

# News



**Well done Wellbeing!**

**Full story Page 9**

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



**We're in the money! - Prize draw winners revealed... Page 3**



**We're working with the police over bike menace... Page 5**

## Rent Calendar 2016 - 2017

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.
1	April 4		22*
2	April 11		23

**Handy cut out and keep rent account calendar... Page 7**



# A message from Fiona

**Hello and welcome to the summer edition of the SCH newsletter for tenants and leaseholders. It's full of features which I hope you find interesting.**

As with all local government organisations we are having to work in increasingly challenging times.

The demands on the services we provide are greater than ever before but we continue to strive to meet the high standard you have grown to expect from us over the past 12 years.

SCH remains committed to improving the quality of our homes, building new ones when possible, and providing the additional support services that our customers rely on, such as our Money Advice Team.

Our Board are very important to us as they make key decisions that help to influence the

direction in which we move as an organisation. Our Board has a total of 12 members, four of whom are tenants or leaseholders.

Dr Ashley Lane has been reappointed as chairman for another year and we have a new vice chair, Patricia Smith. I am looking forward to working with them both in the coming year.

We are currently recruiting new tenant board members. Call us on 0121 717 1515 if you would like to find out about this opportunity.

I am always keen to hear the thoughts of our customers. Perhaps you have ideas on how we can improve on what we do? Just let me know, I'll be delighted to hear from you.



**Fiona Hughes**  
Chief of Operations

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

## Cut out and keep Text Service

We try to make it easy for you to contact us in as many different ways as possible.

You will already know you can call our contact centre on **0121 717 1515**.

But did you know you can also text us too? And if you text us on **07781 474 722** we will respond to your query by text as well.

Please remember to include your name and address in the text message.



You can contact us by:

- Phone: 0121 717 1515
- Text: 07781 474 722
- Typetalk: 18001 0121 717 1515
- Email: [info@solihullcommunityhousing.org.uk](mailto:info@solihullcommunityhousing.org.uk)
- Website: [www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk)
- Facebook: [/solihullcommunityhousing](https://www.facebook.com/solihullcommunityhousing)
- Twitter: [@solihullhousing](https://twitter.com/solihullhousing)

## We're ringing the changes!

**You may have noticed that we now have a new phone system in place for answering your calls.**

When you now ring the contact centre you can choose who you would like to speak to from one of five options:

1. Rent accounts
2. Housing Options/  
Homeless Service
3. Aids & adaptations/  
SCH Wellbeing
4. Repairs
5. All others

By choosing the best option for you, you will be put straight through to a specialist call handler who will be able to help you.

This will reduce the need to refer you to other teams. These changes will improve your experience by reducing your waiting time when you are on the phone to us.

**Our number remains the same –  
0121 717 1515**



# Rent first pays off for our winners!

**Kingshurst mum of two Sarah is the lucky winner of our annual £500 prize draw.**

Sarah pays her rent by direct debit. As her account was up to date she was automatically entered into our prize draw.

Sarah told us that she's looking forward to paying off a few bills and treating the children.

Our latest quarterly draw was won by Mr and Mrs Chance from Shirley who were delighted to receive £200 which they planned to put towards their spending money on a summer holiday.

We hold a £200 prize draw every quarter and a £500 bumper draw at the end of the financial year.

All tenants with an up to date rent account are automatically entered.



**£200 Winner**

**£500 Winner**

## Keep an eye on your inbox!



From next month we will be emailing you a regular news bulletin called 'SCH Insight'.

This will allow us to share information more frequently with all our tenants and leaseholders.

You will get to hear news more frequently and there may be things in SCH Insight that we are unable to feature in this newsletter.

If we have your email address then you will automatically receive this new service – there's no need for you to do anything.

If you have an email address but we don't know it then please tell us to ensure you don't miss your copy of SCH Insight.

Please give us a call on 0121 717 1515 with your email address so we can update our records.

We plan to email out the first edition of SCH Insight in the next few weeks. We hope you enjoy receiving it and we'll be delighted to hear what you think.

## We have empty properties available

**We are looking for tenants for a small number of empty properties we currently have.**

They have already been offered to people on our waiting list but are unsuitable for many of our applicants. Because of this we are looking to increase the range of people we can offer these to.

Do you know someone who works in Solihull but does not live here? Do they want to live in Solihull closer to their workplace? If they have a local connection i.e. working in Solihull then they may be eligible.

The properties we have available are mainly in the north of the borough around Chelmsley Wood, Kingshurst and Smith's Wood. We currently have:

- **2-bed high rise properties** – These have a concierge and CCTV entry system, fitted kitchens and bathrooms. Some have Biomass heating systems which give hot water and heating on demand, others have storage heating.

- **3-bed low rise flats** – These are in Kingshurst and have intercom door entry systems, fitted kitchens and bathrooms, double glazing and gas central heating.
- **Studio properties** – These are in the south of the borough and consist of a combined lounge and bedroom. These are available to people aged 50+.

The 2 and 3-bedroomed properties are for family accommodation. However, we can consider single people looking to share a property with friends.

We would like to be able to rent these properties as soon as possible. The rent we collect on all of our properties helps us to maintain our current housing stock and fund improvements or new build projects in the future.

■ To find out more please call one of our advisors on 0121 717 1515.



# Are you waiting to move home?



If you are on the waiting list for a property you will be aware that we run a 'choice based lettings' scheme, where you bid on properties that you are interested in living in.

During recent surveys with people who viewed our properties, some people told us they feel they have to bid and view properties on a regular basis.

They thought they needed to do this to stay on the list or to increase their chances of getting to the top of the list.

This is incorrect. All it does is waste your time, as well as the staff member's time showing you a property you do not wish to live in.

We only want you to bid on properties you like in an area that you want to live in.

We accept that not all properties viewed will be taken.

## How it all works

When people bid on a property, the person/people selected to view are either;

- In the highest band out of all those who have bid
- If several people are in the same band, priority will be given to the person who has been on the register the longest

The purpose of bidding is that you choose to view a property in an area you want to live in.

## What should you do if you want a property?

- Only bid on the type of property that you want to live in
- Only bid on a property in an area that you want to live

■ If you see a property advertised that you are interested in but have a question about, please ring us first on 0121 717 1515.

## Summer invasion is not always welcome

At this time of year we can sometimes receive unwanted visitors such as wasps.

It is easier to keep pests away than to get rid of them once they have settled into your home.

A few simple precautions can help keep them at bay:

- Clean spillages as they occur
- Properly seal food, place in a suitable container and keep on high shelves
- Sweep up crumbs from work surfaces and the floor
- Bag up and take out rubbish regularly

During this time of year some people find wasp nests by their home. Ants, insects and bigger rodents are also a problem during hot weather.



SCH Better Places now manage the Council's pest control service. It offers a professional service at competitive prices.

SCH Better Places can get rid of:

- Rats and mice
- Squirrels
- Wasps and hornets
- Ants
- Fleas
- Bedbugs
- Cockroaches
- Beetles



■ If you have a problem call SCH Better Places on 0121 779 8900 – Please note there are no price concessions with this service.

## Get on Board with SCH!



Could you be our next Tenant Board Member?

### Our Board members:

- Help improve services for our tenants
- Connect with the local community
- Learn new skills

To find out more please call 0121 717 1515



# We're putting the brakes on local quad bike riders

We have been working very closely with Solihull Police to tackle the growing problem of quad bikes and off road bikes.

There are many problems surrounding these bikes, including:

- They are often not insured
- Not taxed
- Driven in a dangerous or aggressive manner
- Not roadworthy
- Underage riders
- Ridden in parks and public spaces often digging up the grass
- They are often used in drug related crimes

We receive many calls to our ASB Hotline with tenants and leaseholders complaining about this problem.

When we have accurate information we can follow this up, working alongside the police.

We recently supported the police on a raid in Kingshurst from which a total of six quad bikes, off road bikes and mini-motos were removed from the property.

■ If you have information that may help us achieve more successful results such as this, please call our confidential ASB Hotline on 0121 717 1500.



**POLICE LINE • DO NOT CROSS • POLICE LINE • DO NOT CROSS • POLICE LINE • DO NOT CROSS**

## Partnership working helps reduce crime

We are now working more closely than ever with Solihull Police to address issues you raise with us.

One of the most effective ways we now do this is by attending the Local Partnership Solving meeting.

This brings together a number of local groups to look at the best ways to tackle any local issues, including:

- Crime, including drugs
- Antisocial behaviour
- Environmental issues

These meetings are attended by staff from:

- Solihull Police
- Solihull Council
- Solihull Community Housing
- Early Help
- Other housing groups
- Local neighbourhood co-ordinators

Since meeting on a regular basis for the past few months the Local Partnership Solving group has achieved a number of positive results.



### A Local Partnership Solving meeting.

The group adopts a proactive approach which enables it to address any issues before they get too serious.

All group members are given tasks at the end of each meeting with feedback then delivered the next time they meet.

By working closely in partnership with other organisations we are able to respond to any concerns you may have more efficiently.

■ Remember you can use our ASB Hotline on 0121 717 1500 to report any problems you may have.

## Drugs found in police raid

We recently obtained possession of a property in Chelmsley Wood as a result of drug offences committed at the address.

Birmingham County Court granted SCH possession of 21 Mansfield House in Chelmsley Wood at a hearing on 25 April after an application was made under the Housing Act 1988.

A Closure Order had already been obtained for the property on 5 January after West Midlands Police found drugs and drug related paraphernalia at the address.

Since then entry to the property has been prohibited.

This is the first possession order obtained on mandatory grounds by SCH since new legislation was introduced in October 2014. This means if a tenant is convicted of a criminal offence the housing provider can seek immediate repossession and the Civil Court Judge must grant it.

Fiona Hughes, Chief of Operations at SCH, said: "This is a really positive outcome for Solihull Community Housing as it perfectly illustrates the benefits of this new legislation.

"No longer will people be able to commit crimes and still retain a council property. We will now begin the process of reallocating the property to new tenants."



# A gas service will keep you safe in your home



**If you have a gas supply then by law it is our duty to carry out an annual safety check on your fire and boiler.**

You will receive a letter from our contractors, the Dodd Group, asking to visit your home to service your appliances.

Under the terms of your tenancy agreement you must let them into your home to do this work. The gas contractors will always have photo ID to show you when they call.

Your fire and boiler must be serviced every year to make sure they are working safely.

If this does not happen they could eventually become dangerous and give off poisonous gases such as carbon monoxide. This can kill.



If your gas service is carried out on the first visit to your home you will automatically be entered into our quarterly prize draw – you could win a £50 shopping voucher!

To make sure you don't miss out please respond straightaway to any letters you receive about gas servicing.

## Are you a leaseholder?

**If you are a leaseholder it is your responsibility to have your gas appliances serviced. You can book the Dodd Group to do this. Their current charge is £58.32.**

**You can book your service on 0800 954 6978.**

## Fire Safety

**We are working with West Midlands fire service to improve fire safety in your homes.**

The fire service are offering a **FREE Safe and Well** visit to check your home and give fire safety advice along with general information on keeping safe.

They may also fit free smoke alarms if required.

The visit is carried out by fire fighters and on an appointment basis.

- To find out if you qualify for a free Safe and Well visit or if you would like an information pack please call: 0800 389 5525.



**WEST MIDLANDS FIRE SERVICE**

## Tree Maintenance

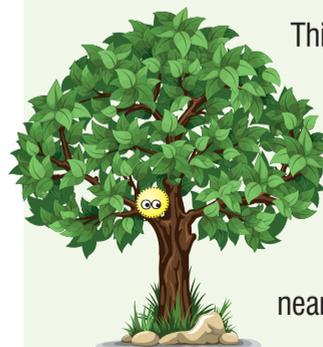
**Solihull is a beautiful green place, and we would all like to keep it that way.**

To help do this a survey has been carried out to check the health and condition of over 20,000 trees that we are responsible for.

A five-year programme of work to look after and maintain them started this month. In the first two years work will focus on areas where lots of maintenance work is needed.

All other work will take place over the following three years.

Any trees that were hazardous when the survey was carried out have already been dealt with.



This project will maintain the health of the trees. There may be some conifer trees near your home

that we may contact you about, which need cutting back or removing.

To avoid upsetting birds and wildlife, trees will be cut down between September and February.

This programme of work has now been agreed and this timetable must be kept to.

If you do wish to plant trees, there are a number of things to consider. You should:

- Contact us to make sure it's ok to plant a tree. We can also give you advice on the type of tree most suited to your garden
- Choose a tree that generally grows no higher than six feet
- Make sure the tree is not harmful to people or animals, we can help you with this

- If in doubt, get in touch with us on 0121 717 1515.



# Rent Calendar

## 2016 - 2017

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

 £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.



# Repairs - what difference does a day make?

We carry out 54,000 repairs a year. To help us do this as efficiently as possible we are proposing to make two important changes to the way we do things.

1. Simplify the way we prioritise repairs
2. Extend appointment times so it is easier for you to get an appointment at a time that suits you

We currently have six repairs timescales. We are proposing to reduce this to two.

These will be:

- **24 Hours** – and job to be completed in one working day. This will be for jobs such as total loss of power, unsecure external window or door or a major leak.
- **Appointment** – for all remaining repairs.

For your chance to win a £20 Love to Shop voucher please give us your views on these proposals by completing our short survey.

You can also do this on our website at [www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk)



## Tell us your views and you could win a Love to Shop voucher!



Before we look further at the proposals for change, we want your views on what is important to you when booking a repair.

We will always respond to emergencies such as no power, major leak etc within one day, but with general repairs what is most important to you.

Please tick your **top two** priorities.

How fast the repair is done

That you are given an appointment

That the repair is done at a time convenient to you

That you could have a repair after 5pm

Is there something else you would like to add? Please tell us

.....  
 .....  
 .....

Name: .....

Address: .....

Email address: .....

Contact no: .....

Please cut out and send to: Solihull Community Housing, Repairs Survey, Endeavour House, Meriden Drive, Solihull B37 6BX by Friday 5 August 2016.



# Get yourself in gear with The Cars, Big Local



The Cars, Big Local

The Cars, Big Local group was created in 2012 with the aim of creating more things to do for people living around the Cars area of Smith's Wood. The Cars took its name from a network of streets named after cars such as Rover Drive.

The group has been awarded lottery funding and has around £1million to invest in the area over a 10-year period. A group of local residents are responsible for spending this money in a way that will benefit as many local people as possible.

The group likes to get residents involved in a variety of ways such as running groups and volunteering at events. Fun Days are held twice a year and Car Boot sales are held at various times of the year.

Auckland Hall on Sunbeam Close is the focal point for a number of local clubs and groups, staging activities such as:

- Boxing • Music
- Stitch and Knit
- Drama • Dance



The Cars, Big Local recently carried out a big clean-up around the hall with the help of local council park rangers.

The Cars, Big Local are always looking to introduce more groups to Auckland Hall and they hope to launch Stay and Play and Bingo soon. There are even plans for a gardening group!

If you want to learn more about The Cars, Big Local pop in to Auckland Hall on a Thursday 2pm – 4pm. You'll be sure of warm welcome and a cuppa. It's a great way to find out more about the group.

■ If you would like to hire Auckland Hall please call us on 0121 717 1515 or visit our website.



# Wellbeing Service

SCH Wellbeing helps older and vulnerable people live happy lives in their own home.



The Wellbeing Service offers a tailored Safe and Sound service to support people with different needs and requirements.

We understand the needs of the customer and offer a tailored service to suit each one. The basic Wellbeing care package involves a weekly welfare phone call to check things are ok.

This is also a great chance to talk about any issues you may have. The Home Support service then goes right through to daily home visits for those customers with the greatest need.

Starter guide to Wellbeing	Service Level 1	Service Level 2	Service Level 3
24-hour alarm monitoring centre	✓	✓	✓
We will contact your nominated family member or friend in the event of an emergency	✓	✓	✓
Weekly welfare check by phone and respond to any issues you raise.	✗	✓	✓
We will provide a responder service in the event that your nominated contacts are unable to attend if you press your alarm, 24 hours a day, 7 days a week.	✗	✓	✓
A tailored support package designed to help people with a variety of issues to help improve quality of life including home visits twice a month and referrals where necessary	✗	✗	✓

## Trusted Assessors

SCH Wellbeing has a team of dedicated trusted assessors trained to identify risks and hazards around your home. By visiting your home they can help to prevent trips or falls by highlighting dangers such as:

- Trailing cables and wires
- Loosely fitted carpets
- Uneven rugs

If the trusted assessors recommend some work is carried out to remove these hazards this can be done through the Wellbeing Handyperson Service.

If any essential work is necessary to make the home safer we can arrange for this to be carried out within four days of our visit.

## Pendant alarms

Our easy to use pendant alarms are worn around your neck or wrist. It offers peace of mind to you and your family 24 hours a day, seven days a week. You can even wear it in the shower.

Once the alarm base unit is installed in your home, a quick push on the pendant button will connect you to a highly trained operator. It will even know if you need help if you have a fall or accident outside in the garden.

The operators will be able to speak to you via the loudspeaker and having found out the problem they will be able to get you the help you need, including sending someone out to assist you if required.

## Handyperson Service

Most of us need a helping hand around the home from time to time. If that includes you then our Handyperson service may be of interest. Our Handyperson can help with basic repairs and jobs.

All jobs are charged on an hourly basis and prices start from just over £10 for half-an-hour.

If you have a job for the Handyperson call us on 0121 717 1515 or go to our website at [www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk)

## Awards success

Wellbeing officer Becky McGann scooped the 'Beyond the Call of Duty' trophy at this year's Solihull Together for Better Lives awards.



Becky received the award for her prompt response that helped to save the life of one customer.

Becky was the on-call duty officer one Sunday when a man pushed his community alarm pendant. When she arrived the man was very ill and Becky called 999.

The medical team told Becky the man's heart rate and blood pressure were so high that he would probably suffer a heart attack if he was not taken to hospital straightaway.

The man spent 10 days recuperating and after leaving hospital immediately contacted Becky to say how grateful he was to her.

It's the second year running SCH Wellbeing have been successful at the Solihull Together Awards, which are held to recognise the outstanding work of individuals and organisations in the borough who support older and vulnerable people.



Becky McGann (with trophy) and colleagues from the SCH Wellbeing service after receiving the 'Going Beyond the Call of Duty' trophy at the Solihull Together for Better Lives Awards.

■ For further details of any of the services shown on this page call us on 0121 717 1515.



# Scrutiny spotlight: Making things better together

Our Scrutiny Committee gives tenants and leaseholders the chance to look at our decisions, performance and conduct. Scrutiny is about tenants working together to look at issues and put forward ideas for improvements based on what they find.

Scrutiny Committee chair Janet Jackson said that she has never looked back since joining the Scrutiny Committee. When asked what she enjoys about being a Scrutiny member, she says: "Everything! I love getting involved, seeing things get done, knowing the changes that Scrutiny can make for tenants, staff and SCH."

Janet joined the Scrutiny Committee several years ago because she wanted to get more involved and help improve the service we provide to tenants

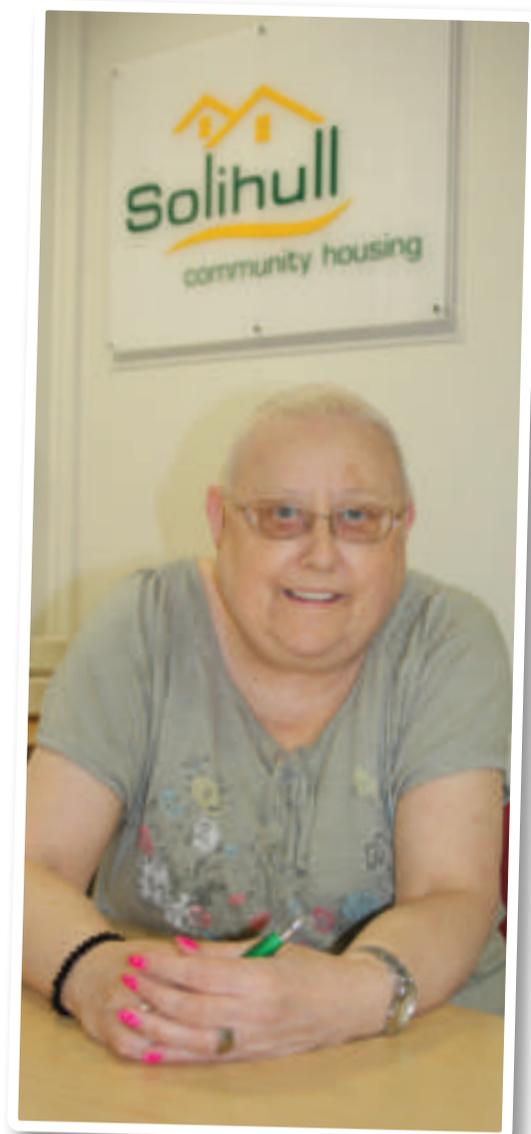
She said: "Tenant Scrutiny often starts with questions about performance information or a

complaint received. We might look at a complaint and decide to look at it in more detail, or look at an area which isn't running as smoothly as we would like.

"Once we have decided what to look at, a member of staff may give us a presentation to help us understand what's happened, or we may talk with staff to get more information."

Janet adds: "It's Scrutiny's role to ask questions on behalf of tenants' interests. It's about calling the organisation to account and looking out for tenants, and making SCH better. Our recommendations are then discussed by the SCH Board."

Janet will be writing a regular column keeping all tenants informed of the work of the Scrutiny Committee, starting in our next edition in the autumn.



Scrutiny Chair, Janet Jackson

## Come and join us as a street champion!

### Do you take pride in the area you live?

Would you like to keep it looking as tidy as possible?

If the answer is yes, then why not consider becoming one of our street champions?

Street champions give us a quick call if they spot any problems on the streets near where they live, including things such as:

- Litter
- Fly-tipping
- Graffiti



■ If you would like to find out more about becoming a street champion please call us on 0121 717 1515.

## Do you need a garage?



We currently have a number of empty garages available to rent.

Garages can be used to house your car or for general storage. They are useful for storing those things that you can't store in a flat or prefer to store in a shed.

They were originally meant for cars - which were a lot smaller in the 60s and 70s. However, they are still big enough to house the smaller cars of today.

We also have a number of new, larger garages in Sheepclose Drive and Blair Grove.

These are almost all let at the moment but you can still apply now to rent one of these in the future.

Waiting lists do vary from site to site. Send us your application and we will see what we have to offer you.

Application forms can be picked up from a Connect office or downloaded from our website at [www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk).



# Makeover transforms bungalows

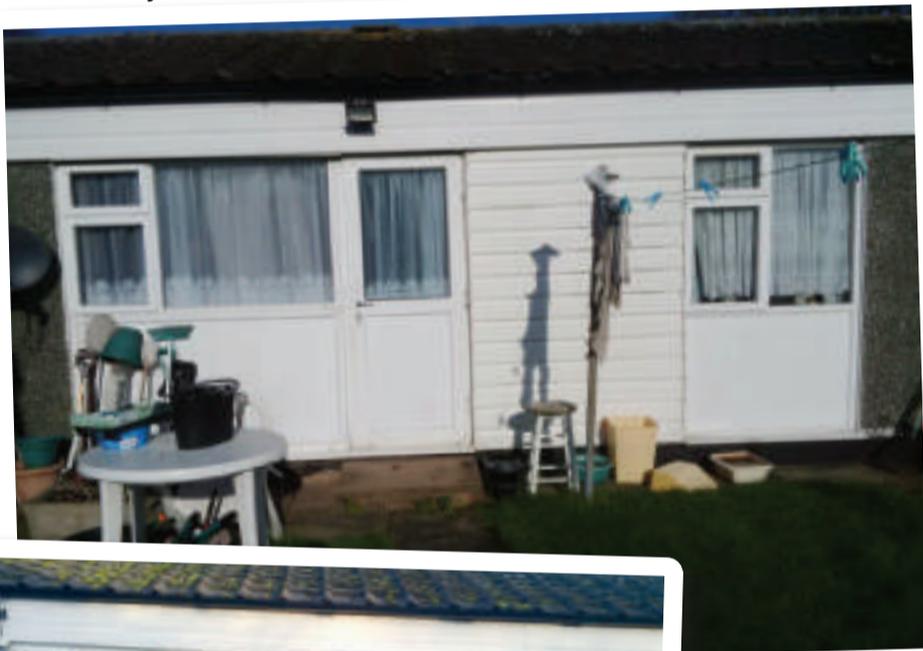
**We have recently completed some important work on a row of bungalows in Chelmsley Wood.**

The bungalows at Nineacres Drive have all been fitted with external wall insulation which will make them warmer and more economical to heat.

New windows, front door and porch mean the properties are now looking smarter than ever before.

We have also widened some of the doorways to make access easier for wheelchair users.

These homes will now be much warmer once the cold weather returns later in the year.



**These photos show the work that's been carried out at Nineacres Drive.**



## 40 years with Girls' Brigade

**Two stalwarts of Kingshurst Girls' Brigade recently celebrated 40 years as volunteers.**

Jean Johnson and Jackie Bates became good friends when attending the Kingshurst Girls' Brigade group in the 1960s.

As Jean and Jackie grew older they trained in leadership skills, becoming officers when they reached 18.

They have now been running the group activities for over 40 years supporting hundreds of young

girls through four decades of girls' brigade activities.

We're sure some of our readers have attended Kingshurst Girls' Brigade down the years.

Jean (above left) also manages the Seeds of Hope group based at St Barnabas Church who provide a wide variety of activities and groups for older people in the Kingshurst area.

**Would you like to join our next Hot Topic on the subject of our Repairs service?**

This will be held on Tuesday 23 August at Endeavour House, Kingshurst (6pm-8pm).

This is a chance for you to have your say on how we tackle your repairs.

Just call Mandy Carless on 0121 717 1515 to let us know if you would like to attend.

**Come and join us**





# Kids Competition: Summer Wordsearch

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

**Summer Wordsearch:** Can you find the 8 summer words in the grid, you could win one of four £10 gift vouchers. Once you have found all the words, send your answer with your contact details 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 5 August 2016.

**BUTTERFLY**  
**FLOWERS**  
**HOLIDAY**  
**ICECREAM**

**SEASIDE**  
**SUNGLASSES**  
**SUNSHINE**  
**WARMTH**



## 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 5 August 2016.

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 online and in the next issue.

## Winners from the last issue

Winners

Many Congratulations.

### Find the bug competition winner

- Angela Adams from Shirley

### Kids spot the difference winners

- Danielle McCann from Smith's Wood
- Demi Lucas from Chelmsley Wood
- Alisha Grigg from Chelmsley Wood
- CJ Nicklin from Kingshurst

## To get in touch:



✉ **Freepost RLSS-UEBA-RTUZ**  
**Solihull Community Housing**  
**Endeavour House**  
**Meriden Drive**  
**Solihull B37 6BX**

☎ **Phone: 0121 717 1515**

☎ **Typetalk: 18001 0121 717 1515**

✉ **Text: 07781 474 722**

f **www.facebook.com/solihullcommunityhousing**

t **twitter.com/@solihullhousing**

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

🌐 **Website: 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.

### Farsi

اگر دوست دارید یک نسخه از این خبرنامه مستاجرین را به زبان خودتان، در چاپ درست، یا به شکل صوتی آن دریافت کنید لطفاً با ما از طریق شماره تلفن 01217171515 تماس بگیرید.

### French

Si vous en voulez un exemplaire de ce bulletin aux locataires dans votre langue, en gros caractères ou en format audio, contactez nous au 0121 717 1515.

### Pushto

که ستاسو د کرای دار د نیوز لیتر (د خبرونو د پاڼې) نقل پکاروی او که ستاسو ددی عبارت ترجمه په خپله ژبه یا په غټو حروفو او یاد اوریدو په ټیپ کی شواړئ نو زموږ سره په 0121 717 1515 نمبره رابطه وکړئ.