

How Soha looks after shared spaces in homes and communities



Shared (also known as communal) areas are places everyone uses, like facilities for your rubbish, green spaces, and lobbies and stairwells. We want these areas to be clean and safe.

What Soha does about communal areas

What we at Soha do is not just about following the law to keep people safe. It's also important that homes and neighbourhoods look nice and are good to live in.



We work with the people who live in our homes and who use the communal areas to keep things clean, tidy and safe. Soha checks these areas often to make sure everything is okay.



People must not leave things like furniture, rubbish, or bikes in shared spaces. This is to keep everyone safe. If someone leaves things in these areas, Soha will ask them to move them. If the person leaving the thing doesn't move it when they are asked, Soha will take it away.



Soha also checks the whole neighbourhood. If there are problems, like messy gardens or broken things, Soha will fix them. People living in Soha homes can join in checks.

We also check for untaxed or abandoned vehicles and the condition of trees. We can then plan how to look after the trees.



Soha makes plans to improve neighbourhoods based on what we find in checks. We also survey residents, asking them every year how happy they are with



We share the information we get with the people who live there and with our contractors. We decide what needs to be done. Soha also has a budget for small improvements for communities that residents can apply for.



Soha residents can also help choose the contractors we use.

This policy was agreed by Soha's Board in July 2026. It will be reviewed in 2029.

Get in touch



There are lots of ways to contact the Soha team that uses this policy. They will do their best to communicate with you in whatever way you prefer.



estates@soha.co.uk



0800 014 15 45 (Freephone, so no cost to you). Audio or video translation is available on the phone if it would help you.



www.soha.co.uk/contact



facebook /insta /YouTube: @SohaHousing



MySoha app



Write to us or visit us at 99 Station Road, Didcot, OX11 7NN (opposite Didcot Parkway railway station. Car park in Lydalls Road OX11 7HX)

If you spot a hazard in a communal area, you must tell us by phone (you can ask someone to make the call for you if you prefer). We also have TypeTalk 18002 01235 515 900.

Phoning us means that we can tell you immediately if you need to take urgent action. We will also tell you what we are going to do next.