



## **Your new home**



Our relet standard - Clean, Safe, Secure

## **Soha standards**

We are offering you a Soha Housing property and this leaflet explains what you can expect from it. The standards we set were developed with tenants.

When you accept a Soha home it will be clean, safe and secure.

We will:

- help you view the home before you decide if you would like to live there,
- make an appointment with you to collect the keys and sign the tenancy agreement,
- explain your tenancy agreement and different ways to pay your rent,
- give you a detailed information pack, and
- check to see how you're settling in at around six weeks.

## **Re-let standard**

All Soha homes are checked by a Technical Officer before you move in to ensure that it is clean, safe, in good condition and has services that operate correctly.

Our re-let standard was developed with Soha tenants to make sure that all homes meet an agreed minimum standard before they are let.

Your new home will be:

- clean,
- safe,
- secure,
- in reasonable condition, and
- have all services in working order.

## **Clean**

- Your Soha home, including the garden, loft space and garage, will be cleared of all rubbish before you start your tenancy.
- We will clean your home throughout.
- There will be no problem with pests such as rats or wasps.
- We will give you vouchers to redecorate, if appropriate.
- There will be no damp, wet/dry rot, or timber decay.



## Safe

Before you move into your Soha home, we will carry out the following safety checks:

- gas,
- electricity,
- smoke detectors,
- floors,
- stairs and handrails, and
- windows and doors.

## Secure

- We will provide you with two sets of keys to your front and rear doors.
- Doors and windows will open and close correctly.
- We will provide keys for your windows.
- We will make sure your home is structurally sound and watertight.

## Services

There will be:

- a mains water supply,
- some form of heating,
- no debts on your gas/ electric meters, and
- labelled stop taps that operate correctly.

## Kitchen and bathroom

There will be:

- a minimum of one kitchen sink and drainer, a double base unit and a wall unit,
- a washing machine connection and waste outlet. (We will not provide washing machine connections in sheltered scheme flats if there are communal laundry facilities.)
- a space provided for a cooker, fridge-freezer and washing machine,
- an electric point for a cooker. A gas supply to the cooker will also be provided if there is a gas supply to the property. (Please note, no new gas supplies will be installed to cooker positions in sheltered schemes.)
- a bath or shower, wash hand basin and toilet, all in good working order.

## General

- We will repair any major plaster defects.
- We will remove any polystyrene tiles.



- We will sweep chimneys and test to make sure no fumes are escaping through gaps in masonry, etc. If your chimney fails this test, it will be blocked up and vented.
  - Fences and gates that are our responsibility will be in good order.
  - We will fill in and level any pond.
  - We will clear gardens of surface rubbish.
  - We will empty any shed or garage.
  - Lawns will be strimmed.
- External**
- Paths to the front and around to the rear door will be in good order.



## **Furniture**

Soha holds a small stock of second-hand furniture for new tenants who do not have and are unable to afford items such as a bed, wardrobe, cooker, fridge, washing machine etc. If you are a new tenant and need items like this, please phone Soha and we will see if we can help.

## **Outstanding repairs**

We may carry out a small number of routine repairs once you've moved into your new home. A list will be given to you when you move in so you know what to expect.

## **Decoration**

If your new home is in poor state of decoration, Soha will provide you with a decoration gift card or voucher which you can choose to use at a number of stores. You will be able to buy the following items with it: paint, wallpaper, white spirit, paint brushes, rollers, sandpaper, paint trays, dust sheets, masking tape and wall filler. If you are elderly or disabled, Soha will decorate any rooms in a poor state for you.

## **Items left by the former tenant**

If the previous tenant has left good quality fittings in place (such as carpets, curtains), these can be given to you if you sign a disclaimer to confirm that you take responsibility for their future maintenance. If you don't want to keep the items, Soha will remove them at no cost to you.

## **Planned work**

When you move in, we may tell you that your new home is on a 'planned works' programme. This is when large components – such as roofs, kitchens, or electrical wiring - are replaced across a number of homes at the same time. If this is the case, we will tell you the likely timescale of any work that is due to be started.

We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Please ring us on 01235 515 900 or 0800 014 15 45 (Freephone).

### Polish

Dołożymy wszelkich starań, aby zaoferować tłumaczenie na inny język, jeżeli byłoby to pomocne. Oferta ta może obejmować usługi tłumacza ustnego, który przedstawiłby treść publikacji, zamiast przekazania tłumaczenia w formie papierowej. Dołożymy również wszelkich starań, aby przygotować druk wielkoformatowy lub wersje audio publikacji. Prosimy o kontakt pod numerem 01235 515 900 lub 0800 014 15 45 (Freephone).

### Portuguese

Poderemos também providenciar um serviço de tradução para um outro idioma, se tal lhe for útil. Poderemos recorrer a um tradutor que lhe falará acerca do conteúdo da publicação, em vez de lhe entregar uma cópia impressa da mesma. Envidamos igualmente todos os esforços para fornecer versões em letra grande e versões áudio das publicações. Contacte-nos através do 01235 515 900 ou do 0800 014 15 45 (Freephone).

### Italian

Faremo del nostro meglio per offrire un servizio di traduzione in altre lingue, se ciò dovesse servire. Pertanto, al posto di una copia cartacea della pubblicazione da portare con voi, possiamo mettere a disposizione un traduttore che ve ne illustrerà il contenuto. Faremo anche del nostro meglio per offrire stampo a caratteri grandi oppure versioni audio delle pubblicazioni. Chiamateci al numero 01235 515 900 o 0800 014 15 45 (Freephone).

### Turkish

Yararlı olabilecek farklı bir dilde tercüme hizmeti sunmak için elimizden geleni yapacağız. Bu, kendinize ait basılı bir kopyayı size vermek yerine, bir yayın içeriği hakkında sizinle konuşmak üzere bir tercüman kullanmayı da içerebilir. Aynı zamanda, büyük baskı ya da sesli sürümleri sunmak için elimizden geleni yapıyoruz. Lütfen bizi buradan arayın 01235 515 900 veya 0800 014 15 45 (Freephone - Ücretsiz Telefon).

### Bengali

যদি সহায়ক হয় তাহলে আমরা একটি ভিন্ন ভাষায় অনুবাদ পরিষেবা দেওয়ার জন্য যথাসাধ্য চেষ্টা করব। এর অন্তর্ভুক্ত হতে পারে আপনাকে কোনো প্রকাশনার মুদ্রিত অনুলিপি দেওয়ার পরিবর্তে সেই প্রকাশনার বিয়বস্তু সম্পর্কে আপনার সঙ্গে কথা বলার জন্য একজন অনুবাদককে ব্যবহার করা। এছাড়াও প্রকাশনার বড় অক্ষরে ছাপা অথবা অডিও সংস্করণ দেওয়ার জন্য আমরা যথাসাধ্য চেষ্টা করি। অনুগ্রহ করে আমাদের সঙ্গে 01235 515 900 অথবা 0800 014 15 45 (Freephone) টেলিফোন নম্বরে যোগাযোগ করুন।



## Soha Housing

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