

# News

## Welcome to the Board, Louise!

We are delighted to introduce Louise Tubbs, our latest Tenant Board Member. Louise, 45, lives with her daughter in north Solihull.

She has been a Solihull Council tenant for 12 years and decided she would like to get more involved with SCH when she heard we were looking for new Tenant Board members during the summer.

Louise decided to apply and was invited to join the Board after going through the interview process.

Louise attended her first full Board meeting a few weeks ago. She said: "I'm really excited about joining the SCH Board. I hope to represent the interests of tenants just like myself and at the same time learn all about the different things that SCH do."



## There's so much in it...



**Neighbourhoods in Bloom**  
Star gardeners in spotlight at awards ceremony... [Page 2](#)



**We're out and about**  
On the beat with Solihull Police for 'All Out Days'... [Page 6](#)

## Rent Calendar 2017 - 2018

Your rent is due weekly but if you prefer to pay fortnightly, you should pay on weeks in blue

| Week No. | Date     | Payment Mode | Week No. | Date  |
|----------|----------|--------------|----------|-------|
| 1        | April 3  |              | 27       | Oct 1 |
| 2        | April 10 |              | 28       | Oct 8 |

**Rent Calendar**  
Handy 'cut out and keep' rent account calendar... [Page 11](#)



# A message from Ashley

**It is traditional at this time of year to reflect on what has been achieved over the past 12 months while at the same time looking forward to a new year and the opportunities it will bring for us all.**

This year we have recruited six new members to our management board of 12 and we are very pleased that there are so many talented people prepared to give up their spare time to work to improve the services offered by SCH.

We are also very grateful to the tenants and leaseholders on our Tenant Scrutiny Committee. They have been busy this year looking at the communal cleaning in flats, repairs and how we seek to prepare empty properties for the next tenant. It is very useful to have the customer insight into how our services are actually delivered on the ground.

This year we have started work on a new building to provide short term emergency accommodation and started a

development of 17 homes for shared ownership in Olton.

On behalf of the Board I would like to thank all the tenants and leaseholders who work with us and pay their rent or service charge on time as this allows us to invest in improving the housing stock and maintaining high level services.

I would also like to thank all our staff for the hard work and commitment they have shown this year. Similarly, I would like to thank all my board colleagues for their help and support.

Finally may I take this opportunity to wish everyone a very Merry Christmas and Happy New Year 2017.

**Dr Ashley Lane**  
**Chairman of the SCH Board**



■ You can email us at [newsandviews@solihullcommunityhousing.org.uk](mailto:newsandviews@solihullcommunityhousing.org.uk)

## Christmas opening hours

Our offices will be closed from:

- **24-28 December 2016**
- **31 Dec 2016 – 3 Jan 2017**

For emergencies please call **0121 717 1515**.

### Emergencies include:

- major water leaks
- serious roof leaks
- loss of power
- danger to life, limb or property
- damaged external doors or windows



## Garden awards

**Congratulations to Andrew Parkes who was crowned our Champion Gardener for the second successive year at the Solihull Neighbourhoods in Bloom awards.**

Andrew's colourful and original garden displays bring a smile to all those who walk past his Kingshurst home.

Andrew received his trophy from the Mayor of Solihull, Councillor Mike Robinson.

Solihull Neighbourhoods in Bloom is staged jointly by ourselves, Solihull Council and Fordbridge Town Council.

**Many congratulations to all our winners.**



■ Champion gardener Andrew Parkes with SCH Board Vice Chair, Patricia Smith

### SCH Garden winners 2016

#### Champion Gardener

**Andrew Parkes, Kingshurst**

#### SCH Best Garden (Solihull)

**Sylvia Bell-Hartley, Knowle**

#### SCH Best Garden (Chelmsley Wood, Fordbridge & Marston Green)

**Merlie Barrett, Chelmsley Wood**

#### SCH Best Garden (Kingshurst, Smith's Wood & Castle Bromwich)

**Jacqueline Matthews, Kingshurst**

#### SCH Disabled Gardener

**Grace Jones, Chelmsley Wood**

#### SCH Chair's award for best display of geraniums

**Win Palmer, Shirley**



# Be sure to stay safe at Christmas

Most people want their Christmas to be about getting family and friends together to celebrate. However, while we are all having fun we sometimes forget to think about staying safe.

Here's a few handy tips for the festive season:

- Presents wrapped and under the tree? Make sure they are away from prying eyes. Draw your curtains or close your blinds when you go out.
- Turn off all Christmas lights when you leave the house or go to bed at night.
- Using candles? Never leave them unattended.
- Dispose of packaging correctly – don't advertise your brand new TV by leaving the empty box outside in broad daylight.

**Make sure your Christmas is memorable for all the right reasons!**

## £250 in cash to be won!



**How would you like to win £250 just before Christmas? Well you could!**

We have four £250 cash prizes to give away. To be in with a chance of winning all you have to do is pay any outstanding rent arrears to us by Sunday 11 December.

You will then be automatically entered into our prize draw.

And if you can pay all your arrears by Christmas Day you will enjoy a rent-free week over Christmas.

If you still have any arrears you must make a payment in the week beginning Monday 26 December (Boxing Day).

- **If you are having problems paying your rent please call us on 0121 717 1515 to see how we can help you.**



## Scrutiny Spotlight

With Janet Jackson  
Chair of the  
Scrutiny Committee



**Hi everyone,**

Welcome to the Winter edition of the newsletter.

In the last newsletter I gave you an overview of the work that the Scrutiny Committee has been doing. This included working on the SCH Cleaning Contract and working with the Voids team, who repair and re-let empty properties.

The Scrutiny Panel has reviewed all of the information gathered over the last few months. We have made several recommendations to the Board.

**For the Communal Cleaning Contract review:**

- Encourage residents to send us a text where they feel the service is not up to standard. This should be followed up by the Neighbourhood Services team
- Use the Street Champions to monitor the standard of cleaning
- Scrutiny Committee to speak to residents and carry out a satisfaction survey in three months to check standards have been maintained

**For the review of Voids:**

- Tenants should have the opportunity to view a Void during Voids works and also on completion before signing for a tenancy
- Tenant inspectors to view property when repairs are completed, to ensure it is ready for tenants
- A newsletter article about the Voids review and what new tenants can expect

We were pleased to find that both Community Cleaning and the Voids offer a good level of service. However if you do have any concerns, please send us an email or text.

Our next area of work will focus on fly-tipping, which is the dumping of waste illegally. We would like to find out:

- What types of things are fly-tipped?
- Where in our communities does it happen?
- Any of your suggestions for how we could tackle fly-tipping?

- **If you have any suggestions on how we could tackle fly-tipping or if you would like to attend the next Hot Topic, send us an email or text.**



# Councillor Hawkins spends a day with us

Councillor Ken Hawkins paid us a visit to find out more about the work we do.

The Cabinet Portfolio Holder for Environment, Housing & Regeneration enjoyed an extensive tour of our head office Endeavour House and met staff from different teams.

We were pleased to show him around Housing Options where he spent some time understanding the services that the team provide.

Councillor Hawkins got a first-hand look into the Contact Centre and found out about the kinds of calls that we receive.

His visit to Endeavour House also included a tour of Neighbourhood Services where he spoke with staff about issues such as rent arrears and antisocial behaviour.



■ Councillor Hawkins with SCH Chief of Operations, Fiona Hughes

Councillor Hawkins took a trip to our Asset Management Hub, in Chelmsley Wood, the home of our repairs and maintenance teams. He then visited the Better Living Centre at Elmdon Trading Estate where he was introduced to our Wellbeing team. He was impressed with the equipment and technology on offer which helps people live comfortably, independently and safely in their home.

Councillor Hawkins enjoyed the opportunity to learn more about the work that we do. He was impressed by the variety of services we have to offer and we were pleased he had an enjoyable visit.

## How to stay in touch



There are lots of ways in which you can now stay in touch with us:

The Contact Centre



Twitter



Facebook



Text message



Sometimes our phone lines get very busy and on these occasions your question may be answered more quickly if you get in touch through one of the other options.

We recently experienced one difficult day when our phones lines were out of action. This led to a delay until BT was able to fix the problem.

However, we were still able to help people contacting us via social media and text message.

Please sign up to our Facebook page and follow us on Twitter. We use these methods to deliver important messages and updates quickly. It's a great way for you to keep in touch with us.

## Cut out and keep

Ways to get in touch:

Text: **07781 474 722**

Email: **info@solihullcommunityhousing.org.uk**

Phone: **0121 717 1515**

In person: **Visit your local Solihull Connect**



Where to go for updates:

Facebook: **solihullcommunityhousing**

Twitter: **@solihullhousing @SchContact**

Website: **www.solihullcommunityhousing.org.uk**



# Please help us keep you safe in your home

Every so often we need you to give us access to your home. This may be to carry out planned works or to fix a problem in an emergency.

It is important when works or checks need to be done that you allow us into your home to carry these out.

You have agreed to give us access when you signed for your tenancy.

## Emergency Works

We may have to access your property because damage is being caused to your home, or a neighbour's home.

An example of this would be a water leak. We would class this as an emergency. We would make every attempt to contact you, or someone on your behalf, to let you know we need access to your property immediately.

Sometimes you may not be aware of the problem – i.e. the water leak may be coming from under the washing machine and leaking into the flat below.

Your neighbour may be suffering water penetration into their home which is causing damage to the property, their belongings and affecting the electrics.

We would need to gain access to your property urgently to investigate, identify and fix the problem.

Please think how you would feel if it was you and your neighbour refused to allow anyone in to fix the problem.

In extreme circumstances your tenancy agreement allows us to force entry to your property.



## Gas Safety Check

Every year we write to all tenants who have gas appliances in their property to arrange a gas safety check.

This is a legal requirement and we must carry out this check.

To complete this you must allow us, and our contractors, access to your home. We will always contact you in advance to arrange this.



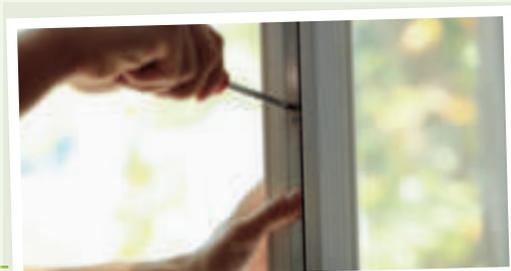
## Planned Works

Occasionally we will need to undertake planned works to your property or building.

These will include works such as replacement windows.

This work must be done to improve the quality of your home, for you and for future tenants.

Sometimes we will have to access your property to complete this work. We will contact you in advance to let you know about planned works.



## How you can help

If we contact you to ask if we can enter your property to complete necessary works, please allow us access. For

planned works and checks you can always call us to rearrange if the appointment time is not suitable for you.

If you are away from your home for more than 28 days then you, or someone on your behalf, should let us know as soon as possible. You should provide us with an emergency contact number just in case we need to speak to you urgently.

If you do not allow us in after we have given you reasonable notice we may take court action against you to gain access. If we have to take this action, you may be liable for any costs involved.

We would do everything we could to notify you before getting to this stage.

Please make sure you tell us if your contact details change. Please also tell us the details of someone we can contact in an emergency.



## Who is at my door?

If you are concerned about who is calling at your property ask to see their ID.

Our staff and contractors will always carry ID with them. If you are still in doubt, ask them to wait while you call the Contact Centre to check their details with us.



## Drugs den shut down after raid

Unfortunately when people break the law or fail to meet the guidelines laid out in their tenancy agreement we are sometimes forced to take serious action.

We recently visited a property with the Police in the Damson Wood area following reports of drug-related issues and persistent neighbour nuisance.

Evidence of drug cultivation was found and so we successfully applied for a Closure Order. This is for three months and carries a mandatory order for possession. Once the order has expired we can take the property off this tenant and look to offer it to a new tenant.

## Store joins festive campaign

Anyone doing any Christmas shopping at Argos will get a surprise if they check their receipt. On the reverse will be a message about tenancy fraud.

It also carries details about the tenancy fraud hotline in case you have information about this that you would like to share with us.

The free hotline number is **0800 028 8535**. Tenancy fraud is a crime as it stops genuine families from getting suitable housing.

## We're out and about for Mischief Week!

Neighbourhood Officers have teamed up with Neighbourhood Police to carry out checks and patrols in several areas of the borough.

Activities on these days included patrols within high rises, reassurance checks with known vulnerable residents and in areas known as antisocial behaviour (ASB) hotspots, garage checks in response to Police intelligence, park patrols and ASB Case Management visits.

The officers also visited local shops to advise owners and employees to be aware of people buying excessive

amounts of eggs and flour which have been known to be used to cause nuisance at this time of year.

The 'All Out Day' was a great opportunity to engage with the community, address current issues and bring an end to some issues. It was also an ideal time to collect information, for residents to ask questions and offer support to individuals and vulnerable people.



## Tenant admits fraud

A former SCH tenant was forced to hand back the keys after she admitted not living at the property following a fraud investigation.

Checks were made when she submitted a right to buy application for her home. Enquiries revealed that her main home was in fact a property in Staffordshire.

Her son had been living in the property which is against the terms of the tenancy agreement.

Fiona Hughes, Chief of Operations at SCH, said: "Tenancy fraud of any kind is something we treat very seriously. Every case of this type is preventing a family with genuine need from living in one of our homes. Anyone proven to be committing tenancy fraud is likely to lose their home."

Councillor Ken Hawkins, Cabinet Member for

Environment, Housing and Regeneration, said: "It is unfair for families on our housing register to be cheated out of a home by people abusing the system.

"I'm encouraging residents to let us know if they suspect anyone not being honest about their tenancy arrangements."

Anyone wishing to report somebody suspected of subletting their home or not living in the property themselves can call the confidential Tenancy Fraud hotline for free on 0800 028 8535.

There is a £250 cash reward for anyone supplying information that may lead to a property being recovered.



# What is the benefit cap?

The cap is the maximum amount of money you can receive if you are on benefits. The revised capping levels which started on 21 November are:

- £20,000 per year for a family
- £13,400 per year for a single person

This means that a household combined income from the main 'out of work' benefits (plus Housing Benefit and Child Tax Credit) will be capped at:

- £384.62 per week for couples and lone parents
- £257.69 per week for single adults



## Who isn't affected by the cap?

The cap will not apply to you if you or your partner receive any of the following:

- Working Tax Credit
- Attendance Allowance
- Disability Living Allowance
- Personal Independence Payments
- Employment and Support Allowance (support component)
- Industrial Injuries Benefit
- Armed Forces Compensation Scheme or war disablement pension
- Armed Forces Independent Payment
- War Widows or War Widowers Pension
- Carers Allowance
- Guardians Allowance

If you think the cap doesn't apply to you call the benefit cap helpline 0845 605 7064 or textphone 0845 608 8551.



The helpline is open Monday to Friday 8am to 6pm.

## How can I get help and support to return to work?

Contact the Job Centre Plus on 0345 604 3719 or go online at [www.gov.uk/moving-from-benefits-to-work](http://www.gov.uk/moving-from-benefits-to-work)

- If you would like to know what local support is available please contact Solihull Council Financial Inclusion Team on 0121 704 6202 or [localwelfareprovision@solihull.gov.uk](mailto:localwelfareprovision@solihull.gov.uk)

# Helping you through Universal Credit

## Getting a bank account

To receive Universal Credit you will need a bank account for your benefits to be paid into. You will then be able to receive payments, pay bills and withdraw cash for free.



Or you could open a Credit Union Account. Advance Credit Union covers Solihull. Find out more about their services by phoning 0121 350 8883.

## Getting help with debt

It is easy to get into difficulty with money and build up debt. This can happen if you lose your job or build up large credit card debts.



Others borrow money from people not connected to a bank or credit union. The loans can often have high interest rates. Call our Money Advice Team on 0121 717 1515 and speak to someone in confidence.

## Get budgeting

Paying your rent along with things such as bills, food and



petrol can often be difficult when money is tight. It is easier to meet these payments if you budget properly.

If you are on Universal Credit all your benefits will be paid as a monthly sum. You will then need to make this money last for a whole month.

Budgeting will help you do this. Our Money Advice Team can help you with this. Just call them on 0121 717 1515.

## Getting into work

If you are out of work joining a work club can help you find a job. They can help you write a CV, complete a job application form and even gain some important tips to help you through a job interview.



To increase your job prospects call the Employment and Skills Team on 0121 704 8076.

## Getting healthier

There are lots of reasons to try and live a healthy lifestyle. It gives you more energy, makes you feel good about yourself and increases your mobility.



You are likely to live longer and the additional benefit of being healthy is that it could save you money.

Do you smoke? If so and you want to kick the habit then call the free advice line on 0800 015 8512 to learn about stopping.

## Getting online

If you are not online you're missing out. Last year seven million jobs were advertised on the internet.



Being online also means you can pay your bills, find the most competitive utility prices and shop all from your own home.

It may be possible to buy a refurbished computer from the charity ReCOM. They even offer free training so that you can learn how to go online or boost your skills.

For details call ReCOM on 0121 663 0335.

- For more information visit the website [www.solihull.gov.uk/supporttosuccess](http://www.solihull.gov.uk/supporttosuccess)



# Window restrictors

All of our windows are tested, approved and fitted to the highest of standards.

If you have children under the age of 10, and live in a high rise building, we can provide you with an extra window restrictor for additional peace of mind.

This is a child safety device that restricts how far you can actually open a window.

If you live in a high rise and would like these for your windows then call us on 0121 717 1515 and we will fit them for you free of charge.



# Need help to get back into work?

The Skills for Jobs service based at Chapelhouse Road, Chelmsley Wood could be the team to help you.

They offer a friendly and informal service to help you get back into work, training or volunteering.

Skills for Jobs can give you the tailored support you need, including:

- information and advice on career planning and training
- effective action planning
- job searching on the internet
- CV preparation

- cover letter writing and job applications
- interview preparation

The team can also help you overcome other things that may be stopping you from moving into work or training.

- For more information and to see if they can help you contact a Skills for Jobs Adviser. Call 07825 414 372 or email [yvonner@colebridge.org](mailto:yvonner@colebridge.org)

Find out the latest news at Skills for Jobs by following them on Facebook: [facebook.com/skillsforjobs](https://www.facebook.com/skillsforjobs)

# Hire one of our halls

If you're planning a party, community event or fitness class then get in touch to see if one of our halls are available.

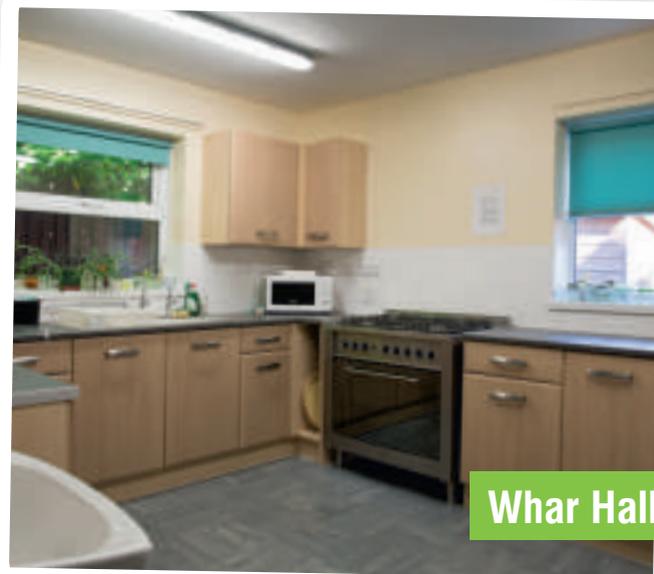
## Our halls are:

- Auckland Hall, 25 Sunbeam Close, Smith's Wood B36 9JR
- Whar Hall, Whar Hall Road, Solihull B92 0PG
- Crabtree Hall, Crabtree Drive, Chelmsley Wood B37 5BU

They cost only £12 per hour (including VAT).

All the halls are available between 9am – 10pm and all have a kitchen, toilet facilities, disabled access and parking.

- For more information or to make a booking please email [facilitiesman@solihullcommunityhousing.org.uk](mailto:facilitiesman@solihullcommunityhousing.org.uk) or call 0121 717 1515.



Whar Hall

Whar Hall



Crabtree Hall



# Repairs... easy as 1,2,3

In the Summer newsletter we asked for your views on repairs priorities. Our proposal was to reduce the number of priorities down to three. This will make it simpler for you as a customer and to simplify our computer systems.



## The three priorities are:

1. Emergencies – major water leaks, loss of power, damaged external doors or windows, serious roof leaks or where there is danger to life, limb or property



2. Appointments – such as general repairs, toilet not flushing, tap washers, loose skirting boards, window catches, floor tiles etc
3. External planned works – such as fencing, paths, external walls, guttering, down pipes, rendering etc

During the last few months we have been talking to tenants to get their views. We have:

- Held a Hot Topic meeting
- Carried out surveys in our Coppice Way office
- Sent out a survey to members of our Solihull

**100+ (a group of tenants we contact three of four times a year with a survey about our service).**

The results were overwhelming with 96% agreeing that we should only have three repairs priorities.

Customer views will be included in a report which will be presented to the Board for approval.

Thank you to everyone who took part and gave their views. Congratulations to Ms Potter from Solihull, who was the winner of the £20 Love to Shop voucher for returning the survey from the Summer newsletter.

## Out and about in Solihull

Here's your regular update from our Engagement Officers, Jill and Mandy.

### Rate and review – online customer satisfaction tool

We will soon be introducing a new online tool that will allow you to give us your opinion on our services. Some of our customers gave it the thumbs up when they put it to the test at a recent Hot Topic event.



### Allocations policy

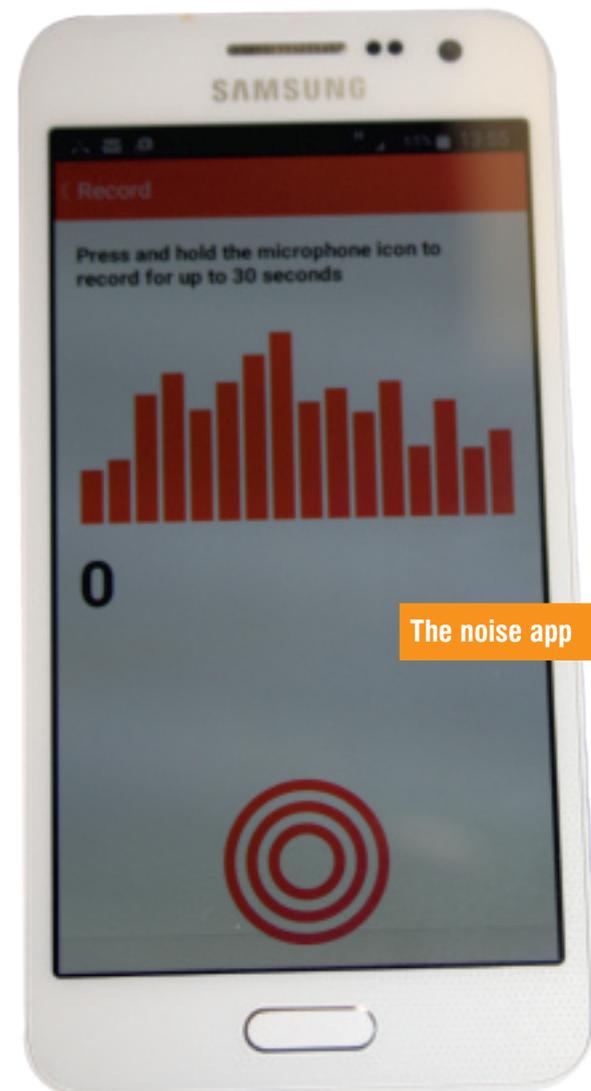
We have been reviewing the way we allocate homes. People who have recently moved have been helping us with this by telling us what they thought of the process.

### A different way to report noise

Normally if someone calls to report noisy neighbours we ask them to complete log sheets to keep a record of when the noise takes place. We have been testing a noise app for people who have a smartphone. The app allows you to record noise and send it directly to us.

We will soon be offering this to people when they report noise nuisance to us. Thank you to everyone who has helped us with the testing.

- If you would like to get involved please call 0121 717 1515 and ask to speak to Jill or Mandy.



The noise app



# Insulation project is a wrap at Grandys

We recently completed a major external wall insulation project at Grandys Croft in Chelmsley Wood.

The overcladding operation was carried out by Norfolk firm Beattie Passive using a modern 'Retrofit' design that completely encases the three-tier building, keeping the heat in and the cold out.



Teams from Beattie Passive and SCH gather at Grandys Croft to celebrate the successful end of the project

The residents in the six flats can still open and close their windows but the new insulation means that their homes will be more economical to heat in the future.

A team from Coventry University were also involved in the project by installing monitoring equipment to compare energy usage before and after the work.

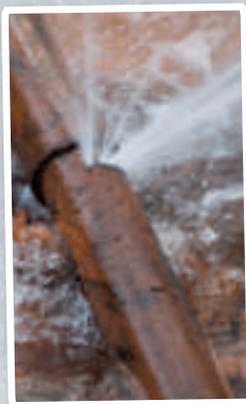
Once the work was complete local community gardeners Gro-Organic helped landscape the communal gardens with new plants.

Other benefits of the work include:

- Residents able to remain in own homes while work was carried out
- Residents living in healthier living environment
- Reduction in CO2 emissions

## Help with a burst pipe

Although most of the pipes in our homes are well insulated they can still freeze and burst during very cold spells. If you do have a burst or notice any signs of leaks or flooding:



- Turn off the water supply at the stop cock
- Fully turn on all taps as quickly as possible to drain the system
- If you find where the leak is bind it tightly with a towel and place a bowl or other container to catch any drips
- If the water is likely to come into contact with electrical fittings switch off the electricity supply

■ Call 0121 717 1515

## Our Winter top tips

We've put together some ideas to help you prepare for the chilly season ahead.

- Keep internal doors closed to stop draughts.
- Have at least one hot meal and hot drinks throughout the day.
- Close curtains at dusk.
- Keep your heating at 21°C and keep it on overnight.
- Make sure your home is well insulated and your boiler has been serviced.
- Have your electric blanket serviced at least every three years.
- Make sure you claim all the financial support you can to help with heating bills.
- Dress in plenty of layers and wear warm shoes or boots with non-slip soles.
- Keep a mixture of salt and sand handy to put on steps or paths in icy weather.
- Keep simple cold, flu and sore throat remedies in the home.
- Follow up your GP's invitation to have a flu jab.
- Order repeat prescriptions in plenty of time, particularly if bad weather is forecast.
- Ask your local pharmacy if they offer a prescription pick-up and delivery service.
- Keep basic food items in the cupboard or freezer in case it's too cold to go shopping.
- Eat healthily and keep as active as possible.
- Keep a torch handy in case you lose power. If there is a power cut, call 105 for free to get help and advice.
- Keep a list of emergency numbers, such as your utility companies, by your phone.
- If you need help call the Winter Warmth Helpline on 0121 704 8080. You can also request a free temperature/information card, packed full of information and tips, to monitor your indoor warmth.



# Rent Calendar 2017/18

This calendar shows your rent due dates for 2017-18. We will write to you in March telling you what your 2017-18 charges are. If you claim Housing Benefit you will also receive a letter from Solihull Council, Revenues Team telling you your entitlement for 2017-18. If you pay your rent by Direct Debit we will send another letter with details of your instalments due for the year ahead. Note: We now only supply rent cards on request.

Your rent is due weekly but if you prefer to pay fortnightly, you should pay on weeks in blue.

| Week No. | Date     | Payment Made | Week No.   | Date   | Payment Made                         |
|----------|----------|--------------|--|--------|--------------------------------------|
| 1        | April 3  |              | 27   | Oct 2  |                                      |
| 2        | April 10 |              | 28   | Oct 9  |                                      |
| 3        | April 17 |              | 29   | Oct 16 |                                      |
| 4        | April 24 |              | 30   | Oct 23 |                                      |
| 5        | May 1    |              | 31   | Oct 30 |                                      |
| 6        | May 8    |              | 32   | Nov 6  |                                      |
| 7        | May 15   |              | 33   | Nov 13 |                                      |
| 8        | May 22   |              | 34   | Nov 20 |                                      |
| 9        | May 29   |              | 35   | Nov 27 |                                      |
| 10       | June 5   |              | 36   | Dec 4  |                                      |
| 11       | June 12  |              |  37 | Dec 11 |                                      |
| 12       | June 19  |              | 38   | Dec 18 |                                      |
| 13       | June 26  |              | 39   | Dec 25 | <b>No rent due unless in arrears</b> |
| 14       | July 3   |              | 40   | Jan 1  |                                      |
| 15       | July 10  |              | 41   | Jan 8  |                                      |
| 16       | July 17  |              | 42   | Jan 15 |                                      |
| 17       | July 24  |              | 43   | Jan 22 |                                      |
| 18       | July 31  |              | 44   | Jan 29 |                                      |
| 19       | Aug 7    |              | 45   | Feb 5  |                                      |
| 20       | Aug 14   |              | 46   | Feb 12 |                                      |
| 21       | Aug 21   |              | 47   | Feb 19 |                                      |
| 22       | Aug 28   |              | 48   | Feb 26 |                                      |
| 23       | Sep 4    |              | 49   | Mar 5  |                                      |
| 24       | Sep 11   |              | 50   | Mar 12 |                                      |
| 25       | Sep 18   |              | 51   | Mar 19 |                                      |
| 26       | Sep 25   |              | 52   | Mar 26 | <b>No rent due unless in arrears</b> |

 £200 prize draw  4 x £250 Christmas draw winners

You will be automatically entered into our prize draws if you have a clear rent account at that time.





|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| H | N | Y | Y | O | O | Q | S | S | B | C | N | L | Y | T |
| Z | Z | W | C | Q | L | N | A | G | B | F | K | O | Z | E |
| R | W | B | I | I | O | M | H | O | K | H | P | I | E | S |
| W | I | N | W | W | T | H | F | K | V | T | U | Z | L | H |
| H | J | X | Y | S | B | H | S | C | B | K | T | I | P | C |
| I | A | O | I | B | H | Q | H | H | N | L | O | A | L | H |
| T | T | R | C | V | U | T | V | Q | H | N | C | J | H | P |
| E | H | H | T | X | B | A | L | I | M | C | Q | U | L | K |
| C | G | P | C | M | F | E | R | T | E | D | L | O | C | K |
| D | A | J | Z | H | H | R | X | V | P | A | Z | A | E | X |
| N | E | O | Q | D | E | H | O | L | Y | E | H | Q | Y | S |
| G | I | N | G | C | Q | E | U | S | C | X | P | X | W | L |
| V | Y | T | D | Y | J | O | S | P | T | P | J | X | H | Y |
| S | G | J | Q | Z | H | I | B | E | R | N | A | T | E | R |
| U | N | Z | T | S | S | X | W | P | I | N | B | L | Y | J |

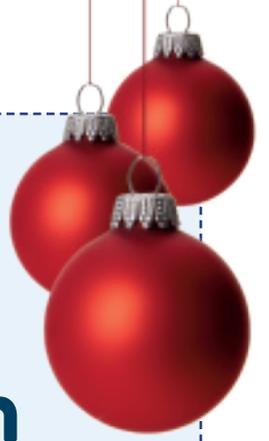
# Kids Competition: Winter Wordsearch

Find the eight Winter words in the grid and you could win one of four £10 gift vouchers. Once you have found all eight words cut out and send your entry, with your name and address to: Newsletter Competition, Solihull Community Housing, Endeavour House, Meriden Drive, Solihull B37 6BX or email your entry to

[info@solihullcommunityhousing.org.uk](mailto:info@solihullcommunityhousing.org.uk)

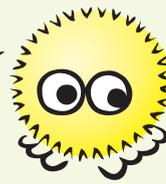
Closing date: Friday 27 January 2017.

|              |                  |            |
|--------------|------------------|------------|
| <b>Frost</b> | <b>Christmas</b> | <b>Hat</b> |
| <b>Snow</b>  | <b>Hibernate</b> | <b>Icy</b> |
| <b>White</b> | <b>Cold</b>      |            |



## Find me and win

What page can you find me on?



## Win £25 in shopping vouchers!

Find our hidden yellow fuzzy bug on one of the pages in this newsletter.

Email your answer, name and address to [info@solihullcommunityhousing.org.uk](mailto:info@solihullcommunityhousing.org.uk) by Friday 27 January 2017.

We will put all correct entries into a prize draw - if your entry is picked, you're the winner.

Please note we will use your email address to contact you in the future.

Winners names will be published in the next issue.

## Winners from the last issue

Many congratulations.

### Find the bug competition winner

- Miss C Booker from Chelmsley Wood

### Kids spot the difference winners

- Sienna King from Chelmsley Wood
- Quinton Williams from Smith's Wood
- Dillon Roche from Chelmsley Wood
- Alfie Lewis from Kingshurst

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## To get in touch:

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Website: [www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk)



Protecting your personal information: We promise only to use your information strictly within the Data Protection Act 1998. If you supply your email address we will use it to contact you in the future.