

Aids and adaptations to help make life easier in your home



Soha can help Soha tenants and their families with disabilities by making changes to their homes. This leaflet tells what we can do and how to access that help.

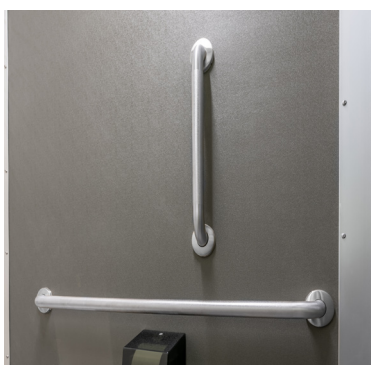
Aids and adaptations, as we call the changes to a disabled person's house, help people to do daily tasks more easily and to stay in their homes. This is a service for Soha tenants.



We have an Aids and Adaptations policy to make sure Soha treats everyone fairly. It sets out rules for how we define and how we deal with both minor and major changes.



An Occupational Therapist will advise Soha what changes they think a tenant needs to stay in their home. Soha's specialist Technical Officer can give you clear information on how to ask for someone to make this assessment. You can find how to get in touch with the technical team on the back page.



Minor changes cost up to £2,000, including VAT, and are things like grab rails. These are mostly done by Soha staff but sometimes by a contractor. These changes don't take long to put in place. You will be told who will work in your home if you are going to have a minor adaptation.



Major changes cost more and include things like having a level-access shower. These big things are installed by outside contractors rather than Soha staff. We check their work carefully. The process of having a major change in your home takes longer.

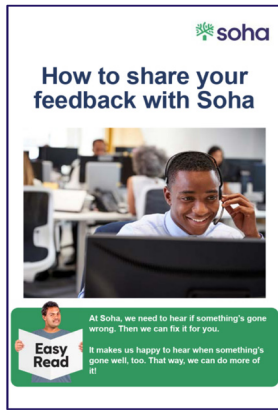


Soha wants to make the service better all the time so we check all the big changes that have been made and listen to residents who have had them done.

Minor changes are done free.



A Disabled Facilities Grant (DFG) helps pay for the big changes - the 'major' adaptations. This grant comes from your local council. We work with the council which has given the DFG to make sure the changes are done well and as quickly as possible.



If you aren't satisfied with the decisions we make, you can tell us that through Soha's official feedback system. We will see how we can help.

You can read the leaflet that's pictured by clicking [here](#).

You can read all about property adaptations on the Soha website at www.soha.co.uk/property-adaptations.

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



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.



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