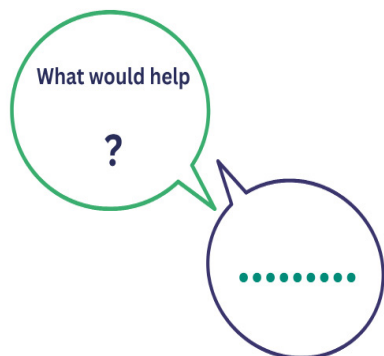


Making Soha's services easier to use: our Reasonable Adjustments policy



At Soha we will do our best to help residents by making reasonable adjustments. This means changing things so everyone can use our services.

Soha wants to understand each resident's needs. We make an effort to focus on what each person needs to make things fair and easy for them.



Our staff will be proactive and ask you if you need help to make services easier to use. We call this making adjustments.



They may be things like changing our usual way of communicating with you to one that suits your needs better. Staff might also offer you more time to do things or provide special tools or help, like a sign language interpreter. We might also be able to change the timeframes we do things in.



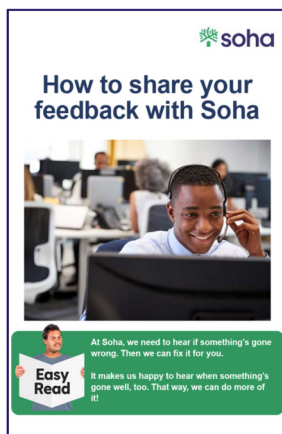
When deciding if an adjustment is reasonable, Soha looks at what would help you and what would be possible. If what a resident wants would break the law or cost too much, Soha would offer something similar but different.



Soha will talk with or write to you (whichever you prefer) to find the best solution. We'll try our best to meet your requests. Any adjustments Soha makes are free of charge.



We make sure offices and places where we host events are easy to access for everyone, including wheelchair users.



If you think Soha isn't making a fair adjustment for your particular needs, you can appeal. You can use the feedback process on the Soha website at **www.soha.co.uk/feedback** or get help from Soha's Customer Services team. You can find all our contact details on the back page.

This policy was passed by the Soha Board in March 2025 and will be looked at again by March 2028.

Contact us



Here's how you can get in touch with us. We're always happy to help with any queries and will communicate you in whichever way you prefer.



Email

housing@soha.co.uk



Phone

0800 014 15 45. A call to this number won't cost you anything.



Website

www.soha.co.uk/contact



MySoha app



Visit us

Opposite Didcot Parkway railway station at 99 Station Road, OX11 7NN. We're open 8.30am - 5pm every weekday.



We want to make sure everyone can read our information. We can help with translations in to other languages, large print, or audio versions. Please ask us if you need this help.