

News from Soha Housing 23 May 2011

The latest in a string of accolades!



Soha Housing staff were thrilled to be amongst the finalists at a prestigious national housing award ceremony on Friday. They were shortlisted for 'Frontline Housing Team of the Year' for their Customer Services project Team4 at the 2011 **Housing Heroes** awards.



2010 closed with Soha receiving the highest ever rating for customer satisfaction at 91%. 2011 had barely begun before Soha was nominated as a finalist in the **Institute of Customer Service** for its Best Customer Service Strategy category.



April saw staff and residents win the Southern region of the **Tenant Participation Advisory Service** 'Best Practice in Equality and Diversity' award. They now go forward to the national contest in July.



CUSTOMER
SERVICE
EXCELLENCE
The Government Standard

Early May saw Ed Vaizey, MP, present Soha with the Cabinet Office **Customer Services Excellence** accreditation. Soha achieved the standard with full compliance and 'compliance plus' in relation to knowing the customers' needs and preferences.



In June, the umbrella body for housing associations, the National Housing Federation, will announce the results of the "**What We're Proud Of**" awards for the South-East. Soha has been shortlisted for the 'Best Impact on Residents' category after it demonstrated how it puts residents in the driving seat of strategic decisions in the organisation with its Tenant Inspectors and Tenants' Scrutiny Group. The tenant who has led the TSG, Nasreen Razaq Al-Hamdani, has additionally been shortlisted by NHF South-East as an 'Outstanding Individual of the Year'.