

## Resident involvement

It is really important that Soha services meet your needs as a tenant. The best way to help make sure that you get the maintenance service you want is to get involved.

There are many different ways tenants can get involved in Soha's maintenance service, helping us shape the standards we set for homes and influencing the choices offered. This could be completing an occasional survey (the Connect Club), coming along to a discussion group about planned maintenance, attending contract monitoring meetings, or simply returning your satisfaction form.

**Please see our 'menu' of involvement in the leaflet called 'How you can get involved' or contact our Resident Involvement team on 01235 515900 or [housing@soha.co.uk](mailto:housing@soha.co.uk) for more information.**

**If you would like this information in a different language, in large print or on CD, please contact us on 01235 515900.**

**Polish** Zaplanowana i cykliczna konserwacja

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

**Portuguese** Manutenção planeada e cíclica

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

**Bengali** পরিকল্পিত এবং আবর্তনশীল রক্ষণাবেক্ষণ

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

**Chinese** 計劃和週期保養

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

**Albanian** Mirëmbajtja e planifikuar dhe periodike

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

**Slovakian** Plánovaná a cyklická údržba

Ak požadujete túto informáciu v inom jazyku, vytlačení s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

**Soha Housing**, Royal Scot House,  
99 Station Rd, Didcot OX11 7NN

**Tel:** 01235 515900

**Fax:** 01235 515970

**Email:** [housing@soha.co.uk](mailto:housing@soha.co.uk)

**Website:** [www.soha.co.uk](http://www.soha.co.uk)



Planned and cyclical maintenance



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**Working with tenants, we have put together the following standards for planned and cyclical maintenance. We will:**

- Consult you three months before any planned major building work and describe other plans such as total refurbishment, major structural repairs or improvements
- Send you a customer promise booklet which explains in detail what to expect when a particular piece of maintenance work is being carried out on your home
- Inform you how long the work will take and let you know who to contact if you have any questions

- Ensure that staff and contractors working in your home:
  - Keep agreed appointments
  - Show official identification
  - Take care not to damage your property
  - Ask before using your electricity or phone
  - Clean up before they leave
- Make sure that you still have running water and bathroom facilities

Investment in home improvements is a high priority for Soha. We want to make sure our tenants are provided with good quality accommodation. We spend over £6million each year on planned maintenance, which includes replacing kitchens, bathrooms, heating systems, electrical wiring, windows, doors, garages and guttering.

Working with tenants, we have developed customer promises for each type of planned works. When we write to you about planned maintenance on your home, we will include the relevant customer promise. These can also be found on our website: [www.soha.co.uk](http://www.soha.co.uk)

**Five-Year Improvement Plans**

We have a lot of information about the homes we own and this, together with tenants' priorities, helps us to develop Five-Year Improvement Plans which are sent to all tenants with Hometalk magazine. If you would like a copy of the Five-Year Plan for your area, please contact our Customer Services team on 01235 515900 or download a copy from our website: [www.soha.co.uk](http://www.soha.co.uk)

**Contractors**

We employ a number of different contractors to carry out refurbishment works on our behalf. The contractor will do an initial inspection of your home before they start.

We only deal with reputable contractors to make sure that they can provide us with the quality standards that you expect and we run most of our refurbishment projects with partner contractors. This means the quality of work, its completion on time and your satisfaction is just as important as the price. Our contractors must meet with our code of conduct. This sets out the standards we expect when working on your homes. Soha sends out questionnaires to residents on completion. This makes sure that your views are taken into account and acted on.

**Testing of equipment**

We take the safety and wellbeing of our tenants very seriously. We carry out inspections and test electrical wiring, fire equipment, lifts and emergency lighting within your homes. We inspect these items to ensure they meet current laws, health and safety guidelines and appropriate industry standards. We also have a legal responsibility to carry out an annual gas safety check to every property with a gas supply.

Please help us to help you by letting us into your home to carry out these works.