

Welcome to the Spring 2026 Edition of the Soho Housing resident newsletter!

New members of the Soho Team

We're pleased to announce two important additions to our team this year, strengthening the way we support residents and manage our homes. Their arrival marks an exciting step forward as we continue to improve our services and put resident experience at the heart of everything we do.

Dermot Moloney joined in January as our new Operations Director. He will lead the tenancy and property side of our work, overseeing how we manage homes and deliver vital services to residents. Nicola O'Neill was recently appointed as Senior Repairs & Asset Manager. Repairs are one of the most important services for residents, and Nicola's role will be crucial in driving improvements in how we deliver and improve our repair and maintenance services.

Together with our property services team at Soho, Dermot and Nicola will oversee the day to day repairs service and investment plans in our homes. Their immediate priority is simple but vital: to improve the repair experience for residents – ensuring repairs are completed quickly, efficiently, and to a high standard every time.



Dermot Moloney



Nicola O'Neill

A message from your new Board Chair, Andy McWilliams:



Hi all, a quick note to introduce myself as the new Chair of the Board at Soho Housing. As someone who grew up in social housing in the 1970s, calling a small estate in Woolwich home, I recognise the importance of social and affordable housing provision for London residents.
As Chair of the Board, I hope to bring this experience to bear to ensure that resident voices are heard at every level of the organisation, ensuring affordable rent, adequate access to services, and safe local communities for all.
I look forward to meeting you, be that through the Resident Services Committee or other means, soon.

We're looking for Resident Board Members

At Soho Housing, our Board is a collective of people with different skills, backgrounds and experiences. We're now looking for resident Board members to join that Board and help make sure the resident voice is heard at every level of the organisation. Your lived experience matters. As a resident, you bring insight no one else can. You'll help shape the decisions that guide our homes, our services and our community.

What does a Board member do?

Board members help guide the organisation by:

- Setting our plans for homes and services and making sure we are financially stable
- Making sure we do what we say we'll do and deliver high quality services
- Ensuring residents are at the heart of every major decision
- Making sure the organisation is well run and responsible

As a Board member it's important that you care about Soho Housing Association, maintaining affordable homes in the centre of London and building a sustainable future for the organisation. Applications open in early May and close in late June. More information on how to apply will be available on our website soon. If you're interested or want to know more, email us at **housing@sohoha.org.uk**

Upcoming Tenancy Home Visits

We will be carrying out home visits to residents during the year. These visits are part of how we support you as your landlord and give you a chance to talk to us about anything to do with your home or tenancy, or to let us know if there's anything you need help with. During the visit, your Housing Officer will update the household information we hold and check that the condition of the property is in line with the tenancy agreement. These visits help us make sure homes are safe, well looked after, and that we're providing the right support where it's needed.

You will receive a letter and email in advance with the date and time of your visit, along with the name of the Housing Officer attending. In the meantime, if you have any urgent queries or concerns, please contact us at **housing@soho.org.uk** or call **020 7557 7400**.

Allowing Access for Door Up-grades and Fire Door Checks

We are currently carrying out a programme to upgrade flat entrance doors across our buildings, where required. If you have been contacted, please provide access to allow our contractors to complete the necessary surveys and installation works. These upgrades are important for fire safety and help ensure your home meets current safety standards. We'd also like to let residents who live in buildings over 11 metres (5 storeys) tall know that our new heating contractor, Village Heating, will be carrying out quick fire door checks of flat entrance doors during your annual gas service. These checks examine whether the door and all its components are in good working order and compliant with the required standards.

Supporting Residents with Noise Nuisance

A quick reminder that we now use the Noise App to manage noise nuisance complaints. It provides an easy way for you to submit evidence of noise that you may be experiencing. The app captures audio, photo, video, times, dates and other information in an easy-to-use format which helps us to quickly investigate complaints and consider solutions. It also provides objective evidence which we can present at court if necessary.

The app has helped us to handle cases more efficiently by reducing response times and has led to earlier interventions in noise nuisance cases, which means issues can sometimes be resolved before they escalate. If you are being affected by noise nuisance you can call us on **020 7557 7400**, contact your housing officer or email us at **housing@sohoha.org.uk**.

Rent and Available Welfare Support

We can all face financial hardship at some point. This can be due to redundancy, a change in circumstances or poor health. Many residents have maximised their income through engaging with our welfare and benefit support service.

Rent Recovery at Soho Housing provides welfare benefits support to residents. This includes help with benefit claims, appeals, and guaranteeing residents are in receipt of their full entitlements. We also support residents with managing any debt and help with issues like under-occupancy (bedroom tax). Residents who fall into this bracket may be eligible for Discretionary Housing Payment through partnership working with Local Authorities. Downsizing can also provide some financial relief, speak to your housing officer if this is something you would be open to.

We can assist residents with gaining access to welfare benefits and maximising their income, whether it be through making new claims for Universal Credit (UC), or migrating over from Housing Benefit to UC, or being awarded Discretionary Housing Payments. We hold walk-in surgeries on Wednesdays at our 18 Hanway St office to support residents to liaise with the Local Authority and the department of work and pensions to maximise their income.

We can also support residents through signposting to other agencies who can help. If you would like to ensure that you are receiving the correct benefits, you can use this link to confirm your entitlement:

https://www.betteroffcalculator.co.uk/login

What you'll need

You'll need precise evidence about your:

- savings
- income, including your partner's (from payslips, for example)
- existing benefits and pensions (including anyone living with you)
- outgoings (such as rent, childcare payments)
- Council Tax bill

Adult Education – Learning New Skills at Any Age



Adult education courses are a fantastic way to build confidence, learn new skills, and open doors to better job opportunities. Whether you're looking to improve your English, gain digital skills, retrain for a new career or explore the creative arts, there are courses in Camden and Westminster designed to suit all levels and interests. Many programmes are low cost or fully funded, making them readily accessible. Learning as an adult can boost wellbeing, offering a sense of achievement and a great way to meet new people in your community. Courses often run flexibly during the day or evening, helping you fit study around work or family life. They can also strengthen everyday skills – from managing finances to improving communication – that make life feel a little easier. With so many options available locally, now is a great time to explore what's on offer. Investing in yourself through learning is one of the most rewarding steps you can take.

For more information, please visit **www.webenrol.com/camden** for Camden or **www.waes.ac.uk** for Westminster.

Home Contents Insurance

As your landlord, Soho Housing arranges insurance for the structure of your property. However, this does not include your home contents and personal belongings inside your home. Any damage, loss or theft of your belongings is not covered by Soho Housing's insurance policy, so it is important that you consider taking out your own contents insurance.

Home contents insurance can help protect personal belongings against events such as fire, theft, or certain types of water damage, depending on the level of cover chosen. It can enable essential items like furniture, clothing, and electrical goods to be repaired or replaced, reducing the financial impact of an unexpected loss, particularly for households on tight budgets. The National Housing Federation's My Home Contents Insurance Scheme, administered by Thistle Tenant Risks, is designed for residents in social housing, with sums insured available from £4,000 to £30,000 and no excess to pay in the event of a claim. Terms, conditions and exclusions apply.

For more information, a quote, or to take out cover, if paying by Direct Debit, visit **www.thistlemyhome.co.uk** or, if you prefer to discuss home contents insurance and take out cover over the phone, you can call their team on **0345 450 7288**.

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. We wish you a great Spring.

The Soho Team

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