

Helping you stay safe if you find it hard to throw away items in your home



Some people have difficulty throwing things away. Their home can become unsafe. Soha can help make the situation better.

What is hoarding?

Hoarding means keeping too many things that are not needed. It can make homes too full to use properly. It can also make people feel upset or unable to do things.

There are different types of hoarding. Some people keep too many objects like clothes or papers. Others keep too many animals without caring for them properly.

When hoarding becomes a problem

Soha makes a careful assessment of each individual case. We base our approach on a checklist that we will discuss and fill in with the resident present.

We can help residents with clutter and hoarding problems in their homes. We do this because we want to make homes safe and nice to live in. We also want to make sure homes are not messy or dirty to keep everyone healthy and safe.

As a landlord, Soha has the duty to step in to stop homes getting damaged through lack of maintenance or attracting pests. We follow the rules set by Environmental Health Officers and other authorities who need landlords to comply with building safety requirements.

If Soha has to clean a home, we might ask the resident to pay for it. This is set out in the tenancy agreement that a resident has with Soha.

We don't want to provide just a quick fix. We want to help residents feel better about their homes and in themselves in the long term.

We do this by agreeing a plan with a resident and giving support. This may involve asking other groups to add their specialist skills – for example, Social Services or the Fire Service. If there are big risks, we will have meetings with these and other groups to share information. We will always include the resident and their helpers in these meetings.

Sometimes we have to take legal action

Soha tries to help before taking any strong action. We will check if the person doing the hoarding understands what is happening. We will take legal steps only if there is no other choice.

An example of when this might happen is if a resident doesn't let Soha or its contractors in to check their home for safety. We will also act if a home is too messy for work to be done safely. The kind of legal action we may take is an injunction. We will always check if the resident understands what is about to happen, and why, before doing this.

We will keep helping even if we have to start legal action. We know people can change their minds and decide they do want to get help to clear their homes.



Making sure we act fairly

We make sure we don't treat anyone unfairly because of a disability. We refer to the Equality Act 2010 as our guide.

We will always check if a person can make decisions about their hoarding. We refer to the Mental Capacity Act 2005 to make sure we are doing the right thing.

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



Write to us at the address below



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.