



Your home, your responsibilities



A guide to managing 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.

Sub-letting

This means renting out parts, or all, of your home. Please talk to us first and get our permission in writing if you want to do this. You must not sub-let the whole of the property as this will affect your rights as an assured tenant. Subletting is likely to affect any Housing Benefit you get and may affect other benefits, as well.

Assigning

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

Lodgers

Please talk to us if you are thinking of taking a lodger. We can send you an information pack about things to consider or you can find it on our website at www.soha.co.uk/taking-in-a-lodger.

Going away

We need to know if you will be away from your home for more than four weeks. It will also be useful if you would 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 should always get Soha's written permission if you are considering using your home to run a business or trade. We assess each request individually, but there are certain businesses we won't allow.

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 and garden clean and tidy

A clean and tidy home reflects well on you, your home and your neighbourhood. This includes being responsible for internal decorations. If where you live has communal areas, you are also responsible for making sure you keep these areas clean and tidy.

You must keep any gardens, whether front or rear, or garage which you are responsible for, tidy. This means you must cut your grass on a regular basis, trim hedges and bushes, remove pet mess and not keep any rubbish in your garden(s). If you fail to keep your garden or garage tidy, Soha may take action against you.

Pets

You must have our written permission to keep a pet in a Soha home.

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 if it is registered as a service dog for a disabled person.

You must properly care for your own pets and not allow any to foul gardens or common areas, cause a nuisance, create a health or safety hazard or put other people in danger. You should also make sure that visitors who bring animals to your home do the same.

Infestation (household pests such as mice or insects)

If you have rats, mice, fleas, wasps, cockroaches or other household pests in your home, you should contact your District Council who will be able to advise you whether they have a pest control contractor. Alternatively, you can contact a local qualified contractor. Please note that bees may not be moved, even by a contractor, and you should not attempt to do it yourself.

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 hardstanding. If you want to create a hardstanding for a

vehicle, please contact us to ask for written permission.

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

You may not park a caravan, boat, trailer, untaxed, SORN 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 are not sure where you are allowed to park in your neighbourhood, please contact us for advice.

High-risk materials and weapons

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

Weapons may only be stored in your home with Soha's written

permission and if you have the appropriate legal licence.

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.

Always discuss your plans with the neighbour affected before

removing or putting up 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 see 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 continue to be the case for any new tenants who move into your property

If you have any further queries, do please contact us.

Satellite dishes

You need to have our written permission to put up a satellite dish. We will not refuse permission without

good reason. 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 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. Soha 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 to how 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 you did. To put in a claim for compensation, please contact us.



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।



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