



Hometaalk

News for Soha residents

Autumn 2026



Show *and* tell

In every edition of *Hometalk* we show you how **you** said we did in the most recent three months for which we have stats. If you want to see what you told us across the whole of the last business year, check out pages 16-17 of the Annual Review.

- If you're reading this edition of *Hometalk* on a device, you will have received a link to the Annual Review in the same email.
- If you're reading a posted copy of *Hometalk*, you'll also have an Annual Review in the same envelope. Just a note that, even if **we have your email address** and you hadn't previously opted in for hard copies through the post **but** you had previously unsubscribed from our mass emailing program, you will have had the magazines as hard copy this time because it contains the Annual Review that we have to send you.

Figures are just that, but the story they tell is that the 300 or so surveys carried out at random with tenants between April and the end of June 2026 told us:

83% **Overall satisfaction:** "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Soha?" There's an **83%** satisfaction rating.
Overall satisfaction among all the tenants, of multiple housing associations, who our survey company surveyed over the whole of last year was 77%.

84% **Satisfaction with the maintenance of your home** has stayed at **84%** for the last two quarters
The average was 77% among all the tenants of all the housing associations who our survey company surveyed over the whole of last year.

89% **Satisfaction with your home's safety is 89%**
The average last year among the housing associations the survey company works with was 82%.

74% **Satisfaction with communal areas: 74%** of those of you who have communal areas are satisfied that these areas are kept clean, safe and well maintained.
The average across last year among all the tenants surveyed by our agency was 73%.

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You can find **all** of Soha's most up to date, independently surveyed Tenant Satisfaction Measures – not just the three measures mentioned above – at any time on **www.soha.co.uk/tenant-satisfaction-measures** and you can compare our performance with other housing associations' at a glance by checking out **www.fourmillionhomes.org/a-z-tenant-satisfaction-measures-tsm/**



You'll have seen how we did combating damp and mould to the end of the financial year on page 19 of the Annual Review. This is the picture so far this business year (from 1 April to 28 August).

- **Routine cases:** 264 cases, of which 246 resolved
- **Significant:** 107 cases / 26 resolved
- **Emergencies:** None

A fifth of tenants surveyed by our independent agency report problems with damp and mould in their homes and over a quarter of affected tenants say they have not reported the issue. Where you gave permission, the agency has provided the names and addresses of those of you who told them you had an issue.

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Front cover image: Autumn in the park (Magda/iStock)

Photos: J C Lewis Photography;
Soha staff

Hello!

You'll have seen plenty of me already in the Annual Review for residents that is being sent out with this magazine, so I'm just going to say welcome to the Autumn edition of *your* magazine.

Highlights for me are the invitation to a new way to get involved (actually two ways, if you fancy applying to be

a Board member at Soha), a look at a couple of the teams at the heart of our housing management – Tenancy Enforcement and Tenancy Sustainment – and an article on using Homeswapper to find another social home. On the topic of choosing a home, you can find out how shared ownership can be a good option for buying a home in later life.

There's lots more, though, and I hope you find something useful or interesting or both in the following

pages. If there's a topic we haven't covered but you think we should, do tell the Communications team at Soha who put this together. You can get in touch with them on communications@soha.co.uk or through the call centre on **0800 014 15 45** at no cost to you.

With best wishes,



Kate Wareing
Chief Executive

Acholi

Timber ikube ki wan ii housing@soha.co.uk onyo icim **0800 014 15 45** (Gim ma pe iculu) ka obi konyi me bedo ki gilok ma ki loko ki bot Soha.

Arabic

يرجى الاتصال بنا على البريد الإلكتروني housing@soha.co.uk أو على هاتف رقم **0800 014 15 45** (هاتف مجاني) إذا كنت في حاجة إلى مساعدتك في الحصول على ترجمة لمراسلات Soha.

Dari

لطفاً با ما به آدرس housing@soha.co.uk یا شماره **0800 014 15 45** (تلفن رایگان) تماس بگیرید اگر ترجمه ارتباطات سوها به شما کمک می کند.

Hungarian

Ha úgy érzi, hogy segítségére válna a Sohától kapott információkat fordításban megkapni, lépjen velünk kapcsolatba a housing@soha.co.uk e-mail-címen vagy a **0800 014 15 45** (ingyenesen hívható) telefonszámon.

Italian

Non esitare a contattarci all'indirizzo di posta elettronica housing@soha.co.uk o tramite chiamata al numero verde **0800 014 15 45** se sei interessato a una nostra traduzione.

Nepali

यदि यसले तपाईंलाई सोहा कम्युनिकेसन्सको अनुवाद प्राप्त गर्नमा मद्दत गर्न सक्छ भने कृपया हामीलाई housing@soha.co.uk वा **0800 014 15 45** (फ्रीफोन) मा सम्पर्क गर्नुहोस्

Pashto

مهرباني وکړئ له موږ سره په housing@soha.co.uk یا په **0800 014 15 45** (وریا تلیفون) اړیکه ونیسئ که دا ستاسو سره د سوها د اړیکو په ژباړه کې مرسته کوي

Polish

Skontaktuj się z nami korzystając z adresu e-mail housing@soha.co.uk lub darmowego numeru telefonu **0800 014 15 45**, jeśli potrzebujesz tłumaczeń dot. Soha communications.

Portuguese

Queira entrar em contacto conosco através do email housing@soha.co.uk ou do número de telefone **0800 014 15 45** (linha grátis), se achar que seria útil ter a tradução das comunicações da Soha.

Romanian

Vă rugăm să luați legătura cu noi la adresa de e-mail housing@soha.co.uk sau la numărul de telefon **0800 014 15 45** (apel gratuit) dacă vă este de ajutor să obțineți o traducere pentru Soha communications.

Russian

Пожалуйста, свяжитесь с нами по адресу housing@soha.co.uk или позвоните по бесплатному номеру телефона **0800 014 15 45**, если это поможет вам получить перевод сообщений от Soha.

Tagalog

Mangyaring makipag-ugnayan sa housing@soha.co.uk o sa **0800 014 15 45** (Freephone) kung makakatulong ito sa iyo na magkaroon ng pagsasalang-wika ng Soha communications.

Thai

โปรดติดต่อเราที่ housing@soha.co.uk หรือโทรศัพท์ **0800 014 15 45** (โทรฟรี) หากท่านต้องการคำแปลสำหรับการสื่อสารจาก Soha

Traditional Chinese (Cantonese)

如果用得上 Soha 通訊的翻譯，請透過 housing@soha.co.uk 或 **0800 014 15 45** (免付費電話) 聯絡我們。

Turkish

Soha tarafından iletilen bilgilerin çevirisiyle ilgili yardım almak için housing@soha.co.uk adresinden e-posta yoluyla veya **0800 014 15 45** (ücretsiz hat) numaralı telefondan bize ulaşabilirsiniz.

Ukrainian

Зверніться до нас за адресою housing@soha.co.uk або телефоном **0800 014 15 45** (безкоштовно), якщо вам допоможе переклад повідомлень від Soha.

Urdu

اگر آپ کو سوہا کمیونیکیشن کا ترجمہ حاصل کرنے میں ہم سے رابطہ کرنے سے مدد ملتی ہے، تو براہ کرم ہم سے housing@soha.co.uk پر یا **0800 014 15 45** (فری فون) پر رابطہ کریں۔

Please get in touch with us at housing@soha.co.uk or **0800 014 15 45** (Freephone, so no cost to you) if it would help you to have a translation of Soha communications. Our Type Talk telephone number is **18002 01235 515 900**.

Contact us

The Editor, *Hometalk* magazine, Soha Housing, Royal Scot House, 99 Station Road, Didcot OX11 7NN

Call **01235 515 900 / 0800 014 15 45** (Freephone)
Email housing@soha.co.uk

Find us on Facebook at [@SohaHousing](https://www.facebook.com/SohaHousing)
Find us on Instagram at [@SohaHousing](https://www.instagram.com/SohaHousing)
Find us on LinkedIn at [@Soha-Housing](https://www.linkedin.com/company/Soha-Housing)
Find us on Youtube at [@SohaHousing](https://www.youtube.com/SohaHousing)

Hometalk is available in large print, audio and electronic formats. If you would like to receive a different version, or unsubscribe from receiving *Hometalk* altogether, please email communications@soha.co.uk or call us on **0800 014 15 45** (Freephone). To read this (or any Soha publication) in another language, or to add English speech so that it is read aloud to you, go to www.soha.co.uk and click the red 'people' logo bottom right, followed by the question mark that appears at the top of the screen.

Buying a home *in later life*



Shared ownership can make it happen.

Older person's shared ownership (OPSO) offers the opportunity for people over the age of 55 to buy a home for as little as 25% of the market price. Subject to eligibility and affordability checks you can do this by buying outright, or with a mortgage. If you buy up to 75%, you will pay rent on the outstanding amount – rent that, like in other rented accommodation, increases once a year. The maximum by which you

can increase the percentage of your shared ownership home you own under the OPSO scheme is 75%. Buying more in stages is called staircasing. Once you do own 75%, you'll no longer pay rent.

How do you find an OPSO home?

Just look on www.sohahomeownership.co.uk where there's a dedicated section called 'Retirement Living'.

Q: If you're a shared owner in a retirement living or extra care setting, who do you ask for what?

A: Any shared owner, of whatever age, is responsible for the *internal maintenance* of their home. In a block of flats or retirement living scheme, Soha typically handles repairs to elements that affect the building as a whole, such as structural repairs. Retirement Living or Extra Care Managers on a scheme look after the day-to-day running of the *building* – for example, ensuring that its fittings and facilities meet safety standards – and organise activities for all residents, regardless of tenure, to enjoy. They're also a mine of information about the local area and support services! For more specific home ownership enquiries, payment questions and legal matters (such as staircasing or lease extensions), the Home Ownership team is your contact on homeownership@soha.co.uk. If you want to sell your home, you should get in touch with sales@soha.co.uk.

Can you staircase?

If you've got a clear rent account (including service charges), shared owners can often apply to buy more of a percentage in your home if the lease permits. Check your lease for conditions such as the minimum extra that can be bought or the maximum number of times you can staircase or restrictions on maximum percentage. The higher percentage that a shared owner owns in their home, the less rent will be payable to Soha. At 100% ownership, the owner will become a leaseholder or freeholder rather than a shared owner and no rent will be payable.



➔ www.sohahomeownership.co.uk isn't just for retirement living sales: we've new shared ownership homes for under-55s, too. This is in Milton Heights, near Didcot.



Help us make Soha more inclusive and accessible!

At Soha, we want everyone to feel welcome, valued and able to access our services in a way that works for them. We know that our residents have different backgrounds, experiences and needs, and we want those voices to help shape what we do.

We're looking for residents to join our new **Inclusive Communities Residents Group**.

We're keen to hear from people with a wide range of lived experiences and perspectives. Whether you've a disability, care for someone else, come from a diverse cultural background, are part of the LGBTQ+ community, are a parent, a young person, an older resident, or simply have ideas about how we can make our services more accessible and inclusive, we'd love to hear from you.

The group will meet **four times a year**, with a mixture of **online and in-person meetings**. As a thank you for your time, we will provide a shopping voucher for each meeting you attend:

- **£20** for in-person meetings, along with travel expenses.
- **£10** for online meetings.

As a member of the group, you will help us:

- Make our services more accessible and inclusive.
- Share ideas and feedback on new policies, services and communications.
- Help us understand the different needs of our communities.
- Identify opportunities to improve the customer experience for everyone.
- Encourage more residents to get involved and have their say.

You don't need any qualifications or previous experience, just an interest in helping us create services that work well for everyone.

Please consider bringing *your* perspective to our group! You'd be playing a big part in making sure that Soha's services continue to improve for everyone.

If you would like to be part of the Inclusive Communities Residents Group, we would love to hear from you. Details of our first meeting are on the right.

If you can't make that one, there'll be others. Get in touch with ri@soha.co.uk or call the Resident Engagement team for a chat on **0800 014 15 45** (Freephone).

Stop press! First meeting 20 Oct at Soha in Didcot – 6-8pm with a light buffet. Email ri@soha.co.uk or call us on **0800 014 15 45** (Freephone) if you'd like to know more!

News in brief

No access is no good for anyone!

Electrical testing is something we have, by law, to do. If you don't grant us access, we have to go to court to get it. At the time of writing, Soha has been granted 11 injunctions so far this year to allow us to do testing and the residents are having to pay our court costs. We've also had 2 successful injunctions to allow us to get to a property's garden which presented a health issue for the whole street. If your instinctive reaction is that you don't want us in your house, telling us why so we can maybe help, is far better – and potentially cheaper for you, if you count court costs – than not talking to us at all.

Best for 6 years

6 months into the current business year and the Rental Income team have given Soha a firm foundation for our finances. In 2025-26, their support to residents to clear what they owed Soha meant that the team took in a massive 96% of the total rent due to Soha. This shortfall of 4% is the best for 6 years. A big thank you to all the residents who worked with Manager Chris and her team. Lower rent arrears means more ££ for Soha's services to all residents!

Soha turns 30 next July

If you were a Soha resident in 1997 and would like to share your Soha story, email us at communications@soha.co.uk or phone us on **0800 014 15 45** and we'll talk it through!

Prize draw

Since the last edition of *Hometalk*, we've had 8 more Members win £50 in our prize draw. It's a little way of thanking you when you're a Member. Find out more at www.soha.co.uk/membership but meanwhile please join us in congratulating a resident in Cholsey, Leslie in Wallingford, Tom in Goring, Mollin in Wallingford, Duncan in Henley, a resident in Abingdon, Beverley in Woodcote, and Jason in Wallingford.

STAIRs

The Social Tenants Access to Information Requirements came into force on 1 October 2026. Have a look at our website www.soha.co.uk/STAIRs to see what information we have already published. If you're not online, give us a call to hear what's on that dedicated page. From April you can apply for other information. Watch this space!

Anti-social behaviour awareness week

Anti-social Behaviour Awareness Week is always important for Soha. It's a chance to reassure residents that you can report anti-social behaviour to us and that we will take action. This national annual event also helps strengthen our work with partner organisations, such as the police and other housing associations, so we can tackle ASB together. Here's Karen, Community Lead for Vale and West, taking part in a large joint Have Your Say event in Witney alongside colleagues from GreenSquareAccord. Together, they spoke with local people, listened to concerns and highlighted the support available to help make communities safer.



Awaab's Law

Awaab's Law came into force a year ago, setting clear deadlines for landlords like Soha to deal with damp and mould. You can read more about what we've been doing on page 2. From next month, this law will also cover other hazards, such as cold or hot homes, structural problems, fire and electrical risks, and poor ventilation. **If you need to report a hazard, please call us (rather than use messaging, email or the website). Speaking to you direct means we can collect the details quickly, give advice on what to do straight away, and explain what will happen next.**

Air source heat pump servicing

On the back page you'll see that we now offer air source heat pump servicing in-house. While we're talking heating, may we remind anyone with a gas boiler to turn it on as a test now? You can of course always turn it off again right away but it's better to discover it's under-performing now than when the cold starts biting ... and our engineers are at full stretch.



Christmas opening

Sorry to mention it already, but you might like to mark Soha's Christmas opening on your calendar. On **25, 26, 27, 28 December** and **1 January**, call **0800 014 15 45** (Freephone) for our out of hours colleagues to help you. On **29, 30 and 31 December**, Soha itself will be open for calls between **8.30am-4pm. Reception won't be open.** It's back to business as usual from Monday 4 January 2027 at 8.30am.

The very active residents' association of a new housing development in Wantage, Kingsgrove, invited us to take a stand at their Picnic on the Pitch, a brand new, floodlit Multi Use Games Area operated by Wantage Town FC. We took the opportunity to talk to residents about their community while children enjoyed making bracelets and key rings.



The Members' Forum represents all residents and we welcomed new members in May. If you have concerns or suggestions that you think they should hear about, get in touch via ri@soha.co.uk or call Freephone 0800 014 15 45 or our Type Talk number on page 3 if you use that service. You can meet all the members of the Forum and hear from Chair Ann-Marie (pictured front right) in the Annual Review.



We held a series of roadshows at each of the Extra Care/Retirement Living schemes. A representative of each of the main teams that a resident might want to call upon, plus senior management, hosted an afternoon tea. Here's Jo, Complaints Manager, (on the right) at Petypher House, chatting with a resident. You can see Sales and Home Ownership and Finance colleagues in the background, also deep in conversation. Initial feedback from residents is that they welcomed this new initiative, that we want to repeat about twice a year.



Our table at Kingsgrove was very well positioned for a preview of Dog Show competitors, including a prize for Best Dog Fancy Dress!



We were invited to the Emergency Services Open Day in Thame in August. Families viewed vehicles and equipment and met emergency service personnel, including the police's four-legged colleagues from the mounted section. We love joint events like this where our community can get more connected to the services available to them – including Soha.



The giant Connect 4 game goes everywhere with us when we're at community events!



If you've never visited Petypher House in Kingston Bagpuize, the gardens are an absolute delight at any time of year. Here's scheme manager Fiona with one of the green-fingered residents who plans, plants and tends the beds.

Tenancy Enforcement *at Soha*



Soha's Tenancy Enforcement team has grown – meet Holly and Laura.

They say that their job description is to help provide safe homes for Soha tenants by dealing with serious breaches of tenancy conditions. “We also lead on investigating housing fraud and unlawful occupation of Soha homes, taking legal action where appropriate”, says Holly.



What does that mean in practice?

The team say it's essentially about making sure that residents and their immediate neighbours live well and safely. In the five months since Holly and Laura started working together, they have been

-  **investigating tip-offs** about Soha homes being abandoned or sub-let – that means that homes are returned to our stock for people who have been waiting for them.
-  **working on failed successions** – that is, where someone living in the home of a tenancy holder would like to take over the tenancy for themselves, but the law does not allow that, so we have to enforce our rights to reclaim the property.
-  **going to court** for injunctions to require access for safety checks of gas and electrical systems (see more about this in the 'News in brief' on page 6).
-  managing a case load of **anti-social behaviour** cases and taking enforcement action where necessary.
-  All of these mean Holly and Laura work very closely with just about every frontline team in Soha but crucially also with communities themselves. If you think there's something 'off' about a home in your street that doesn't look like it's being used for the occupants it was originally let to, you can contact us confidentially at **fraud@soha.co.uk**

“Laura (left, above) says: “While we take enforcement very seriously at Soha, we always set out to be supportive. Harnessing the full weight of the law is a last resort. That means in the case of no-access injunctions, for example, that we want to understand why someone won't let a gas engineer in. Maybe a chat with our Tenancy Sustainment team, who are great at helping you tackle hoarding (see next page) could help, or maybe you could do with some disability adaptations so you could manage the condition of your home better? We'll work with anyone we can - our colleagues, the police or other agencies - to solve problems and it works; we resolve most of our cases outside of court, which is better for everyone.”



Vicky – Team Manager



Caroline – Didcot Locality



Toby – Henley Locality



Clare – Thame Locality



Teonne – Vale & West Locality


Heather – Wallingford
Locality (maternity cover)

Tenancy Sustainment *here for you*

The six team members in Tenancy Sustainment work closely with tenants, helping them manage rent payments and maximise benefits as well as offering guidance on budgeting.

They also address issues such as the general upkeep of a home – for example, helping a resident tackle hoarding.

How does the team know who needs support?

Vicky and co. can help tenants or shared owners at any stage of their tenancy, whether you're newly housed or have been with us a long time. Very often, it's the Community Neighbourhood Officer (CNO) or a member of the Rental Income team who first spots that some extra assistance would be welcome. Just like the Tenancy Sustainment Officers, who each work in one Locality that they get to know really well, CNOs know and understand their patch and often work intensively with residents who live there.

Case study

A CNO on an estate visit noticed from the road that household goods were stacked floor to ceiling up against a window. Concerned for the resident's welfare, the CNO asked to make a home visit, which was refused. She persisted and she and a Tenancy Sustainment Officer (TSO) were eventually invited in. It's important to note that both Officers, along with all their colleagues, recognise what a massive thing it is to do for a resident to acknowledge they have a hoarding issue and to try to make inroads to deal with it. The resident did accept that Soha could and

would help and not push for any more actions, agreed fortnightly, than he felt comfortable with. Meanwhile Soha took rubbish away and provided a garage to store his other possessions. A new fitted kitchen and new flooring have been installed and Tenancy Sustainment's access to funds allowed a small amount of arrears to be cleared and some new furniture bought. "I couldn't do my job for residents without the Tenancy Sustainment team", says the CNO whose time and encouragement for this gentleman motivated him to turn round his situation.

Case study

Supporting a resident affected by the Bedroom Tax

Our resident lived in an affordable rent property with one spare bedroom and was subject to a 14% bedroom tax deduction. He was unable to work due to ill health, resulting in financial hardship and rent arrears. The Tenancy Sustainment Officer did a full financial assessment, identified the impact of the bedroom tax, worked with the resident to develop a realistic household budget and provided ongoing budgeting advice. The TSO also successfully applied for a Discretionary Housing Payment (DHP)*

to provide short-term assistance towards the bedroom tax shortfall* and explored additional sources of financial support, such as internal grant funding. We agreed a realistic rent repayment arrangement with the resident to clear the remaining rent arrears. All this meant he was eligible to apply for a mutual exchange (a home swap). The TSO supported that process and the resident moved into a smaller, more affordable home – with no bedroom tax!

*DHP is now called CRFHP – Crisis and Resilience Fund Housing Payment

➔ Find out about everything the Tenancy Sustainment team can help you with on the Soha website at www.soha.co.uk/tenancy-sustainment

Fancy a new view?

Mutual exchange through Homeswapper might be the answer

You can make a private arrangement for swapping your social home by, for example, advertising on social media, but our experience is that these are more likely to fall through than exchanges organised via Homeswapper with its large pool of people from all over the country registered on the site.

However you find your perfect match, Soha's dedicated Mutual Exchange team will do their best to help you move as fast as possible. The timescale for a mutual exchange is laid down by law, and we guarantee a decision on your application to swap within six weeks. And it's easy:

- Go to **Homeswapper.co.uk**
- Click on 'tenant'
- Fill in as much as you can to create your home advert for the home you have and answer some questions about what you want.

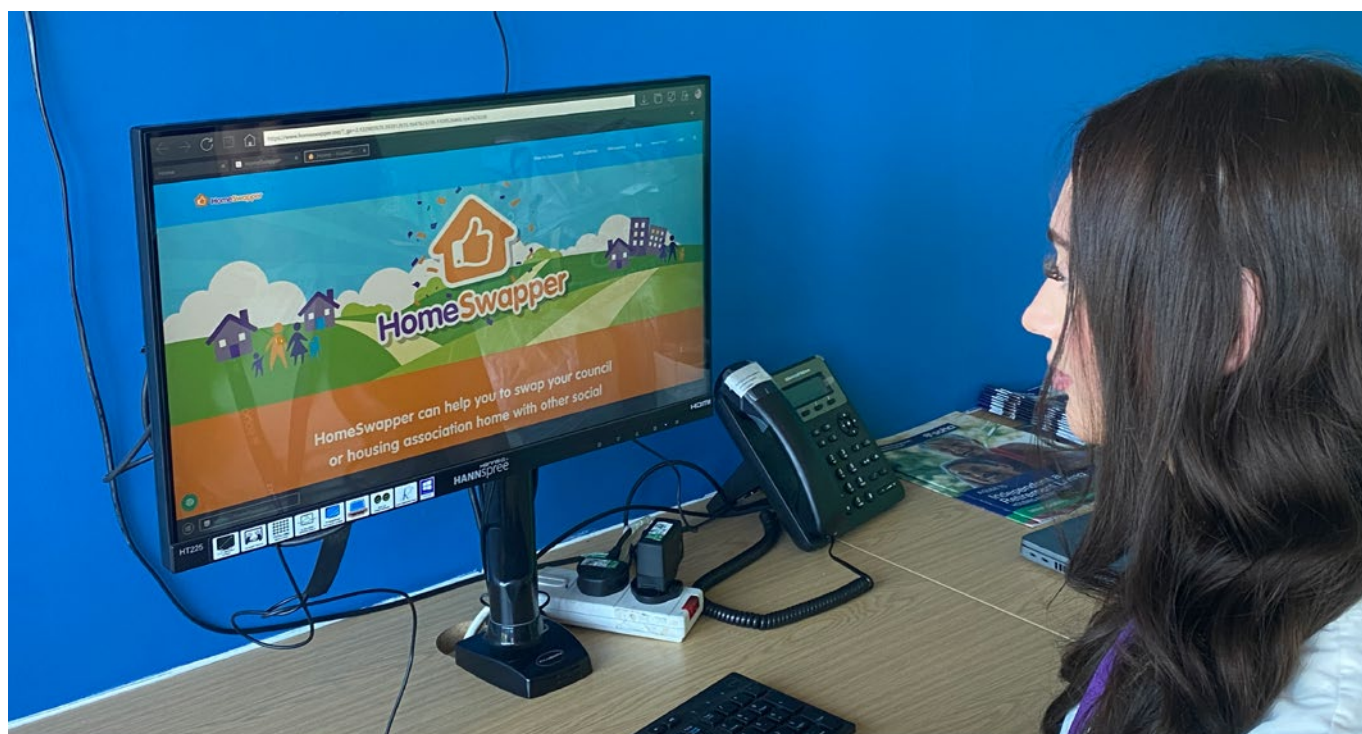
Please note that, at Soha, **we don't see what you might arrange on Homeswapper - both parties need to fill in our mutual exchange form at www.soha.co.uk/mutual-exchange for your application to appear in our system.**

Tips for making your home look good for your advert

- Declutter and remove personal items so rooms look larger
- Take photos in natural light if you can (with the light source, like the window, behind you)
- If you have a house, cut the grass, clean the windows and remove vehicles from in front of your home before you take your photos

See the recording of our summer *Ask Us Anything about Mutual Exchange* on **youtube.com/@sohahousing/playlists**. Maybe we'll have answered some of your questions there!

Soha gives financial incentives to people who downsize, for example when, by doing so, they free up a family home. You can still claim the financial incentive to downsize if you organise a home swap. Check out **www.soha.co.uk/move-or-swap-a-home** or call us on **0800 014 15 45** (Freephone) for more information.





All aBoard!

A Board's job is to set the direction of the business and make strategic and financial decisions. Soha's Board is no different and five of the Board members are residents just like you. Members are elected at an Annual General Meeting (AGM), and they meet regularly throughout the year to discuss finance and business strategy.

➔ You can see the minutes of Board discussions at www.soha.co.uk/our-boards.

As *Hometalk* goes to press, we've just appointed a new resident Board member for an initial term of 3 years up to a maximum of 6 years from the September 2026 AGM. That's Jo Garvey from the Thame locality and we'll catch up with her in the next edition of *Hometalk* to find out how her first few months have been.



Why are residents on the Board?

One of the independent Board members, appointed for her professional expertise, is architect Emma Luddington. She says: "I really value having residents as fellow Board members because of their experience of living in our homes."

Because our resident Board Members are living in the communities the Board is there to serve, they bring a broader perspective and practical insights to everyday issues, like repairs and safety; this helps us make sensible, resident-focused choices."

➔ You can see everyone who's already on the Board on pages 12 and 13 of the Annual Review that comes with this magazine.



A year (plus!) of Soha Response *in pictures*

While the planning had been going on for a year or more, the first building block for Soha Response was creating a Board to direct the operation. They met for the first time in November 2024.



Then we needed an MD, so Beau (left) joined us in March 2025, just a few days before the first operatives who would pilot the service. We had only a few vans in our compound then, and there was lots of training to undergo and to 'road test' for the bulk of the staff who would come after them. Here are Darren and Rich (right) taking a break between sessions.



Duly recruited, there was a huge two-day 'welcome to Soha' session in Oxford, after which the operatives collected their vans before the 'go live' on 6 May.



New staff are being brought in all the time (have you seen the recruitment poster on one of our vans?) and we've just added three apprentices to the Soha Response team. We can now also offer in-house air source heat pump servicing. Here's Phil heading off to an appointment.



Here are the people who schedule the operatives' work (plus Leigh, who wasn't with us for the photo). They're also the team who occasionally have to call you to say the appointment before yours has overrun and to offer you a new one.



➔ During this year's Christmas break, we will deliver an emergency-only repairs service, but will be available to book in routine repairs for the new year. See **News in Brief** on page 6 for the detail.

**Here's to the
second year of
Soha Response
serving
residents!**

