

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

**Polish** Korzystanie z Twojego domu

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

**Portuguese** Utilização da sua casa

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** আপনার বাড়িটি ব্যবহার করা

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** 使用您的住家

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** Përdorimi i shtëpisë suaj

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

**Slovakian** Používanie vašej domácnosti

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](mailto:housing@soha.co.uk)

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



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## Use of your home



**Your Soha home must be your only or main home. It must be your permanent home and you cannot live elsewhere. If you do, you may lose your rights as an assured tenant and we may serve a notice to end your tenancy.**

## Subletting

This means renting out parts or all of your home. You must not do this without first getting Soha's permission in writing. You must not sublet the whole of the property as this will affect your rights as an assured tenant. Subletting is likely to affect any Housing Benefit you receive and may affect other benefits.

## Assigning

You may not give, transfer or sell your tenancy to anyone else without Soha's written permission.

## Lodgers

You may take in any person as a lodger as long as you do not overcrowd your home. If you ask us, we can tell you how many people can live at your home. If you are getting Housing Benefit, you must tell the Benefits Section at the District Council as soon as you take in a lodger, as it is likely to affect your Housing Benefit and other benefits you receive.

Different rules apply if you are on a Starter Tenancy. See our leaflet 'Your tenancy'.

## Away for more than four weeks

We need to know if you will be away from your home for more than four weeks. It will also be useful to give us a contact name and address in case of emergencies. In the winter, you should turn off and drain your water supply to prevent burst pipes and possible damage to your home.

## Business and trades

You must not use your home for any business or trade purposes without first getting Soha's written permission and then planning permission. We judge each request on its individual circumstances, but we will not allow certain businesses. Examples would be:

- Running a business that might cause noise or nuisance to neighbours
- Running a business that might involve many people visiting your home
- Running a business that breaks planning consent or conditions

## Keeping your home clean and tidy

You must keep your home clean and tidy. This includes your responsibility for internal decorations. If your home has communal areas, you are also responsible for making sure you keep these areas clean and tidy.

## Pets

If your home has a private, enclosed garden, you may keep a cat, a dog or a small caged animal. Wherever

you live, you may keep a dog that is registered as a service dog for a disabled person.

If you're not sure whether you are allowed a pet, please contact us to ask permission.

Where Soha grants you permission, you must properly care for any pets staying in your home and not allow any pets (including those visiting you) to foul gardens or common areas, cause a nuisance, create a health or safety hazard or endanger other people.



## Infestation

If you have rats, mice, fleas, wasps, cockroaches or other household pests in your home, you should contact your council who will be able to advise you whether they have a pest control contractor. Alternatively, you can contact a local qualified contractor.

## Gardens

You must keep any gardens (front and rear), or garage for which you are responsible, tidy.

This means you must cut your grass on a regular basis, trim hedges & bushes, remove pet mess and not keep any rubbish in your gardens.

If you fail to keep your garden or garage tidy, Soha may take action against you.



## Car parking, caravans and trailers

You should only park (or allow your family or guests to park) vehicles in a garage, car-port or on a suitably constructed hard-standing.

You may not park vehicles anywhere which causes a nuisance, carry out major car repairs, or park an unroadworthy vehicle on your driveway or neighbourhood.

You may not park any commercial vehicle, caravan, boat, trailer, untaxed or derelict vehicle, or any vehicle weighing over 3.5 tonnes at your home or in your neighbourhood without first getting Soha's written consent.

If you want to create a hardstanding for a vehicle, please contact us to ask for written permission.

## Hazardous materials

You must not use or store in your home (including any store, shed or garage), any petrol, paraffin, liquid petroleum, or calor gas heaters or other highly flammable materials or other hazardous chemicals, except usual household fuels (e.g. for lawnmowers, barbecues etc)

## Boundaries

Your responsibilities

- Fencing between houses is a tenant's responsibility. Soha will only put up a post and wire fence to mark out the location of the boundary if there is a dispute
- If you have trees/hedges forming your boundary, please don't let the trees/hedges get out of hand before you prune
- If you have children and/or pets you are responsible for providing adequate fencing to keep them safe

- If you live in a flat, Soha is responsible only for the fencing around the boundary of the block. Fences between individual gardens are the responsibility of the tenants and leaseholders affected

If your fence (including hedge and/or tree) needs replacing:

- You must get Soha's permission in writing before erecting new fencing. Ask Customer Services (01235 515900) for a green Approval Form to apply
- Always discuss your plans with the neighbour affected before removing or erecting any fencing or hedges. This will help avoid a dispute later
- If the boundary includes hedges and/or trees, check with the District Council to check if there is a preservation order on it
- It is wise to contact the local planning department before you do the work to check whether you need permission
- You can't insist that your neighbour puts up a fence even if the boundary is their responsibility. You can put up your own fence, but need to make sure that it is on your side of the boundary
- If you have put up a fence along a boundary that may belong to your neighbour, that fencing becomes your responsibility to maintain. This will remain so with any new tenants who move into your property

If you have more queries, just give us a call on 01235 515 900 or e-mail [housing@soha.co.uk](mailto:housing@soha.co.uk)

## Satellite dishes

You need to ask and have received our permission in writing to install a satellite dish. We will not unreasonably refuse permission. If you live in an area controlled by a private Management Company, we may need to ask their permission as well. If you live in a flat there may be extra restrictions about dishes being installed on the block. You will need to check with the local council if you need planning permission.

## Improvements and alterations

You have the right to carry out improvements and alterations, so long as you get our written permission first. Contact us on 01235 515900 for an application form. There may be an administration charge for processing your application.

You may also need to check building regulations or get planning permission from your local council.

We may refuse permission if we think the work is dangerous, unattractive, if it reduces the value of the property, or gives us a duty to repair and maintain it.

If you carry out work without our written permission, we may ask you to put it back the way it was.

## Compensation

If you have made improvements to your home, you may be able to get compensation when you leave the property. However, you must have had our written permission for any improvement or alteration. To submit a claim for compensation, please contact us on 01235 515900.