



Board Members Recruitment Pack



Welcome from the Chair, Andy McWilliams

Thank you for your interest in becoming a Resident Board Member at Soho Housing. We are aiming to recruit 1-2 residents to join our Board ahead of our Annual General Meeting (AGM) in September 2026.

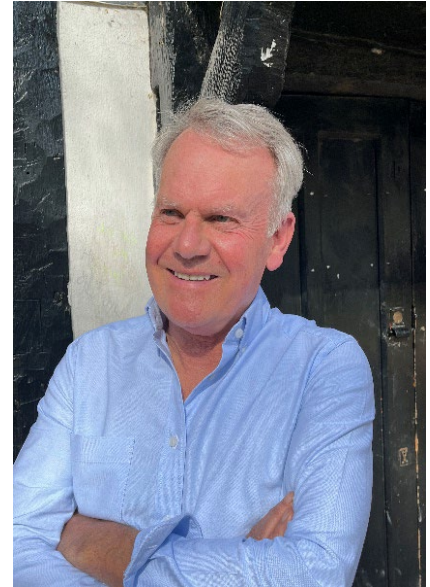
At Soho Housing, residents are at the heart of everything we do.

Our Board helps set direction, oversee performance, and make sure decisions are fair, responsible and shaped by real-life experience.

I became Chair in March 2026 and I am proud to lead an organisation with strong roots in its community. In recent years, resident involvement has grown through our Resident Services Committee, and we have already seen how residents can influence and improve services through their real-life experience of what it means to live in our homes and communities.

Resident Board Members bring insight and challenge that cannot be found anywhere else. By joining the Board, you will help shape our future and make sure residents' voices are heard, listened to and truly influence at the strategic level.

I look forward to welcoming new resident voices to our Board.



About us

Soho Housing is a community-based registered provider with a proud history spanning over five decades. It began in 1973, when local residents came together with a shared belief, that central London should remain a place where ordinary people can live, work and belong, not somewhere only the wealthy can afford.

That belief turned into action. Our first homes were bought to protect affordable rents for local families, and over time this has grown into a lasting legacy. Today, we own and manage almost 800 homes, alongside a commercial portfolio of approximately 40 units, across Soho, the West End and other central London neighbourhoods our residents call home.

Residents are at the heart of everything we do. Our decisions are guided by what matters most to the people who live in our homes and communities. Our Board ensures Soho Housing is well run, delivers quality services, and provides value for residents.

Residents play a vital role in shaping our services. By sharing their experiences and getting involved, they help us improve and ensure our priorities reflect real, everyday needs. Together, we work to provide safe, well managed homes and build strong, supportive communities.

Our vision is to support the unique communities that sustain the diversity of Soho and the heart of London by providing affordable homes, commercial lettings and excellent services for our residents.



Resident Board Member recruitment

We are looking to recruit one or two Resident Board Members ahead of our Annual General Meeting (AGM) in September 2026. This is part of our ongoing commitment to ensuring residents have a strong, meaningful voice at all level of decision making within Soho Housing.

What is a Resident Board Member?

A Resident Board Member is a Soho Housing tenant or leaseholder who sits on the Board and helps make important decisions about how Soho Housing is run.

Resident Board Members:

- Help make sure decisions are made with residents in mind.
- Use their first-hand knowledge as tenants to help improve homes, services and communities.
- Help shape the experience for all residents.

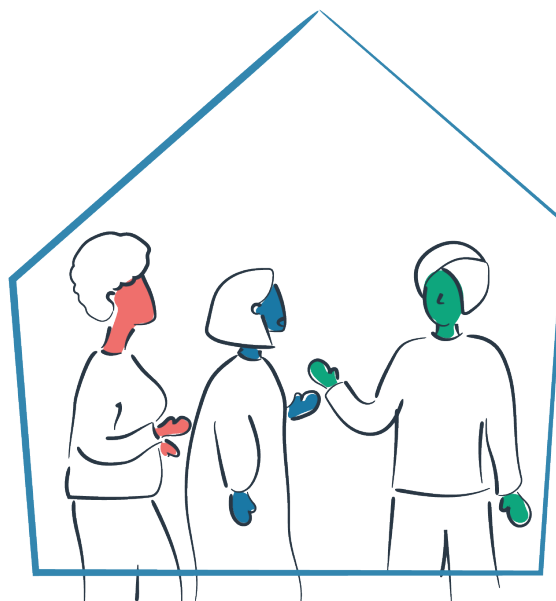
You do not need any previous board experience. Training and support will be provided.

Why are we looking for Resident Board Members?

We want residents to have a strong voice at the top level of decision making.

By joining the Board, you can:

- Help shape future plans and priorities.
- Make sure residents' views and experiences are heard, listened to and acted upon.
- Support Soho Housing to make informed, fair decisions about things that matter.



Who can apply?

You can apply if you:

- Are a current Soho Housing tenant or leaseholder living in your home.
- Care about improving services for all residents.
- Are willing to learn and play an active part in meetings.

We welcome applications from residents of all ages, backgrounds and experiences and are particularly keen to hear from people who feel their voice is not always heard.

Note on eligibility

We understand that some residents may have experienced or are experiencing rent arrears, disputes, or issues related to anti-social behaviour. This does not automatically prevent you from applying. If this applies to you, we would have an open and supportive conversation before you apply, to make sure the role is right for you at this time.



Skills and personal qualities

You do not need professional skills or specialist housing knowledge. We are looking for people with the right attitude, commitment and potential to contribute at Board level. We are particularly interested in residents who can bring lived experience, think strategically and consider what is best for the wider resident community. Through the application and interview process, we will be looking for examples of how candidates:



- Genuinely care about Soho Housing and its residents.
- Can listen, ask questions and contribute constructively to discussions.
- Can work positively with others, including when views differ.
- Can look beyond their own situation and consider what is best for all residents.
- Are willing to prepare for meetings, understand papers and develop their knowledge over time.
- Can respect confidentiality and act responsibly as part of a collective Board.

What does the role involve?

As a Resident Board Member, you will:

- Attend Board meetings and strategy sessions (approx. six times a year).
- Be a part of the Resident Services Committee (meets quarterly).
- Prepare by considering papers before meetings.
- Take part in discussions and ask questions.
- Help make decisions about services, finances and future plans.
- Follow Soho Housing's code of conduct and respect confidential matters.

It can take time to feel confident in this role, and support will be provided to help you get up to speed. Board Members are usually appointed for an initial three-year term, which may be extended up to a maximum of six years, depending on continued eligibility and contribution.

Support and training

We understand this may be a new role. Soho Housing will provide:

- A full induction on how the Board, and the role of Board Member works.
- Ongoing training and development.
- Support from the Chair, staff and other Board Members.



You will not be expected to know everything. We invest in our Board Members and will support you every step of the way.

What do Resident Board Members gain?

Joining the Board offers residents a number of meaningful benefits such as:

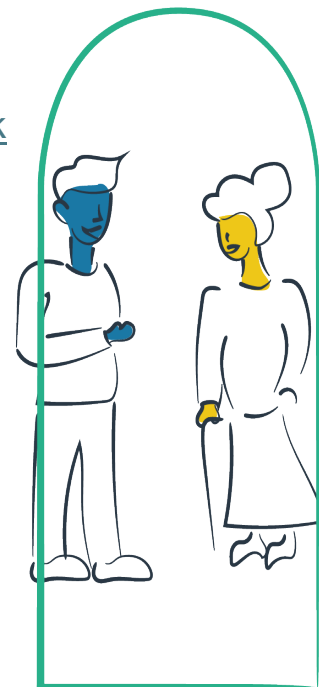
- A clear understanding of how Soho Housing operates and how key decisions are made.
- The opportunity to influence services, priorities and the future direction of the Association.
- Experience of contributing to strategic discussions at Board level.
- The chance to make a meaningful difference for Soho Housing residents and communities.
- Personal development around leadership and strategic decision making.

The role is voluntary, but reasonable expenses may be paid.

How to apply and find out more

Step 1: Get in touch

- If you are interested in applying, or would like to find out more, please contact us by email: housing@sohoha.org.uk or phone: 0207557 7400
- You are very welcome to ask questions or have an informal conversation before deciding whether to apply.



Step 2: Complete an application

We will ask you to complete a [short application form](#). This is an opportunity to tell us:

- Why you would like to be a Resident Board Member.
- What you care about when it comes to homes, services and community.

If you need help completing the form, we can:

- Talk through the questions with you.
- Support you to complete the application in a way that works for you.

The [application form can be found here](#) or contact housing@sohoha.org.uk or 0207 5577 400 for an electronic or paper copy

Applications close 31 July 2026.

Step 3: Informal interview

Shortlisted applicants will be invited to an informal interview which are likely to be in the first two weeks of August 2026.

This will be a friendly conversation to help us get to know you, and to give you a chance to ask questions about the role.

How we will select candidates

We want the selection process to be fair, inclusive and focused on what will help the Board hear a wider range of resident perspectives.

- We want to hear diverse voices and welcome applications from residents with different backgrounds, experiences and points of view.
- We are particularly keen to encourage applications from people and groups whose voices are often underrepresented in decision making.
- We will look for applicants who show they can think beyond personal issues and consider what is best for all residents.
- We will value people who can listen, reflect, and contribute constructively to discussions about strategy, services and the wider community.

Step 4: Appointment

Subject to final checks on eligibility, successful applicants will be agreed by the Board in August 2026, with appointments confirmed at the Annual General Meeting (AGM) in September 2026.

Need support or adjustments?

If you have any access needs, require adjustments, or would prefer information in a different format, please let us know. We can offer support such as talking through the application, providing information in alternative formats, and discussing what would make meetings and interviews more accessible for you. We are committed to making this process as open, inclusive and accessible as possible.

Recruitment Timetable

June 2026	Recruitment open
31 July 2026	Applications Close
Early August 2026	Interviews with shortlisted applicants
August 2026	Board agreement on preferred candidate(s)
Sept 2026	Appointment confirmed at Annual General Meeting (AGM)