

Soho Housing Winter Newsletter

Welcome to the Winter edition of the Soho Housing newsletter

A festive message from Barbara Brownlee



We hope all is well with you and yours in the run up to the festive season. It has been a busy year for Soho Housing with new team arrivals and improvements to our services. One highlight was getting our Resident Services Committee up and running – thank you to all involved in making this a success.

Whilst we've made good progress on lots of fronts, there's still plenty of work to do and 2026 is already shaping up to be a busy one.

We have lots in the pipeline from smart meters going into your communal areas to more new homes coming on stream. We are looking forward to updating you on our Warm Homes project and the new year brings our recommitment to being out and visible on your estates.

In the meantime, we've put together a few updates and resources in this newsletter so you have everything in one place – we hope you find them helpful.

Wishing everyone a wonderful holiday period and a very Happy New Year.

Best wishes,
Barbara Brownlee
Chief Executive, Soho Housing

Housing Operations Team – Service Update

As we enter the festive season, the Housing Operations Team wanted to share an update on what we've been doing across our services to support residents and keep our communities safe, welcoming, and well-managed.

Meet the Team



From left to right: Helena Meloy (Housing Officer), Abid Rahman (Housing Officer) and Natasha Pin (Housing Operations Manager).

Our Housing Team is made up of two dedicated Customer Service Officers and Housing Officers, an ASB officer, and a newly appointed Complaints Officer. Together, we're here to ensure your homes and neighbourhoods remain safe, supported, and well looked-after.
Each Housing Officer is responsible for a patch and is your first point of contact for day-to-day tenancy matters, estate issues, and support needs. We're always happy to help, so please do say hello when you see us out and about. If you are unsure of who your housing officer is, head to: **www.sohoha.org.uk/residents/your-housing-officer/**.

Resident Services Committee update

The outgoing year saw the formation of our Resident Services Committee. The Committee plays a key part in ensuring the voice of our residents is heard. Through the Committee, our residents are able to influence decision making and shape all aspects of our service delivery.

In 2025, the Resident Services Committee met four times. Some of the key achievements and impact of the Committee include:

- Co-designing our new Service Standards
- Influenced how we communicate with our residents, including introduction of noticeboards and digital newsletter
- Reinstatement of quarterly Rent Statements
- Influenced policy and procedure by sharing insight of how key services are received and how they can be improved
- Brought real resident experiences into discussions

We would like to thank all the resident Committee members and look forward to an even more successful 2026.

Tackling Anti-Social Behaviour (ASB)

We know that ASB can have a big impact on your comfort and wellbeing. We're continuing to strengthen our approach through early intervention, strong partnership working, and improved reporting tools.

New Noise Reporting App
We're excited to introduce the Noise Reporting App, designed to help you easily log noise issues and submit recordings directly to us. This helps us gather accurate evidence and respond more effectively. For more information contact our Customer Services Team on 020 7557 7400.

Working in Partnership
We work closely with the police, local councils and specialist agencies to support those experiencing ASB and tackle persistent issues. If you are affected by ASB, please contact us so we can support you.

Complaints – Supporting Fair and Timely Resolutions

We have listened to your feedback and now have a dedicated Complaints Officer to ensure each complaint is handled thoroughly and fairly. We have also introduced a dedicated inbox for complaints management. Please report complaints by emailing us at **complaints@sohoha.org.uk**.

We are committed to improving our complaints handling and in 2026 will start sharing quarterly updates on complaint themes, trends and learning across the organisation. This will allow us to address specific areas of failure and improve our services.

Estate Inspections – Keeping Homes Safe & Clean

Your Housing Officers are now completing regular monthly estate inspections to check communal areas, identify repairs, monitor cleaning standards, and speak with residents. These inspections are an important part of ensuring our buildings remain safe, clean, and well-maintained.

Clear & Safe Communal Areas

As part of Soho Housing's Fire Safety Policy, we take a zero-tolerance approach to any items being stored in communal areas, including landings. This applies across all our buildings. Fire safety regulations are clear that any stored items in communal areas can present both a hazard and an obstruction in an emergency, particularly for those who are less mobile.

Please help us to keep you safe by ensuring that communal landings, walkways, and stairwells are kept free of personal items. Items such as bikes, furniture, shoes, and prams can block escape routes and create fire risks. Keeping these areas clear helps protect our whole community.

Thank you for helping us maintain safe and tidy shared spaces.

Winter Is Coming – Damp & Mould Support

With colder weather ahead, condensation and damp can become more common.

Tips to Reduce Damp & Mould:

- Open windows briefly to ventilate rooms
- Wipe condensation from windows daily
- Avoid drying clothes on radiators when possible
- Keep lids on pans while cooking

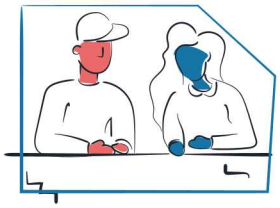


If you spot damp or mould, please report it to us straight away so we can inspect and arrange any necessary works.

Respect for Staff

We would like to kindly remind all residents to treat our staff with fairness, courtesy, and respect. Our teams are here to help and will always do their best to resolve issues, provide support, and work together with you. Every interaction should be safe and positive for both residents and our staff.

Foodbanks & Support in Westminster & Camden



We know that Christmas can put an extra strain on finances and sometimes additional help is needed to help budgets stretch to the New Year. There are a number of local food banks and support services available to help. We have compiled some links and resources on our website – head over to **https://sohoha.org.uk/updates/foodbanks-and-support-services/** for information and contact details on local foodbanks and support services and to **https://sohoha.org.uk/updates/mental-health-and-wellbeing-support/** for mental health and wellbeing support. **Please note** that it might be useful to check the specific opening hours and procedures of each service by calling up ahead of time. You may also need a referral from another organisation to access a food bank.

Closure Dates

Please note that our offices will be closed from Thursday 25th December through to Friday 2nd January. However, we will be operating an out of hours emergency phone line service during this period – please call 0207 5577 400 if you are in need of emergency support.

Community Events – Christmas & New Year

There are plenty of local festive events bringing the community together this winter, we've included a what's on selection below:

- **Christmas Services at St Giles:** https://www.stgilesonline.org/news/categories/services-events
- **Christmas Services at St Anne's:** https://www.stannes-soho.org.uk/post/christmas-services-at-st-anne-s
- **Soho Kids Xmas Lights display:** https://citylions.org/soho-kids-xmas-lights-2025/

And finally, we'd like to wish you a Merry Christmas and a Happy New Year from the whole team at Soho Housing Association – we hope you have a wonderful festive period ahead.

The Soho Team

If you would prefer to receive this newsletter through your letterbox, please drop us an email at housing@sohoha.org.uk or call us on 0207 5577 400 and we can make sure to post the next edition to you.