

Tenant Satisfaction Measures 2024-25 annual results

June 2025

Author: Interim Operations Director

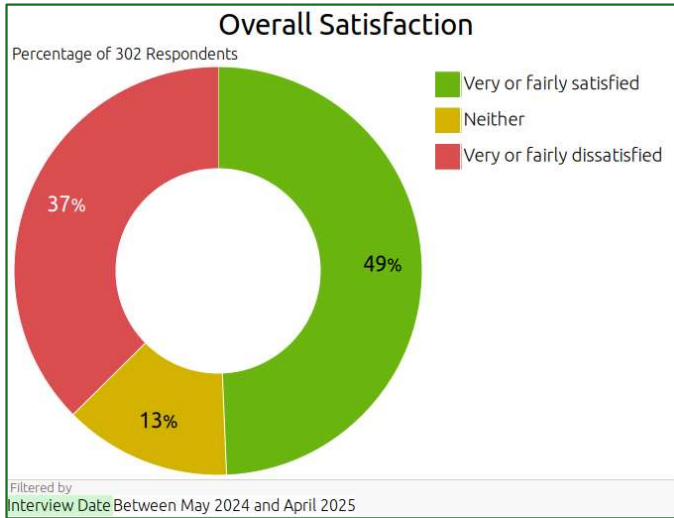


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Tenant Satisfaction Surveys



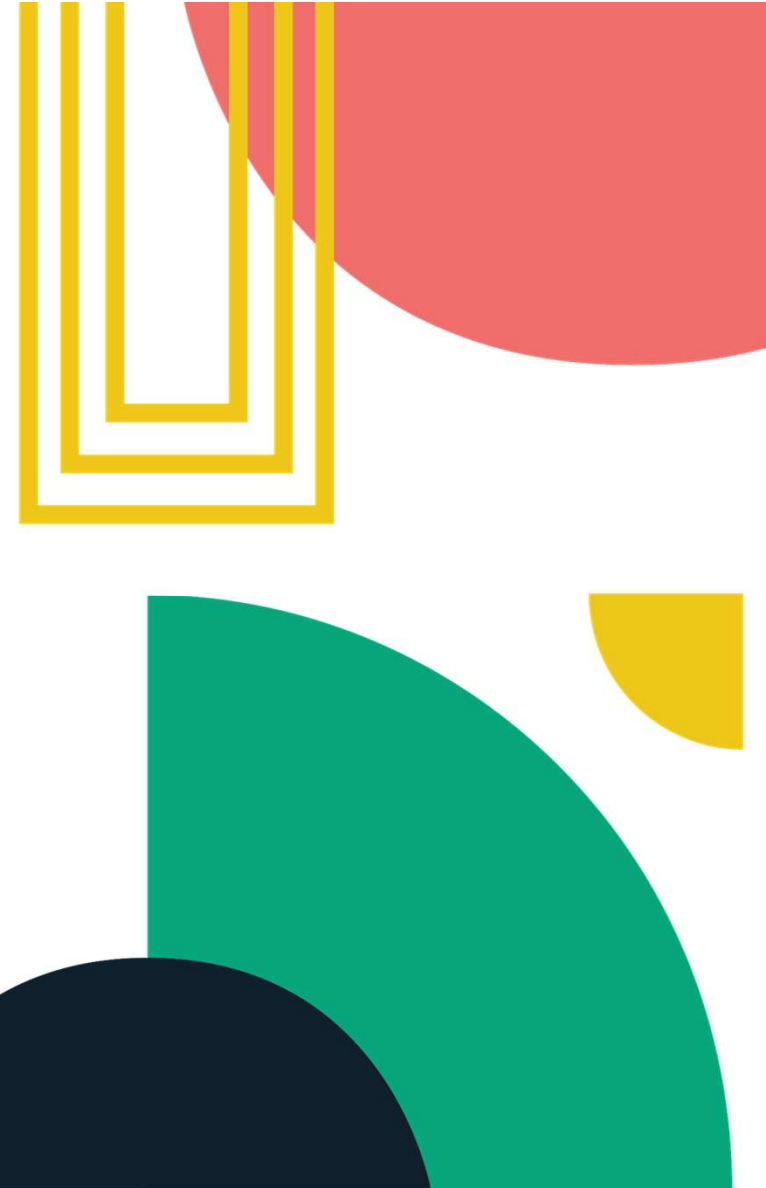
Overall satisfaction



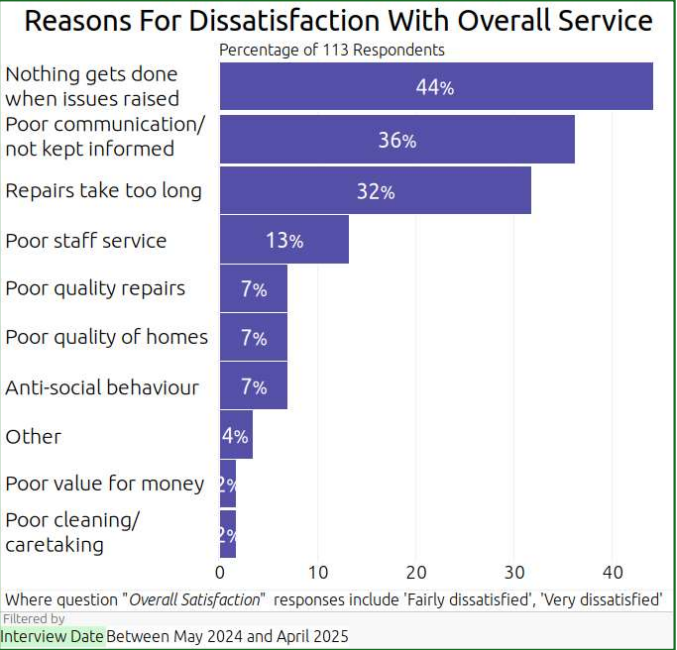
- Last year: 51% | This year: 49%
- While performance is low at 49% there has been a slow upwards trend in the past few months. The lowest results in the year was 32% in November.
- Our view is that if we can drive up our service delivery across the board, it will have a positive impact on this overarching customer satisfaction score.



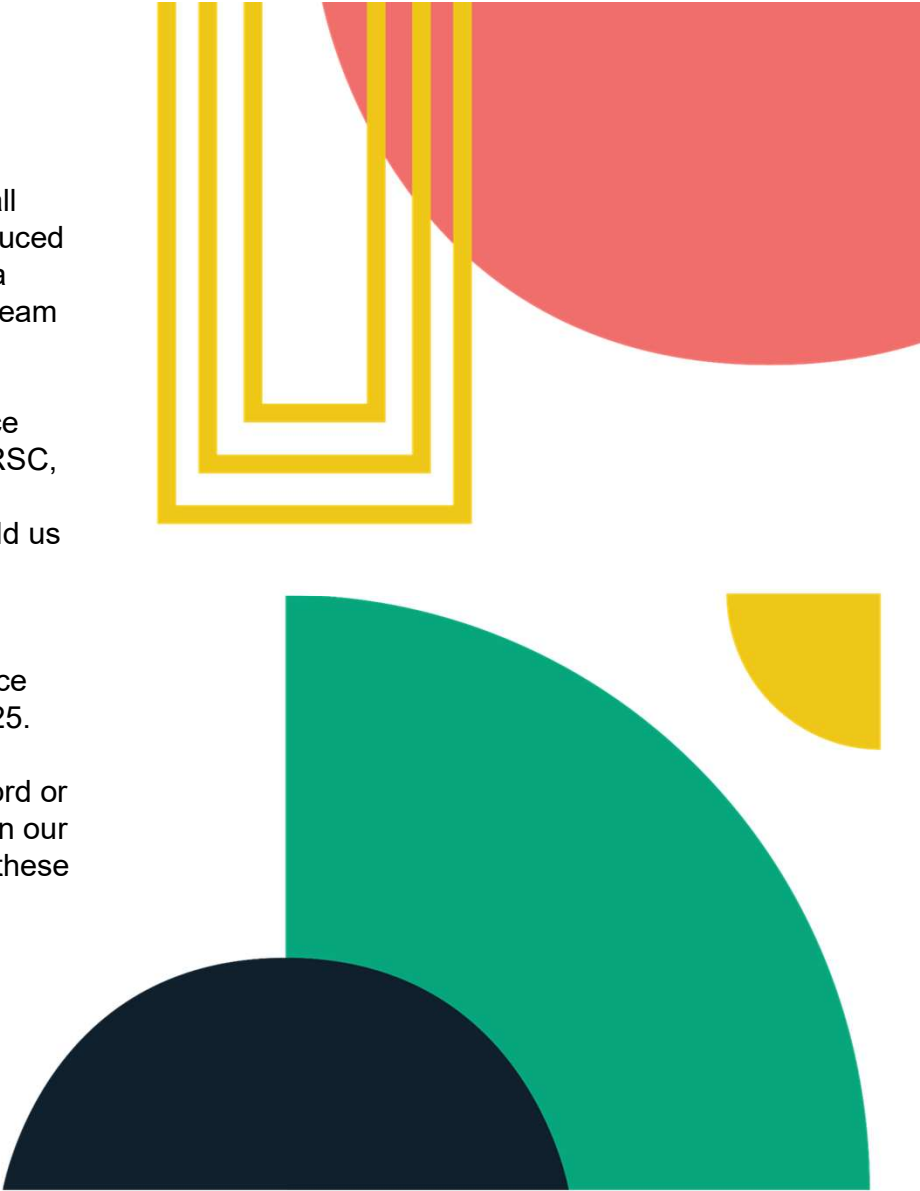
The arrow shows Soho's results compared to peer associations. You will see these throughout the report.



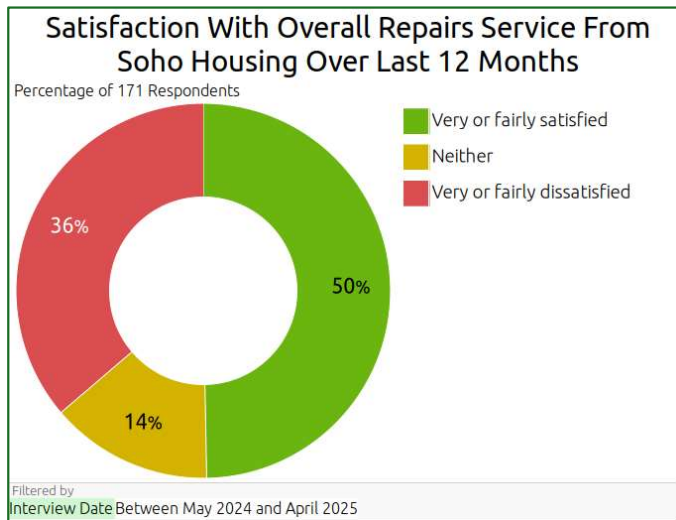
Reasons for dissatisfaction



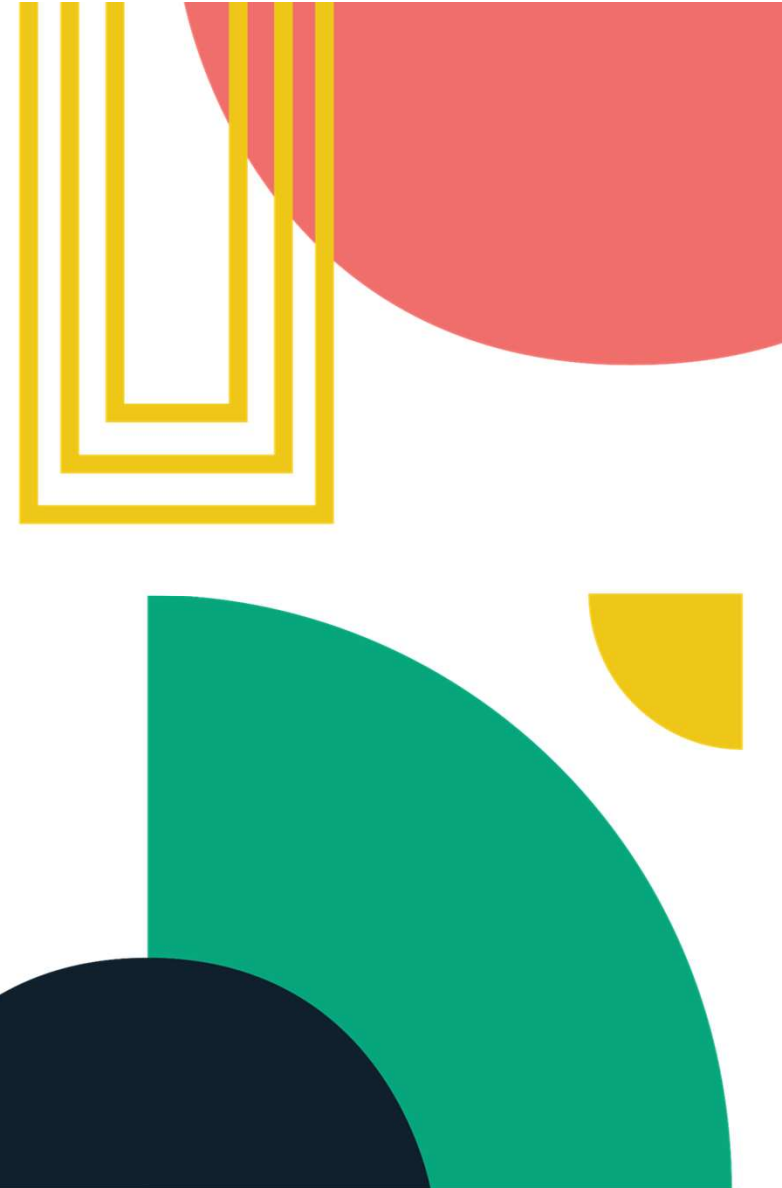
- To make sure issues don't 'fall through the cracks' we introduced a new operating model with a dedicated customer service team and first point of contact.
- We have launched our service standards, created with the RSC, to make sure there is clear standards for residents to hold us to account, and also staff to achieve.
- We rolled out customer service training to all staff in May 2025.
- Next steps is to properly record or resident contact and cases on our system so that we can track these and make sure issues are answered and/or resolved.



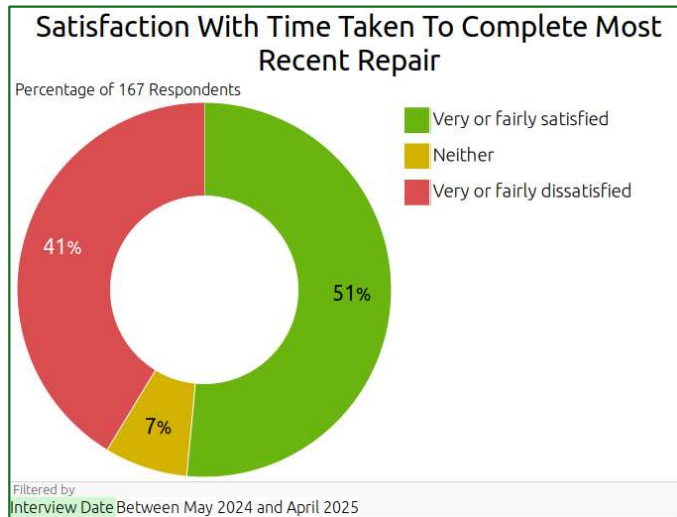
Satisfaction with overall repairs service



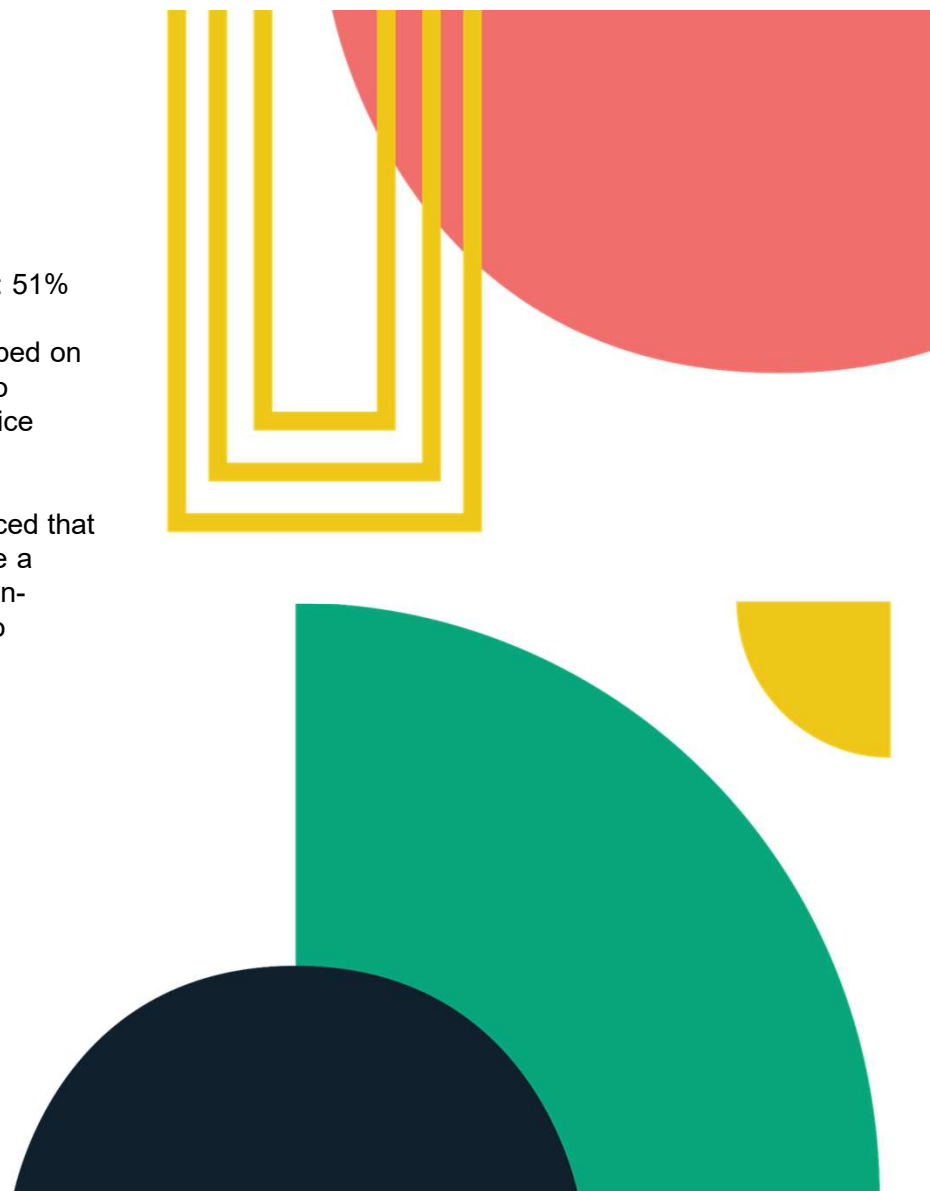
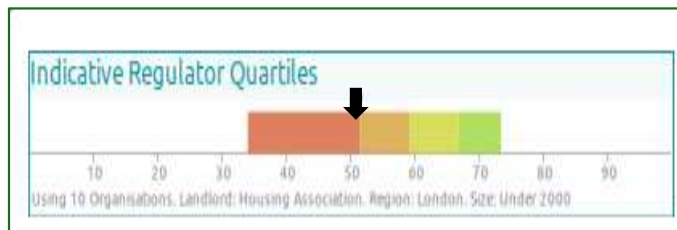
- Last year: 52% | This year: 50%
- By changing our operating model, we have removed the task of raising and looking after repairs from the housing officer role.
- Our new customer service team was put in place in February 2025 and now deal with repairs.
- We implemented a new repairs policy and procedure.
- We have cleaned up data in our system so that we can always see how many repair jobs are outstanding so that we can chase these up.
- We get more regular reporting from our contractors on when jobs are reported as completed.
- Our main challenge is poor performing contractors (eg our gas maintenance contractor). We are working through a procurement program to replace and update our contracts over time. Our new gas maintenance contract should be in place by the autumn.



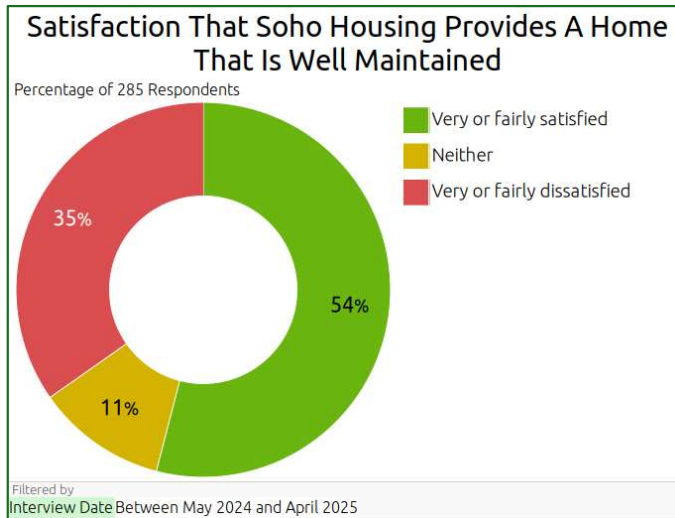
Satisfaction with time taken to complete most recent repair



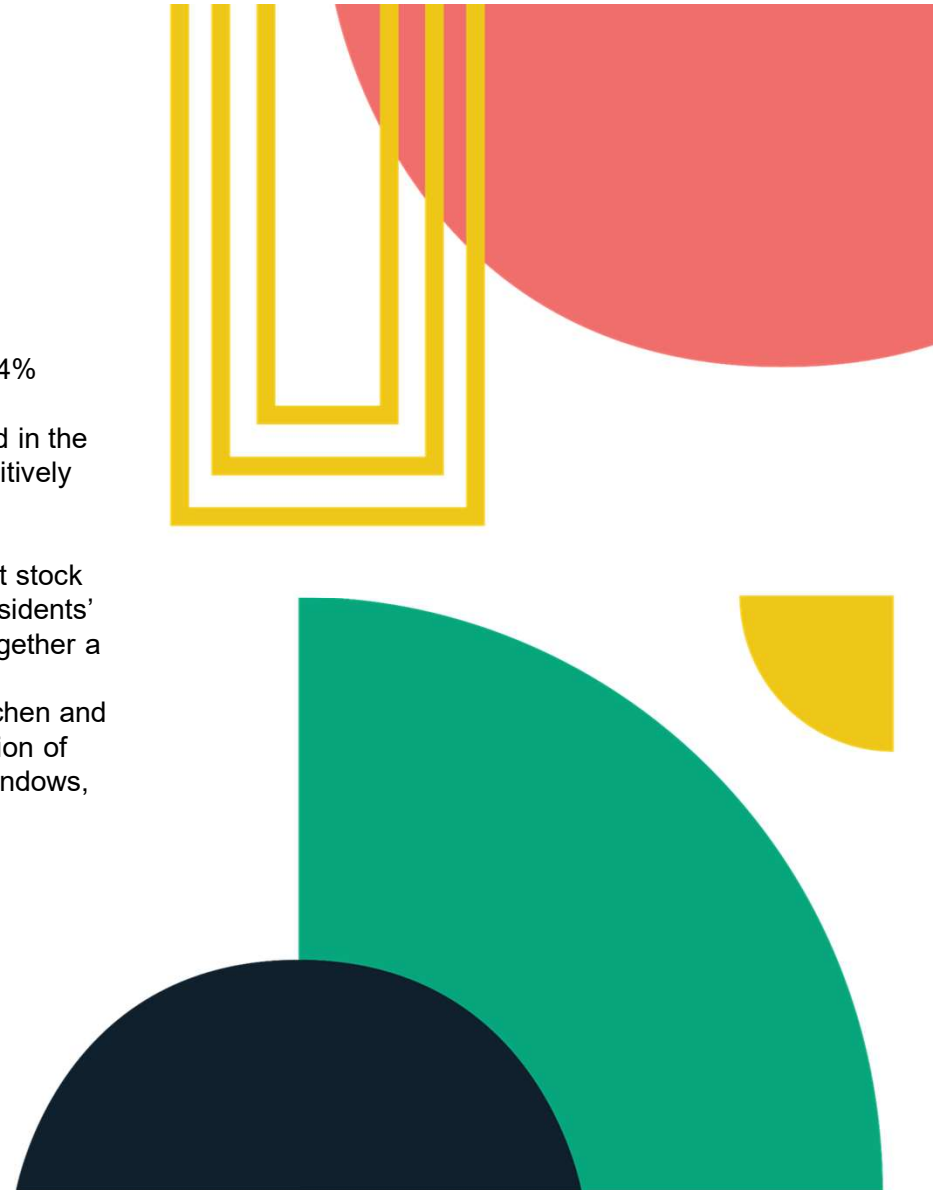
- Last year 48% | This year: 51%
- The improvements described on the previous page will also positively impact this service area.
- Additionally, we have noticed that the time taken to complete a repair (emergency and non-emergency) has started to improve over the past 2-3 months.



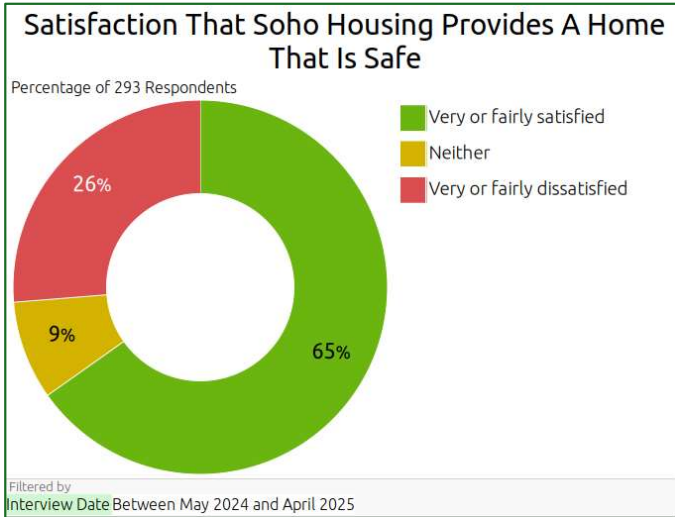
Satisfaction with providing a well maintained home



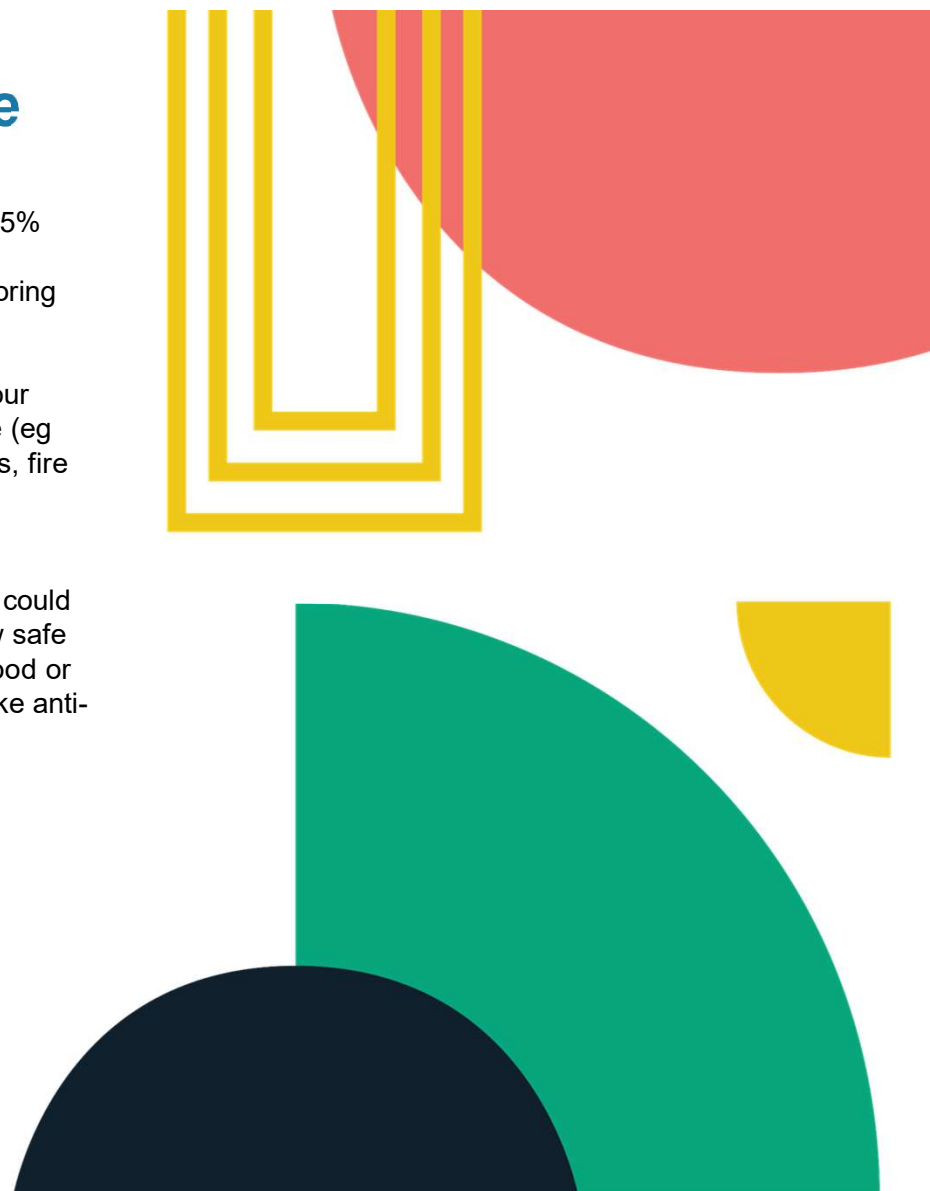
- Last year: 55% | This year 54%
- The improvements described in the 'repairs' section will also positively impact this service area.
- We are currently carrying out stock condition surveys of each residents' home that will help us put together a clear 5 year programme for investment in homes (eg kitchen and bathrooms), cyclical decoration of blocks and also items like windows, doors, roofs and lifts.



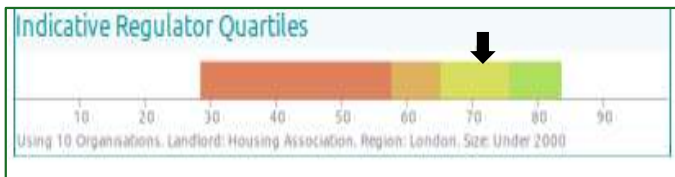
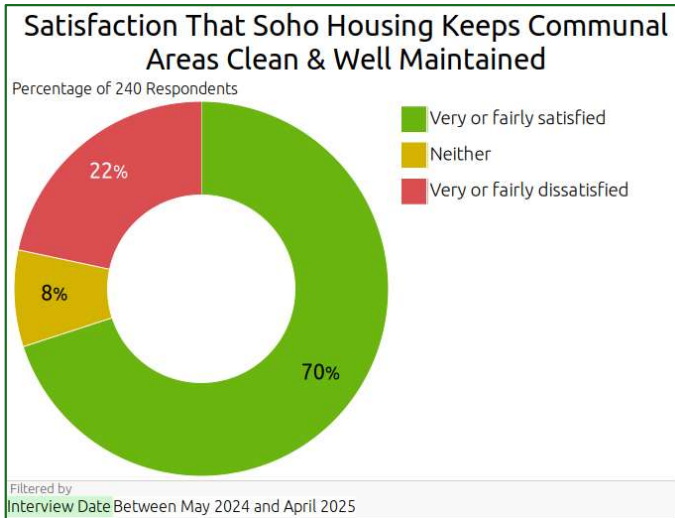
Satisfaction with providing a safe home



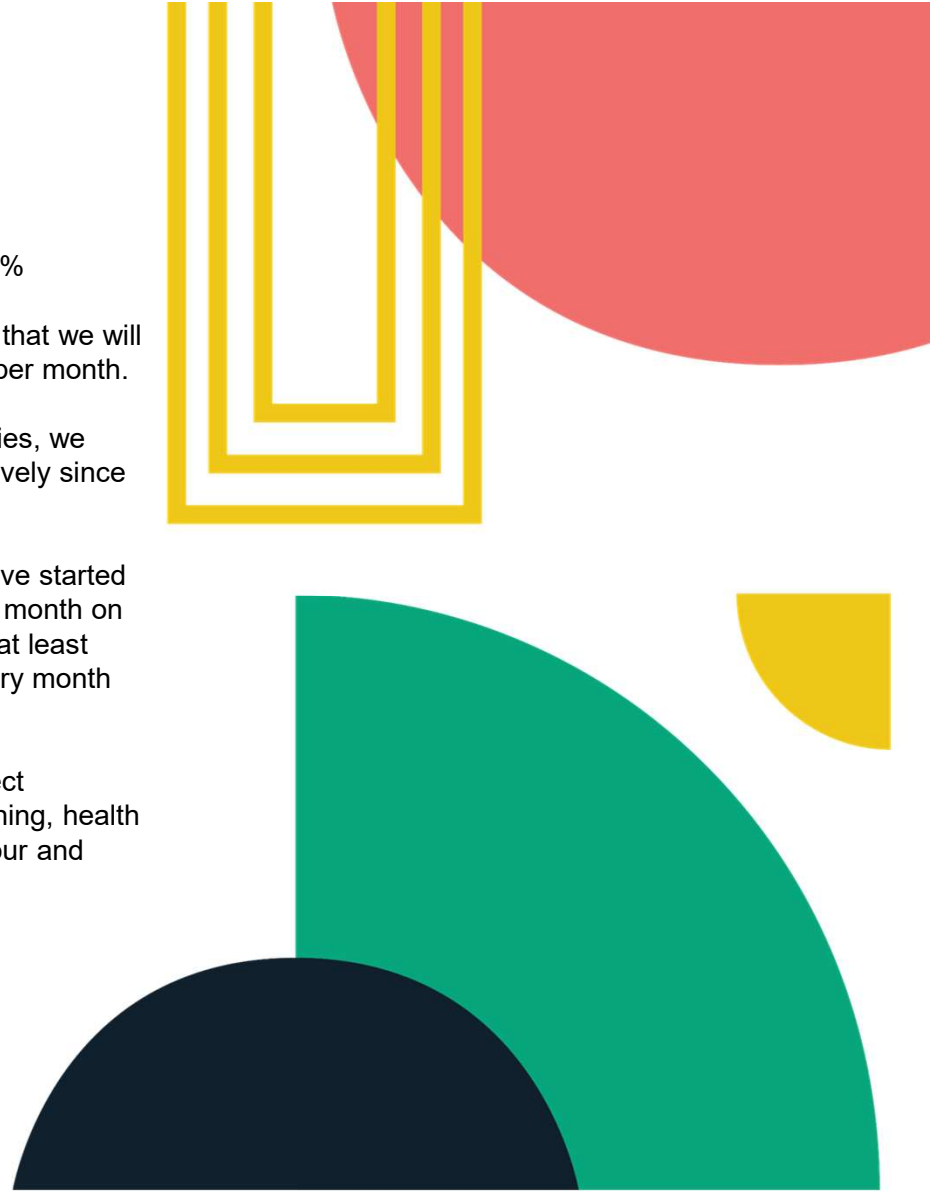
- Last year: 66% | This year: 65%
- This is one of our highest scoring results.
- Operationally we know that our safety programme is in place (eg gas checks, electricity checks, fire risk assessments).
- The question posed here of residents are quite wide and could be interpreted to include how safe they feel in their neighbourhood or any issues impacting them like anti-social behaviour.



Satisfaction that communal areas are clean and well maintained



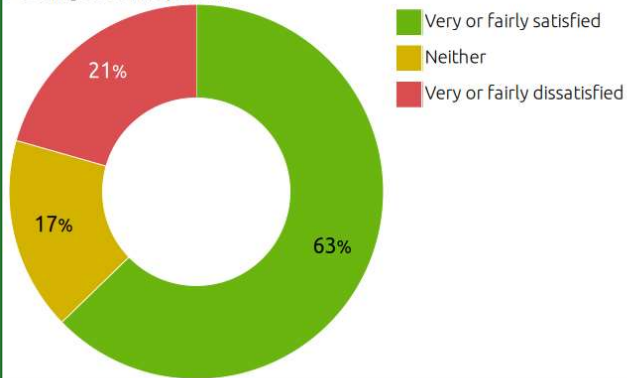
- Last year: 67% | This year: 70%
- Our service standards set out that we will do an estate inspection once per month.
- Due to housing officer vacancies, we were not able to do this effectively since autumn last year.
- The first estate inspections have started in May 2025 and will increase month on month until we are able to do at least 90% of estate inspections every month from August 2025 onwards.
- Estate inspections is the perfect opportunity to pick up on cleaning, health and safety, anti-social behaviour and repairs.



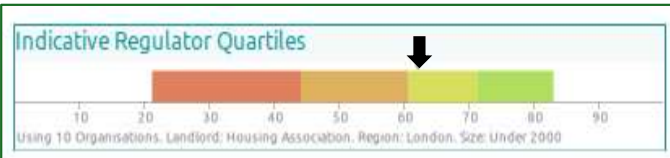
Satisfaction that Soho Housing makes a positive contribution to the neighbourhood

Satisfaction That Soho Housing Makes A Positive Contribution To The Neighbourhood

Percentage of 204 Respondents



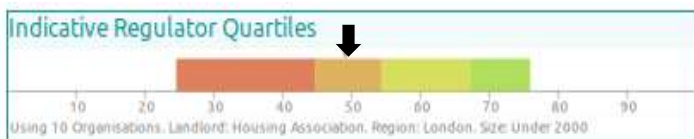
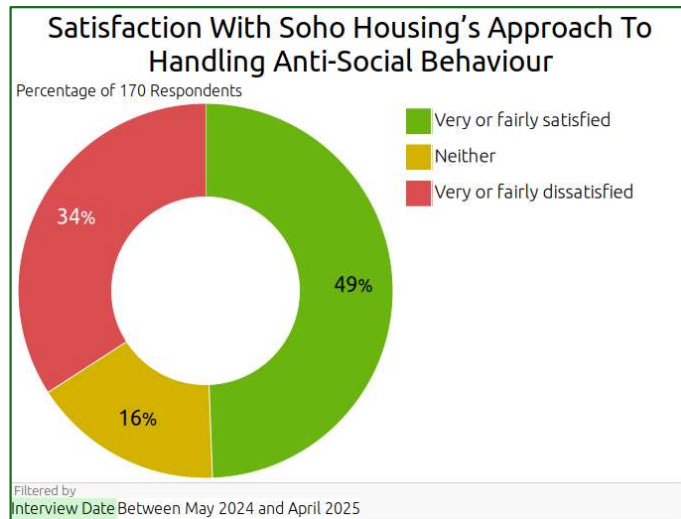
Filtered by
Interview Date Between May 2024 and April 2025



- Last year: 63% | This year: 63%
- We offer a Community Chest fund that provides grants to support resident led initiatives.
- Participate in the Soho Fete which celebrates the local area and brings community and residents together.
- We monitor licensing applications and submit formal objections when proposed activities are likely to cause noise, disruption, or other harms to our local community, ensuring residents' voices are heard.
- We actively support the West End Community Trust on projects that enhance community wellbeing.



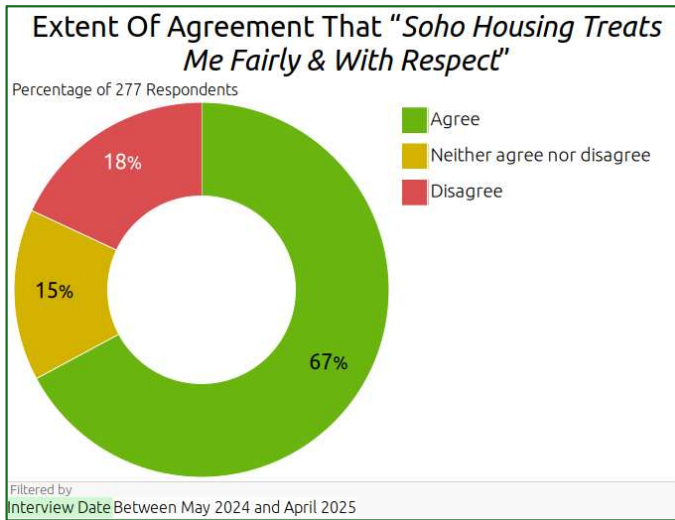
Satisfaction with Soho Housing's approach to handling ASB



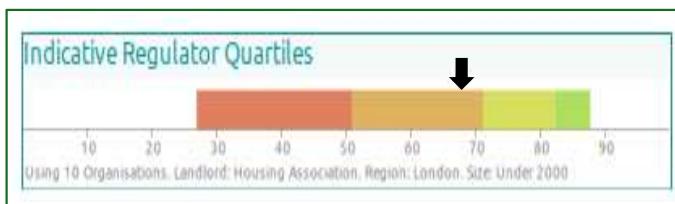
- Last year: 53% | This year: 49%
- We acknowledge that this a key area that we need to focus on and improve as we have not always handled anti-social behaviour effectively in the past.
- We commissioned an external review of our anti-social behaviour service in Dec 2024, and we now have an action plan in place to improve.
- This includes items such as oversight, new policies, procedures, better record keeping and partnership working.
- Work on this plan has started in May 2025 and we will have a deep dive on anti-social behaviour at our next RSC meeting.



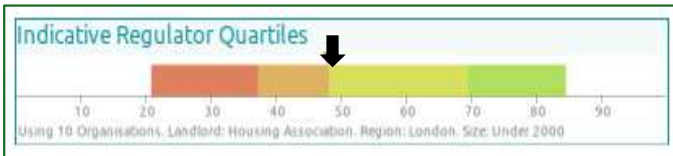
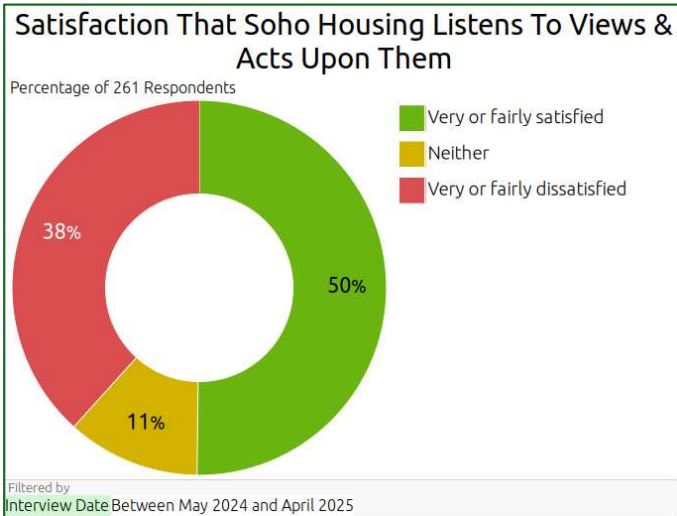
Soho Housing treats me fairly and with respect



- Last year: 67% | This year: 67%
- Recent customer service training should have a positive impact on the way Soho treats its residents.
- Our complaint handling and responsiveness to respond issues should also help to improve this perception.

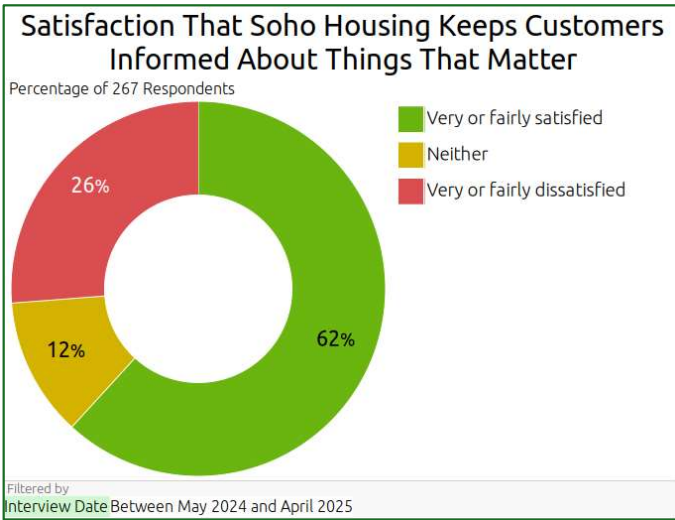


Satisfaction the Soho Housing listens to views and acts on them



- Last year: 46% | This year: 50%
- The new service standards, better trained staff, customer service training and complaint handling should contribute to this.
- Working with residents more formally (like RCS and ReCap) and reporting line to Board should also have a positive impact on residents.

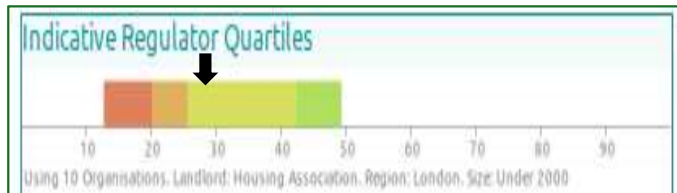
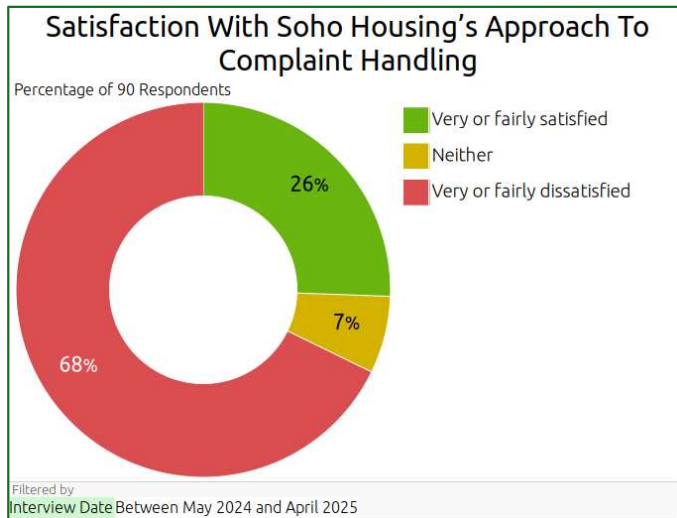
Satisfaction the Soho Housing keeps me informed about things that matter



- Last year 61% | This year 62%
- We are making better use of block communications through our system to keep residents updated (eg communal issues).
- In line with our service standards, we will issue 3 newsletters per year. The first went out in April 25. The next is due in July 25.



Satisfaction with handing of complaint



- Last year: 23% | This year: 26%
- This is an area where we have made significant operational improvements over the past 6 months.
- We have put in place a new policy, procedure, training, quality control and paying appropriate compensation.
- Our final aim is to get 90% of our response out on time.

Management Information



Performance indicators results: Complaints

Complaints relative to the
size of the landlord

Stage 1: 136

Stage 2: 5

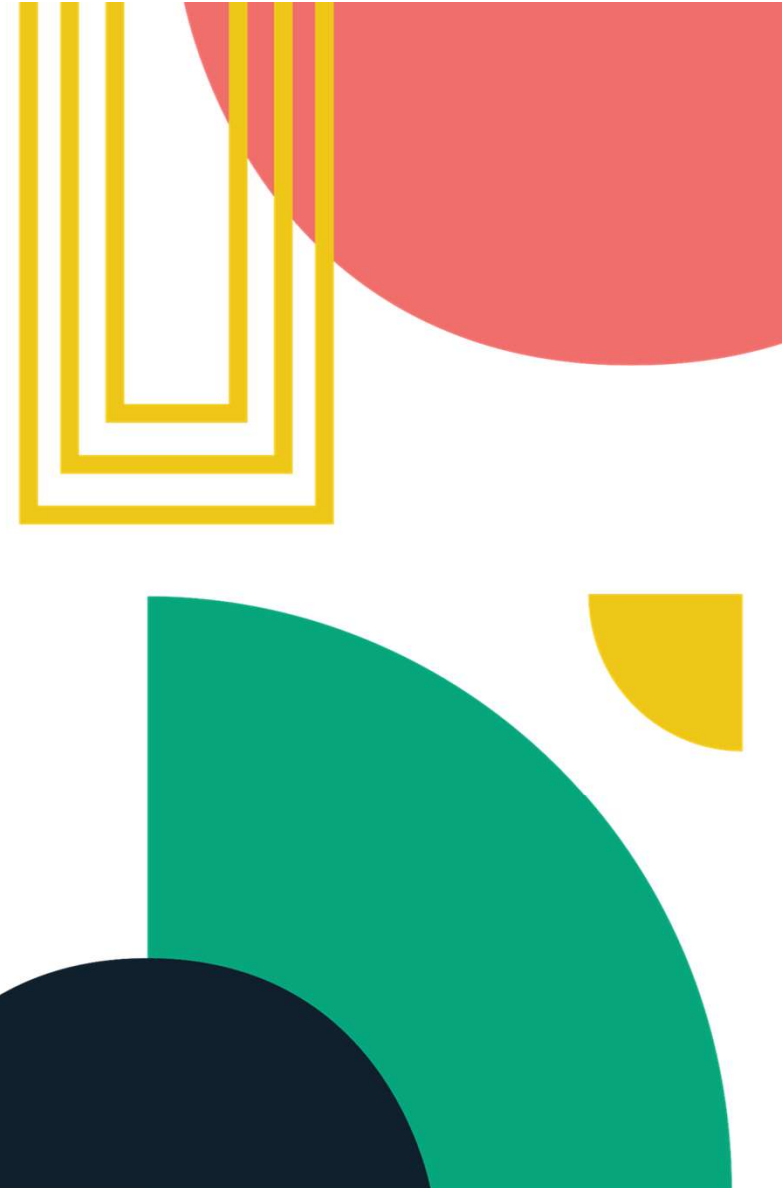
(Last year: Stage 1: 33 and Stage 2: 11)

Complaints responded to
within Complaint Handling
Code timescales

Stage 1: 38%

Stage 2: 0%

*(Last year: Stage 1: 48% and Stage 2:
78%)*



Performance indicators results: Anti-social behaviour (ASB)

ASB cases relative to
the size of the
landlord

16 cases

(Last year: 3 cases)

ASB cases that
involve hate crimes

0

(Last year: not reported)



Performance indicators results: Repairs

Homes that **do not** meet
Decent Homes
Standards

0

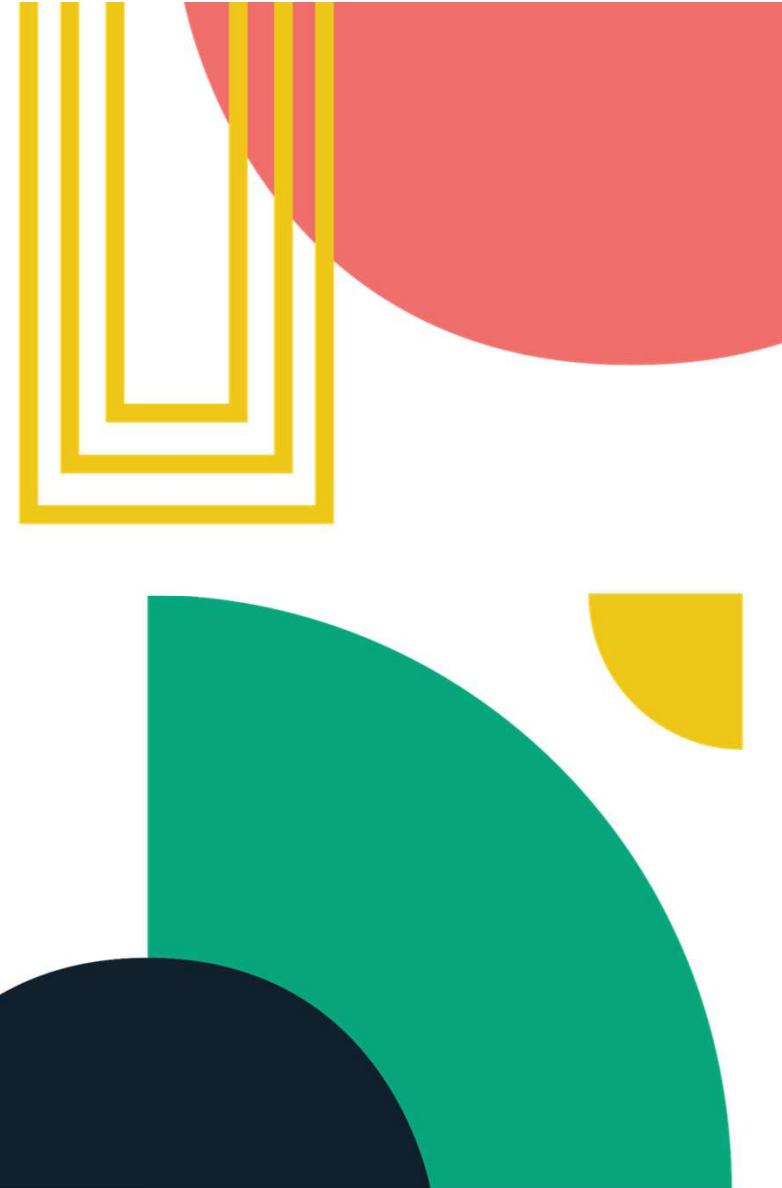
(Last year: 1)

Repairs completed
within target timescale

Non-emergency 67.41%

Emergency 64.42%

(Last year: 71% and 66%)



Performance indicators results: Building safety checks

Gas safety
checks
99.84%.

Lift safety
checks
86.85%

Asbestos
safety
checks 100%

Water safety
checks 100%

Fire safety
checks 100%

Last year's results for all of the above areas were 100%.

