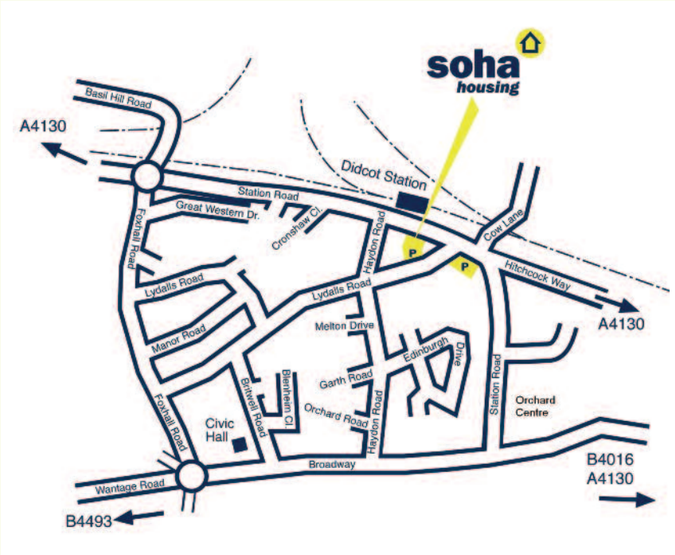

Please note that Lydalls Road is one way and that Station Road is pedestrianised from The Broadway, so there is no vehicle access.

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

Polish Witamy

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

Portuguese Bem-vindo

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 স্বাগতম

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 歡迎

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 Mirë se vini

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

Slovakian Vitajte

Ak požadujete túto informáciu v inom jazyku, vytlačenú 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
Website: www.soha.co.uk

soha housing

Checked by Tenants for Tenants

POSITIVE ABOUT DISABLED PEOPLE

INVESTORS IN PEOPLE

business for neighbourhoods

01 06/09

Welcome

soha housing

Welcome!

This handbook sets out the standards of service you should receive from us and what we expect from you… and if you feel you're not receiving them, what you can do about it. We want you to be happy in your home and we also want to be a good landlord. If you are a joint tenant, please remember that you are both jointly and individually responsible for your actions.

About Soha Housing

Soha owns and manages over 5,000 affordable homes in Oxfordshire and surrounding areas. We pride ourselves on being locally accountable to our residents, the communities in which Soha housing is located and others who have an interest in Soha's activities. We put tenant satisfaction at the core of our activities.

How we are run

We are a non-profit-making organisation. Any money we make is invested back into our association for the benefit of our tenants.

Soha is managed by a Board of 12 people. They are elected by our members at an Annual General Meeting.

- Four are Soha Housing tenants elected by the Tenants' Forum
- Six are local people with professional experience and business skills
- One is a co-opted member
- One is an Executive Officer of Soha

The Board of Management meets regularly throughout their year. It's their job to set and review plans and policies and to make sure that we carry out our legal responsibilities. We are controlled by a national government body called the Tenant Services Authority which monitors and regulates us, along with all other housing associations. This makes sure that we maintain high standards of service to our tenants.

Tenants' Forum

The Forum is the representative body of Soha's tenants (including leaseholders and shared owners). Members are elected by tenants at the Annual General Meeting. The Forum has a formal role to review policies, standards and service delivery. It makes sure that tenants' voices are heard in important decisions.

If you are interested in observing or joining the Tenants' Forum, please contact the Resident Involvement Team on 01235 515900 or housing@soha.co.uk. They will be able to tell you more about the Tenants' Forum and about the many other ways there are to get involved.

How to contact Soha

By phone

All the departments at Soha's head office can be reached by phoning 01235 515900.

Via the website

Soha's website is **www.soha.co.uk**. You can order or track repairs and check your rent account through the website. You can also find out more of the information in the tenants' handbook on the website too.

By email

If you'd like to email us, you can do so by using housing@soha.co.uk.

In person

Royal Scot House, 99 Station Road, Didcot, Oxon OX11 7NN

Opening times

From 8.30am to 5.00pm, Monday to Friday (10.00am – 5.00pm on a Wednesday)

(Cash office is open from 9.00am to 4.00pm Monday and Friday and 10.00am - 1.00pm on a Wednesday)