

Neighbourhoods Team

Our Neighbourhoods Team will regularly visit estates and common areas to check their condition. We will work with the police and local council to tackle any nuisance. We would welcome your help to keep our neighbourhoods looking good.

If you would like to help us, you can do this by becoming a Neighbourhood Link and keeping an eye on the areas around your home between our visits. Contact us on 01235 515900 and ask about how to become a Neighbourhood Link.

Get involved!

We can and do check communal cleaning and the condition of estates. You can help keep your neighbourhood in good condition by signing up as a Neighbourhood Link. This means you'll be asked to send reports on any problems that you or your neighbours have spotted and you can join your neighbourhood officer on walkabouts to identify improvements that need done. Contact us on 01235 515900 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 Obszary wspólne

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

Portuguese Áreas comuns

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 সর্বসাধারণের ব্যবহার্য এলাকাসমূহ

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 公用地方

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 Zonat e përbashkëta

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

Slovakian Komunálne oblasti

Ak požadujete túto informáciu v inom jazyku, vytlačenu 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



Communal areas



08 06/09

If you live in a flat, or on an estate, it's likely that Soha owns some communal areas in your neighbourhood.

This leaflet gives you some information about what you can expect from us, and also sets out what your responsibilities are within communal areas.

Most grounds maintenance and cleaning of communal areas is carried out by contractors. We will consult with tenants on the standards you can expect whenever we re-tender our contracts, and we will confirm what the agreed standards are.

The costs of communal cleaning and grounds maintenance are re-charged to tenants, shared owners and leaseholders through service charges. We have a separate leaflet, called 'Service charges' for more information about how these are calculated.

Cleaning

We will:

- Consult with tenants on the service standards for cleaning of communal areas, including window cleaning and inform you of the service charges
- Keep the communal areas clean and tidy with fortnightly cleans
- Give you information about when and where communal cleaning will be carried out
- Instruct contractors to sign a displayed timetable to show when cleaning has been done
- Consult with you on improvements, including redecoration of communal areas



Please remember to:

- Keep communal areas clean and tidy
- Keep all pets under control and do not allow them to foul communal areas
- Report any faults or repairs to communal areas – for example, communal doors, lights and door-entry systems

Please do not:

- Create a nuisance to other neighbours
- Keep any dangerous substances in your home or outbuildings, such as petrol, bottled gas or welding equipment

Grounds maintenance

Soha is responsible for the maintenance of land which we own on an estate or neighbourhood, which does not form part of individual tenancy responsibilities. We need to make sure our neighbourhoods are safe and also want them to be tidy and attractive.

We want you to enjoy where you live and to be proud of your neighbourhood.

We will:

- Consult with tenants on service standards for grass-cutting, weeding, upkeep of planted areas and any additional work needed. We will inform you of the service charges
- Give you information about when and where grounds maintenance work will be carried out



Please remember to:

- Put out waste and recycling bins on the days designated by the local authority
- Use proper bulky waste collection services to dispose of large items
- Report any repairs or problems with communal areas

Estate maintenance and improvements

As well as the day-to-day cleaning and maintenance, Soha has a number of services around our estates.

Soha employs Mobile Caretakers who can often be seen out and about on our estates. This allows us to respond quickly to small jobs that need to be done.

We have a tree maintenance programme, based on a survey of trees on our estates to check they are in good, safe condition.

We're pleased that most of our residents are very happy with their neighbourhoods, but we know that we could improve some areas. We have a programme of estate improvements and will always consult with you before we do work in your local area. Where there are larger issues, we will work with residents and, where it's useful, we'll involve other agencies, to develop a plan to tackle issues in the local area.

The Tenants' Forum also has an estates improvement budget that you can apply to for small improvements. Contact us on 01235 515900 for an application form.