



Ways to get involved



Making a difference in your community - a menu of involvement

These activities don't take a lot of time but the things you can join in with are vital to a thriving community. They're always friendly! Some attract a thank you in the form of a shopping voucher and we pay out of pocket expenses for travel to take part in formal groups.

Towards the end of this leaflet you'll also see opportunities for influencing and decision-making at Soha – helping to shape our services to you.



Getting involved at Soha means having an active role and a voice in shaping the community that you live in.

We mean it when we say we promote equal opportunities and so we welcome residents from all backgrounds, groups, ages, and tenancy type.

We have a range of flexible opportunities to suit your circumstances and availability.

You can enjoy these benefits:

- having influence over the services that you receive
- access to free training, where required
- having a say on issues affecting your neighbourhood
- enhancing your CV
- meeting with like-minded people
- developing your skills and interests
- the opportunity to support other residents.

Would you like to know more about any of the options in this leaflet?

Call us on **0800 014 15 45** (Freephone) or email **communities@soha.co.uk** and we'll be in touch!

Estate walkabouts and inspections

Help us make sure that our neighbourhoods are great places to live by joining your Estates and Community Neighbourhood Team as they walk your area. You'll work together by identifying any issues requiring action or opportunities for improvements.



Time commitment – low
(join us whenever you can)



Incentive – £20 shopping voucher

Community days and events

Why not join us at one of our great family days or other local events which are informal, fun and friendly? Check out our events calendar at www.soha.co.uk/events and our social media to find out where we will be.



Time commitment – low (flexible)



Incentive – events are free with the opportunity to enter prizes and competitions

Residents' Groups and Associations

Meet other residents, improve your local area, and get your voice heard!



Time commitment – medium



Incentive – set-up grant and annual donation

Green and Clean Champions

You'll be our eyes and ears, making sure that your internal and external communal spaces are being well maintained by our contractors and letting us know about any issues that need our attention.



Time commitment – low
(a short report form once a month)



Incentive – £20 shopping voucher per report

Online drop-in and information sessions

Check out www.soha.co.uk/events and our social media and join us at one of our online events hosted by colleagues across various areas of the business.

Drop-ins

We hold drop-ins in various locations where you can meet your local team for information, advice or to report an issue. Check out our events calendar at www.soha.co.uk/events to find out when and where your local drop-in is taking place.

Community clear-up days

We love a good litter-pick! Your eyes on the ground will tell us where to help you mobilise a one-off taskforce.

Come join us and grab a litter-picker if you can!

New for 2026 - 27

Inclusive Communities Residents Group

Help us build welcoming, inclusive communities where everyone feels respected.

Do you want to help make sure Soha's services work well for everyone? We're looking for residents to join our Inclusive Communities Residents Group

The group helps make sure that

- ✓ everyone is treated fairly
- ✓ services meet the needs of different residents
- ✓ no one feels excluded or disadvantaged
- ✓ residents' voices shape decisions

You don't need any special experience — just your lived experience and a willingness to share your views. The group meets around four times a year and is open to all Soha residents.



Time commitment – medium



Incentive – £20 for every in-person meeting (or £10 online)

Communications Champions

Help us make sure that we're giving residents

- ✓ the most helpful information
- ✓ in the most accessible format

that makes it most easy for you to have a conversation with us.

The group will meet quarterly with options for online or in-person. We'll be asking you to take part in a discussion with us about a specific topic each time and will brief you in advance. We may occasionally need a vote on something by email outside these times.



Time commitment – medium



Incentive – £50 prize draw every 6 months if you have taken part at least twice in that time

Join the Soha Community Network!

What is the Soha Community Network?

It's a group of Soha residents from your area who come together regularly to

-  talk about local issues and ideas
-  co-create solutions to improve your community
-  represent the voice of your neighbourhood
-  help shape how Soha delivers local services
-  feed into bigger conversations with Soha's Members' Forum and Board.

How it works

-  Meets quarterly – online, in-person or hybrid
-  Resident-chaired, with support from Soha staff

-  Flexible topics – from repairs and green spaces to safety and inclusion
-  Your ideas travel – through the network to Soha's wider teams and decision-makers.

If you'd like to know more about what could happen in your community, your first port of call is your Community Lead or one of the Engagement and Communities Officers.

Find out who they are on the Soha website at www.soha.co.uk/localities or get in touch on the Freephone number or email address at the foot of the page.

Membership

Become a Member of Soha Housing for just £1. Make sure Soha delivers its plans, shape Soha's priorities, vote on major organisational changes e.g. if Soha planned to change its rules or merge with another housing association. Approve Soha's Accounts, Annual Reports, Board appointments and have a say in how Soha spends money and provides services.



Time commitment – flexible; you will be invited to Members' events such as the Annual General Meeting



Incentive - a monthly prize draw for £50 in shopping vouchers



How you can help shape our services to you

Disability Action and Awareness Group (DAAG)

This group represents the interests of Soha Housing's disabled residents. By putting forward the views of disabled people it contributes to the continuous improvement of Soha's services.



Time commitment – medium



Incentive – £20 shopping voucher per meeting; annual Summer event

Sounding Board

This informal group is where Soha runs ideas past residents who want to give us their views. We ask their opinion whenever we are thinking

of making changes to a service, ask them to review our publications for residents or consult them on policy changes or new policies. If you are on the Sounding Board, we would either send you an email survey to complete or ask if you would like to be part of a Focus Group, either online or in person.



Time commitment – low/medium



Incentive – £50 prize draw every 3 months if you have taken part in at least one survey or session in that time

Seniors' Group

If you're over 55, you could be part of the Seniors' Group. They play a large part in reviewing Soha's policies and representing the views of older residents from all tenures or types of housing scheme.



Time commitment – quarterly meetings



Incentive – £20 per meeting

Soha's Board

For residents who want to get involved at a corporate level, joining Soha's governance structure and representing residents.



Time commitment – high



Incentive – annual payment at corporate level, joining Soha's governance structure and representing residents



Members' Forum

The elected representatives of Soha's residents, Forum members are consulted on Soha's policies and service delivery and have a formal role in monitoring how well Soha is performing.



Time commitment – high



Incentive – training, £100 shopping voucher

(The full Forum is now elected until 2026. Residents are welcome to observe; meeting minutes are available on website.)



Portfolio Holders

At least one Forum member + any other resident with an interest in a particular service area (such as customer services) can become the Forum's specialist advisers on that subject.

There'll be a maximum of four meetings with the Head of Service will be expected annually, with payment of £25 per meeting.



Time commitment – medium



Incentive – £100 shopping voucher assuming four meetings

Scrutiny Group

Check to see if Soha is meeting the aims and objectives we set out in the corporate plan (our five-year business plan that you can see at www.soha.co.uk/publications). Monitor our service standards and check that we are meeting them. A Scrutiny Group member receives £20 per full meeting, which are held quarterly.



Time commitment – high



Incentive – training, £100 shopping voucher per review

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