detailed complaint report on our website, that can be found here: www.sohoha.org.uk/complaints/. We are proud to say that we now accurately report all complaints. We know we still need to do more to respond to these faster. We hope that you will be happy with our services, but if not – please know that we welcome your complaint and we will resolve it quickly and respectfully. You can report a complaint in any way you like (phone, email, letter or verbally) and to any member of the Soho Housing team. We will always accept your complaint. Our website has more information on how to make a complaint, as well as our performance around complaints over the past year.

Your views about the customer service we provide to you

The Regulator of Social Housing has issued a set list of questions all social housing providers must ask their residents every year through surveys. We use Kwest to carry these out, and they will try and reach every resident at least once per year to gather their views. Our customer satisfaction for the past year has been 50%. The full report can be found on our website. It sets out our performance and all the steps we have taken, and plan to take, to make sure you receive a better service from us. This includes things such as better contractors, service standards, estate inspections, and a dedicated anti-social behaviour team member to help pick up longstanding cases.

Hardship fund

Through the hardship fund we can provide small grants and other practical short-term support for households up to £500. This is aimed to support those most in need that may have been affected by the significant rise in the cost of living, there is more information available on our website www.sohoha.org.uk/residents/you-and-soho-housing/tenancy-support/#hardship or you can contact your housing officer, who will be able to assist you.



Tackling anti-social behaviour

We identified that the management of anti-social behaviour (ASB) was in need of improvement. Earlier this year we had an external review carried out which gave us a comprehensive plan of improvements to implement to make our ASB service more effective. Some of the changes we have already made are:

- Appointing an interim ASB officer to take the lead on ASB, especially serious cases of ASB
- Providing training to the housing team on better ASB management and support to victims of ASB
- Introducing the use of a new noise app trial to record noise and other nuisance behaviour
- Creating a new ASB policy and procedure to make sure we have a victim risk assessment approach
- Better record keeping and use of our system so we can stay on top of cases and resolve them more efficiently

Later in the year we will also be updating our website with more helpful information about ASB.

Resident Services Committee

We've had our second meeting of the Resident Services Committee, where members took a close and honest look at tenant satisfaction results and complaints. Members raised important concerns about communal repairs, the clarity of the complaints process, and contractor conduct, and their feedback has already helped us make meaningful changes. The Committee also spoke about issues that impacted our community, such as anti-social behaviour in communal spaces, waste management, recycling, and working collaboratively when planning decisions impact our community. Our next meeting in September will be focused on repairs and maintenance, with members scrutinising these services to make sure they're delivering the quality our residents deserve.

Thank you and farewell to Caroline

We are very sorry to be saying goodbye to Caroline and can confirm that she will no longer be working with us. She has decided to focus more on her newly enlarged family, and we wish her every success in the future. We are grateful for the contribution she made during her time with us, and we thank her for her hard work and dedication most recently as the Operations Director. We have now started the process to recruit a new permanent Operations Director.

Remember to use our website...

Just a reminder that we update our website continually with information such as mutual exchanges, anti-social behaviour and our customer service performance. We now have a dedicated section on our website where we are sharing our customer facing policies, so it is easy for you to access and use. You can find them here: www.sohoha.org.uk/policies/. Best wishes for a lovely summer break.

The Soho Team

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

