

- at the cash office in Didcot (see opening hours below)
- through Soha's website www.soha.co.uk
- **by payment card** (which we will supply) – at any Post Office and selected retailers (PayPoint outlets)
- **by post** – You can send cheques made payable to Soha Housing Ltd to:
Soha Housing Ltd, Royal Scot House, 99 Station Road, Didcot, Oxon OX11 7NN
- **in person** – You can come in to our offices in Didcot during cash office opening time and pay by cheque or with cash

The cash office is open:

Mondays **from 9.00am to 4.00pm**
Wednesdays **from 10.00am to 1.00pm**
Fridays **from 9.00am to 4.00pm**

For security reasons, we cannot take payments in the office outside these times.

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

Polish Twój czynsz

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

Portuguese A sua renda

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 ভাড়া

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 您的租金

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 Qiraja juaj

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

Slovakian Váš nájom

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

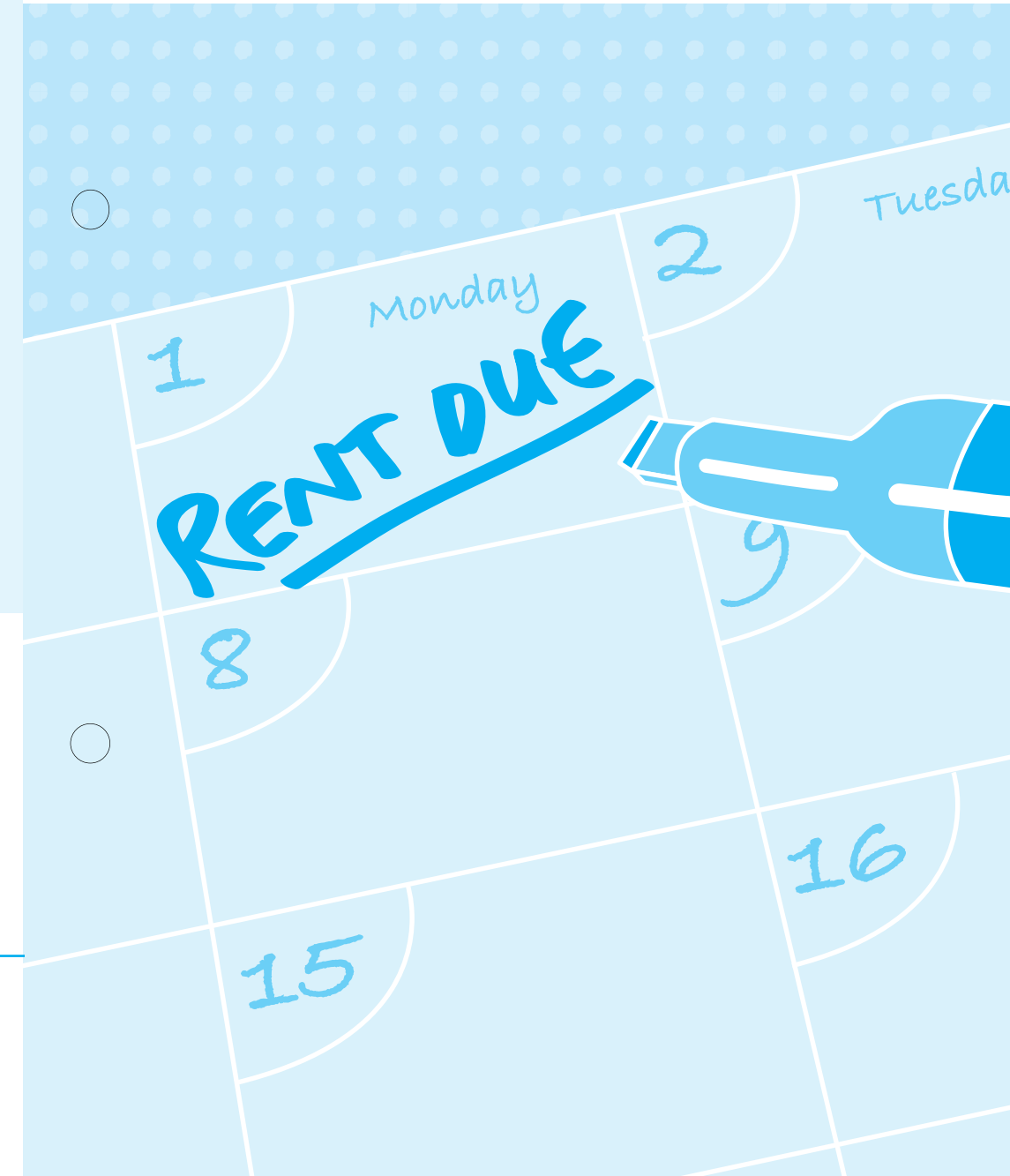
Email: housing@soha.co.uk

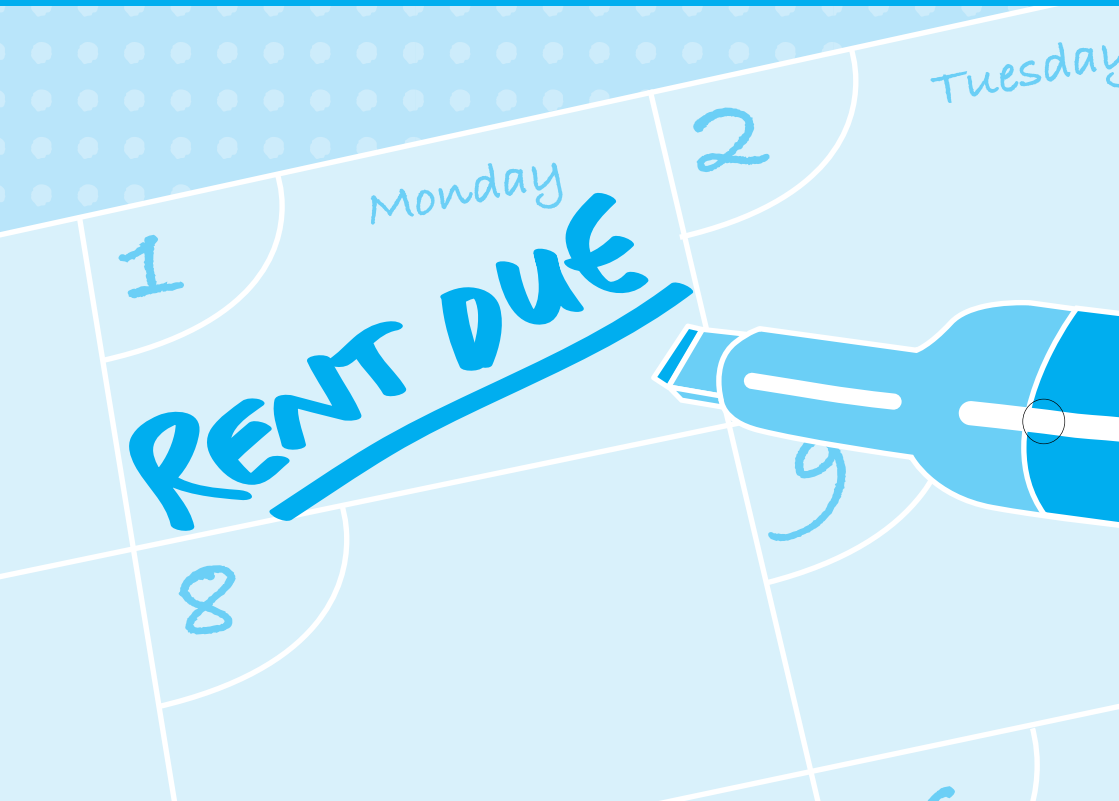
Website: www.soha.co.uk



18 06/09

Your rent





Your rent is the weekly charge made for your home, as set out in your tenancy agreement. It is due on Monday of every week. We have to use a Government formula to set a 'target rent' for every property. This takes into account things like the value of the property, what area you live in and how many bedrooms there are.

For tenants moving into properties, the rent will be the target rent. For existing tenants, the actual rent is gradually being adjusted so that by 2012 it should be target rent.

Your rent will generally be increased annually on the first Monday in April. The increase will normally be based on the Government guidelines.

You may also have to pay extra charges for your property, for example:

- Service charges, e.g. for communal cleaning and grounds maintenance. See our leaflet called 'Service charges'
- Water charges – amounts collected by Soha for Thames Water
- Support charges

If you rent a separate garage, the weekly rent for this is shown in a separate account, is subject to a separate agreement and is not included in the rent of your home.

We will write to you each year to give you a breakdown of your rent and property charges. We will also send you a quarterly rent statement showing you the balance on your account. Your rent does not include Council Tax, which is money you pay to your local council.

Where your rent goes

We are a non-profit making company. Your rent is our main source of income. We use it to:

- Repair, maintain and improve your homes
- Provide other housing services
- Maintain and improve our estates
- Manage and run the business
- Build and buy new affordable homes
- Pay interest on and, if possible, repay the money we have borrowed to buy homes from South Oxfordshire District Council in 1997

How and where you can pay your rent

Your tenancy agreement requires you to pay the correct amount of your rent on time in return for living in your home. This is a contract between you and Soha and so is very important.

If your rent is charged weekly, it is due each Monday in advance. You can make monthly payments if you prefer. You will need to pay these a month in advance.

We operate a rent year which has four rent-free weeks. Two of those weeks are in December (around Christmas) and two weeks are at the end of March.

The easiest way to pay your rent

Direct Debit is the easiest way to pay your rent:

- It's easy to set up – just contact us on 01235 515900 and we can talk you through the process
- You don't have to worry about remembering to pay your rent regularly or make changes if your rent changes
- We will notify you at least 14 days before any change to your Direct Debit

Other ways to pay your rent

Although the best way to pay your rent is by Direct Debit, you can pay it in a number of ways. These are:

- **by Debit Card**
 - over the telephone by calling 01235 515900