

How Soha uses its Tenancy Sustainment Fund



Soha has a fund to help people keep their homes.
This leaflet outlines guidance to Soha staff in using
the fund to help people who are struggling.

Why might Soha tenants have money problems?



Some Soha tenants might have money problems because of things like the benefit cap, bedroom tax, or sudden changes in their lives. Examples of these are if someone in their household dies or they lose their job or the benefits rules change.

If this kind of thing happens, it can make it hard for the tenant to pay their rent. Not paying rent means a tenant might lose their home. .

What can Soha do?



Soha can apply for extra money from the Crisis and Resilience Fund Housing Fund of a Council if a Soha tenant is having a hard time.

But not everyone is eligible for this help, and not everyone who Soha helps apply for money from this fund is successful in getting it.

That's why Soha needs to have a Tenancy Sustainment Fund.



Payments from the Tenancy Sustainment Fund are one-time payments so they are not counted as income. This helps tenants keep their benefits. Soha's Tenancy Sustainment team can help a tenant move to another, cheaper Soha home. They can also refer them to an agency that can support them find a new or different job.

Who is the Tenancy Sustainment Fund for?



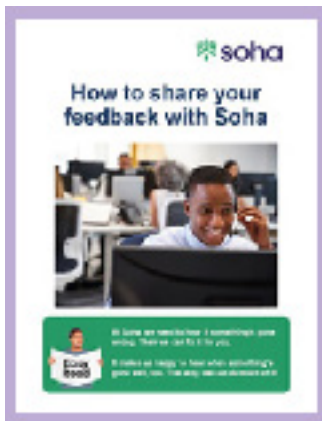
The fund is only for Soha tenants. It is not advertised to help prevent fraud. Only Soha staff such as a Housing Service Manager, a Rental Income Officer or a Tenancy Sustainment Officer can access the fund. They will work with the tenant to make sure they get the help they need.



The application for help from the Tenancy Sustainment Fund asks for details about the tenant's home, money, and any help they already get.

It also includes a plan to help the tenant manage their money better in the future. Soha can ask for the money from the fund back if the tenant doesn't play their part in making the action plan work.

What happens if you don't agree with Soha's decision?



If a tenant thinks that Soha's decision about accessing the Tenancy Sustainment Fund is wrong, they can appeal.

They should use the Soha feedback process that is advertised on the Soha website. Soha Customer Services staff can also help a tenant make an appeal.

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

Get in touch



housing@soha.co.uk



0800 014 15 45 (Freephone, so no cost to 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. Visitor car park in Lydalls Road OX11 7HX.)



Soha can provide leaflets in other languages, on audio USB stick and in large print versions. If you have a need for special formats, please contact the Communications team using any of the details above. We will always aim to communicate with you in the way your prefer.