



City Hall Greens

**Sian Berry AM
City Hall
Kamal Chunchie Way
LONDON E16 1ZE**

Caroline James-Ford
Operations Director
Soho Housing
18 Hanway Street
London W1T 1UF

(Sent by email)

17 January 2024

Dear Caroline,

Replacing windows in Soho Housing stock with more energy efficient ones

I have been contacted by a Soho Housing tenant who is concerned that, when the windows in their home needed to be refurbished last summer, they were not replaced with double-glazed units. They comment that this would make sense as it would save heat and cut down noise at the same time.

When they queried the decision, their Housing Officer responded by saying: "Unfortunately, we would not upgrade it for a double glazing, it will be repaired or if replacement is needed replaced like for like."

The tenant asked me for advice on grants for social housing tenants or their landlords from Westminster Council, the GLA, central Government or the energy companies for help with energy-saving improvements, which I was able to do, but they were ineligible for any support.

Therefore, I am contacting to you to query this decision by Soho Housing not to upgrade single-glazed windows to double glazing when they are being repaired or refurbished. This seems wrong, given the need to make UK housing stock more energy efficient to reduce carbon emissions, tackle the climate crisis and cut heating costs for tenants.

This decision also does not seem to accord with the Asset Management risks as outlined in the Soho Housing Annual Report and Accounts 2022-2023, which state:

*"Future investment plans will need to reflect expectations regarding longer-term sustainability of the portfolio, including warmth and energy efficiency, with Zero Carbon 2050 moving closer."*¹

Nor does this meet one of the four ambitions that makes up Soho Housing's five-year development strategy:

*"Proactively manage the entire portfolio to improve quality, energy ratings and overall sustainability through regeneration, development and targeted disposals."*²

Could I ask you to look into this issue and come back to me with a response?

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sian Berry', with a stylized flourish at the end.

Sian Berry
Green Party London Assembly Member

¹ Soho Housing Annual Report and Accounts 2022-2023, <https://sohoha.org.uk/wp-content/uploads/2023/09/Soho-Housing-annual-report-and-accounts-3.pdf>

² Soho Housing launches five-year development strategy with focus on sustainability and integration, 25 May 2022, <https://housingdigital.co.uk/soho-housing-launches-five-year-development-strategy-with-focus-on-sustainability-and-integration/>