

NEWS



Solihull
Community Housing
Shaping our neighbourhoods

For tenants and leaseholders of Solihull Community Housing

Spring 2021



**Councillor Karen Grinsell with our
Chief Executive Fiona Hughes and
Richard Hyde, Board Chair, at our
new Faulkner Road development**

Read more on page 3

Message from Fiona

Hello everyone, sadly, the impact of Covid-19 still remains very much a part of our daily lives, more than a year after we first learnt of this dreadful disease. While we continue to do our best to deliver the standard of service you have come to expect, inevitably this has proved extremely challenging as significant numbers of our own staff fall foul of this cruel virus.

For that reason, in recent months it has been necessary for us to offer a reduced version of 'essential repairs' only. This is something we have done reluctantly, but also through the necessity of keeping our customers – as well as our own staff – as safe as possible.

Important safety work is being maintained which is why our high rise safety programme is progressing. Following the important pilot trials, work will begin soon on the first phase of sprinkler installation. We will keep high rise residents informed of this through additional special newsletters.

While it may seem otherwise, there are things that are continuing without the cloud of Covid-19 hanging over it. We're delighted and proud to have completed our seven new bungalows at Faulkner Road in Solihull. These are all adapted for full mobility access under a shared ownership scheme.

At Saxon Court residents are now able to actually see family members in greater comfort and accessibility than before, through the new 'meeting pod' which keeps residents and visitors safe while still offering the chance to see and talk with one another.

Once again members of our staff have been busy calling people across the borough in need of some emotional and practical support. We have called over 800 people since January 2021.

Many of our older customers have now received the Covid-19 vaccine and hopefully many more will be given the same opportunity soon.

This spring edition of the newsletter contains lots of useful information which I hope you find of interest. There's also news of our latest rent campaign in which you could win a prize draw!



Fiona Hughes
Chief Executive

Finally, I am aware that we have at times had to operate our phone lines at below full capacity with Contact Centre staff laid low by the virus. It really is more important than ever, that where possible, you take full advantage of all our digital platforms – the website, My SCH Account and our social media platforms. You will find lots of information and guidance here that may reduce the need to call us, especially during busy times.

Stay safe, Fiona

Farewell to our Blondell

January delivered some very sad news to all at SCH. One of our much loved former Board members Blondell Maynard, sadly passed away.



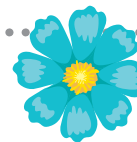
Blondell was a part of our Board for six years from January 2012 until June 2018.

Before joining the Board, Blondell loved to be a part of all our customer engagement activities and offered to help staff at every event.

For several years, Blondell supported the Black History month events. She would never fail to turn up with a freshly baked special recipe cake to support our SCH staff and join in the festivities.

Blondell Maynard was one of a kind and she will be greatly missed. Her passionate support to SCH will be remembered for many years to come.

Thyme to show us your gardening talent



It is that time of year again where we announce the return of one of our summer favourites, SCH Gardening Competition.

Now is the time of year you should start tending to your gardens and show us why you are our most talented, green fingered tenant or leaseholder.

You don't need to be an expert gardener to get involved. Simply decorating your garden with baskets or pots and giving them a spruce up is just the sort of thing we're looking for.

There are a lot of different categories so no matter how big or small your garden is there will be something to suit you.

The categories this year are:

- **Best Community/Shared Garden** (communal garden, collective effort of multiple residents)
- **Most Improved Garden** (significant before and after transformation)

- **Best Floral Display** (best creative colour of flowers in bloom)
- **Best Mini Marvel** (best creative small space garden/balcony/patio/hanging baskets)
- **Best Traditional Garden** (complete garden, lawn, flower beds, shrubs, hedges, paths, patio)
- **Best Budding Gardener** (under 16's – grow bag, container, plant/veg/fruit)

There are three prizes in each category.

1. **First prize £50**
2. **Second Prize £25**
3. **Third prize £10**



You can only enter one of the above categories. So get your gardening gloves on, your watering can at the ready and you could be a winner!



■ **For more details on how to enter visit our website www.solihullcommunityhousing.org.uk or email us at engagement@solihullcommunityhousing.org.uk. The closing date for the competition is Friday 25 June, 2021.**

Could you be one of our four lucky £200 prize draw winners?

You may have heard about our Rent First campaign that happens twice a year.



Over the festive period four lucky people took home £250 each and another won £200 in our Quarterly Prize Draw.

Don't worry if you missed the Winter Rent campaign because we are now launching our Spring campaign! All you need to do to be entered is to keep your rent account clear.

Our upcoming prize draws offer you the chance to win one of four £200 prizes. You could also enjoy a rent free week.

To be in with a chance of winning, you must ensure

your rent account is clear by Sunday 4 April 2021. If you pay your rent by Direct Debit you will automatically be entered into both draws.

Please remember, if you are struggling to pay your rent, we have a dedicated team to provide you with support all year round, just give us a call on 0121 717 1515 and we will be happy to help you.

To make a payment plan or to set up a Direct Debit please call us on 0121 717 1515.



You can make a rent payment in many different ways to suit you:

- Paying online through our website www.solihullcommunityhousing.org.uk
- Using the automated telephone system 0300 456 0502 (24 hours a day, 7 days a week)
- Using My SCH Account
- At any Post Office using your rent card (swipe card) or Paypoint outlets
- Calling our Contact Centre on 0121 717 1515



Rent Free Week

If your rent account is clear by Sunday 28 March, you can enjoy a rent free week from Monday 29 March 2021.



Prize Draw

If your rent account is clear by Sunday 4 April, you could win £200 in our prize draw.



New development opens

Councillor Karen Grinsell joined our chief executive Fiona Hughes and Board chair Richard Hyde last month on a socially-distanced visit to our brand new development at Faulkner Road.

Seven bungalows, all finished to mobility standards, have been built on the site of the former Meadow Centre.

This exciting development demonstrates our commitment to providing 'leading edge' new homes which will support both

local and national efforts to achieve net zero carbon.

The bungalows feature:

- A 'super insulated' timber frame-build system designed to reduce heat loss
- Air source heat pump renewable heating systems
- Solar panels to generate clean electricity from the sun
- Very energy efficient glazing
- Mechanical ventilation and heat recovery systems



Why not get involved with your high rise?

Do you live in a high rise? If the answer is 'yes', and you would like to get more involved in your building, then we'd love to hear from you!

We're looking for a team of Building Safety Advocates to volunteer to work with us on the safety of their building. It's a great chance for you to learn more about what we do and share the news with your friends in the block.

This is a really important time for our high rises with a major programme of sprinkler installation just underway. A total of 16 high rises are also having external work carried out to replace the spandrel panels.

All of this information was shared just before Christmas in our special newsletter that we delivered to all our high rise residents.

We have also been doing a lot of work around making our high rises as Covid-secure as possible. We have installed hand sanitiser points in all blocks and recently we reminded customers about some of the key safety messages when we placed stickers in key points inside each building.

These reminded residents to

- 1. Wash their hands after using the bin chute**
- 2. Only to share a lift with those in your bubble**
- 3. Wear a mask and observe social distancing when moving around the building**

■ **To find out more about becoming a Building Safety Advocate please get in touch by emailing engagement@solihullcommunityhousing.org.uk**



We would love to consult with our Building Safety Advocates on things such as these along with many other important subjects.

Maintaining good standards of fire integrity and safety is essential to us. But we really want to work with residents on this, to hear your views and take feedback from customers.

Becoming a Building Safety Advocate is an unpaid role. But by becoming a volunteer you can get to learn about how we work, support your friends and neighbours, and have your say in your home.



Fires in the home

One in five home fires start because of faulty electrical equipment or wiring.

A significant number of house fires are preventable by carrying out annual safety assessments.



Top causes of house fires

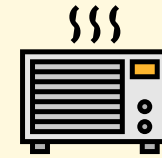
Light Fixtures and Fittings



Cooking Appliances



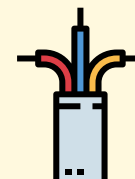
Portable Heaters



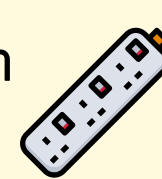
Faulty Sockets or Appliances



Outdated Wiring Systems



Extension Leads



It is essential that you allow our staff inside your home to complete an Electrical Safety Inspection. If we contact you for an inspection, please respond so we can ensure your home is as safe as possible.

STAR is on its way

Our customers are at the HEART of everything we do.

That's why we are excited for our STAR survey to start on Monday 22 March.

STAR is a survey used by lots of housing providers across the country. It will ask you your thoughts on your home, neighbourhood and the services provided by us.

This survey will give you a chance to provide honest feedback on our services.

We understand it has been a very tough year for us all these last twelve months and our services have not been running at 100 percent but we are working very hard to improve on this.

That is why your feedback is very important to us as it will help us to understand what we are doing well and where you think we can improve.

One area in particular that has been effected during the pandemic is our Contact Centre. They have received a record number of calls following changes to our services.

We do have additional options available to you that are available 24 hours a day. Take a look at the list of digital ways to communicate with us below.

Making things easier for you

The feedback you give to us about our services and the way we communicate with you is extremely valuable.

We want to make sure you have a positive experience with us.

We know that waiting in long queues to speak to our contact centre when you have a question is not fun. That is why we are regularly developing our digital channels to give you all the information you need, at any time.

There are lots of benefits to going online, you can save time, stay up to date, discover the latest news and find information you need.

Listed below are some of the ways going digital could help you.

Website

Our website is packed with useful information which may provide you with quick and easy answers to your questions. Always visit our website before calling because it may save you a lot of time!

If you spot something missing on our website, or need more information to be added, let us know. Visit our website at www.solihullcommunityhousing.org.uk

Social Media

Stay up to date with the latest news and information by following us on social media. We share live updates, as and when they happen, so you can stay well informed.

- **Facebook** – Solihull Community Housing
- **Twitter** – @Solihullhousing

■ Let us know what you think of our digital ways of communicating by emailing newsandviews@solihullcommunityhousing.org.uk

- **Instagram** – @Solihullcommunityhousing
- **YouTube** – Solihull Community Housing

Videos

We have started producing short videos to provide answers to some of the regular questions we receive. You can view these videos at any time by visiting our website or social media channels.

If there is another video you would like to see us create, please let us know.

My SCH Account

Sign up to My SCH Account by visiting our website. It will give you easy access to our services, 24/7! Once you have registered you can:

- **Check your rent balance**
- **Make a payment**
- **Update your personal details**
- **See a breakdown of current charges**

Getting Involved

There are lots of ways for you to be involved with us digitally. Our new Virtual Improvement Panel (VIP) provides many opportunities for you to share your feedback and connect with others, all from the comfort of your own home. For more information, take a look at page 6.



Our essential repair service is available



Our repairs service has been impacted by Coronavirus in the last 12 months which we understand can be distressing to our residents.



However, throughout each lockdown, we have made sure our most essential services are provided to you in the most effective way they can be.

The safety of our staff and residents is our top priority and to ensure we are keeping everyone safe and in good health, this meant we had to closely assess our repairs service.

We would like to remind you that essential repairs are still going ahead to keep our resident's as comfortable as possible and their homes as safe as they can be.

To check if your repair is essential, please visit our website www.solihullcommunityhousing.org.uk

Struggling with damp in your home?

Occasionally damp may occur in your home.



It's important to understand the causes of damp and the best ways you can prevent it in your property.

Reducing condensation is essential because it can cause mould to form on walls, furniture and soft furnishings.

For helpful tips and information on how to reduce condensation in your home and prevent damp, please visit our website www.solihullcommunityhousing.org.uk

You can stay up to date with matters that interest you by getting involved

We are always looking to develop ways to connect with you and to keep you more informed. Last year we launched brand new ways for you to get involved with us and have your say. The information on this page explains some of the things we have been up to this past year to keep you engaged and let you know about the opportunities available to you.



Virtual Improvement Panel (VIP)

The panel gives you the chance to be involved with us on your own terms. You can complete a survey, share your views or chat with other residents through online forums, live chats and online meetings.

What we did	Why we did it	Outcome
Letters	We sent letters about our new ways of working to residents who had worked with us in the past.	We kept you informed and aware of the changes.
Tenant Board Member vacancy email	Last year we were searching for a new Tenant Board Member. We sent an email to VIP members who may not have heard about this opportunity.	We received more enquires about the vacancy and supplied further information so you could decide if the role was suitable for you.
Government Consultation on Fire Safety	We gave VIP members who live in a high rise building the opportunity to be a part of a Government consultation exercise.	You were able to share your thoughts and help shape the Government policy about fire safety.
Invitation to Housing 2020 - The Virtual Festival	We invited VIP members, to attend a nationwide virtual housing festival.	You were able to hear about current housing ideas, speak to other residents and share experiences.
Wellbeing service survey	We carried out a survey to find out what you know about our Wellbeing service.	We discovered that you are aware of the team but we will work on more promotion to let you know about the great services they provide.
Service Standards survey	Service Standards reflect our service commitment to you. We sent a survey to get your thoughts on the standards we had produced.	Your feedback helped us to set our service standards.

Block Advocate

You can become our “eyes and ears” in the block you live in. You can help us by reporting repairs, monitoring the communal cleaning and grass-cutting contracts. You can also give out information to other residents.

What we did	Why we did it	Outcome
We asked for your feedback on the communal cleaning service.	We wanted your views on the great bits and not so great bits.	Blocks are more clean and managed better. We passed on compliments to the cleaning service and raised any issues with them so they can put them right.

Resident Associations

You can start or join a residents’ association where you can come together with other residents, maybe because of a shared interest or concern.

What we did	Why we did it	Outcome
We offered you the opportunity to set up a residents group with our support.	We want residents to work together and support each other to live in a great community. There are lots of opportunities where residents can come together such as, working to develop a communal garden.	We have seen some wonderful community spirit where you have worked together to improve areas, look out for one another and resolve problems.

Editorial Panel and Readers Group

You can review our key communication methods such as the customers' newsletter, leaflets and documents. You can also help us review our online communications such as the SCH website and social media channels.

What we did	Why we did it	Outcome
We invited you to review some of our new documents.	We want to make sure our communication with you is clear and easy for you to understand.	You were able to give us your honest feedback and help us make sure the information we provide is simple and easy to understand.

See The Person Campaign

The campaign aims to breakdown misconceptions of social housing tenants. We asked you to share your stories and let us know how proud you are to be a tenant.

What we did	Why we did it	Outcome
We asked you to be a part of the nationwide campaign and share your stories with us.	We know many of our residents do wonderful things to support their communities and we wanted your hard work to be recognised.	We received wonderful stories which were covered in the newsletter and on our website.

Great British September Clean

We joined the nationwide campaign to help reduce litter on the streets and make Solihull cleaner and safer for everyone.

What we did	Why we did it	Outcome
We took to the streets to pick up unwanted litter.	We wanted to play our part and make our communities cleaner.	We helped tidy the area by filling black bags with litter. We also connected with many of you who passed us by in the street and some residents even came to join us.

Darker Nights and Winter Warmth campaign

As the nights began to draw in and the weather started to turn colder, we worked with the Police to visit our communities to offer support and advice.

What we did	Why we did it	Outcome
We visited homes within our communities to give advice on how to stay safe.	We wanted to share important information and speak to residents who do not usually contact us.	We were able to talk to many of you to check on your wellbeing, share safety guidance and offer our support.

Cars Area Together Meetings

The Cars Area in Smith's Wood successfully secured £1million of Big Local funding to use in the area and for the residents.

What we did	Why we did it	Outcome
We attend ongoing meetings which help set out how and where the money will be spent.	We manage many homes in Smith's Wood so we want to make sure the funding positively affects our residents. Many of the activities ran by Cars Area are delivered from Auckland Hall, our community centre.	We have helped decide where the money should be spent to make sure it has a lasting legacy.

Shielding Survey Feedback

People identified as most vulnerable to COVID-19 have been asked to shield throughout the pandemic. We offered our support to our shielding residents to try and make things easier for them.

What we did	Why we did it	Outcome
We sent out a survey to ask for your feedback about the support we offered.	We wanted your views on how we supported you to find out what went well and how things could be improved.	We were able to share good news stories and change processes because of your feedback. We will also use this learning for future projects.

■ If you are interested or would like more information about how you get can involved with the opportunities we have shared, please email engagement@solihullcommunityhousing.org.uk

A guide to the housing register



We understand that sometimes your housing circumstances may change and you will need to re-join the housing register.

To help you understand the process we have developed a guide to understanding the housing register.

Online application

Complete an online application on the Solihull Home Options website by visiting www.solihullhomeoptions.org.uk

Please make sure you complete all three parts:

- Initial registration
- Housing Wizard
- Application Form

If you already have a pin number and password set up, please use these details to log in and update your circumstances.

If you complete the initial registration and you receive a message which says your National Insurance number is

recognised, this means you already have a pin and password set up.

If you cannot remember your login details, please call 0121 717 1515.

Processing your application

Applications usually take around 10 days to process.

Further information

You may receive a letter which asks you to provide us with further information. Your application will remain closed until you have given this to us – please do not reapply whilst you wait.

Eligibility

A 'Band T' is given to tenants who want to transfer but have no housing need. To receive a

Band T, you must have a good tenancy record.

Bidding

You are allowed two bids per week but you do not have to bid every week – if there isn't a property that interests you, do not bid.

Bidding on properties you do not want to live in could result in you being suspended from the register for three months.

Property refusals

If you refuse two properties this could mean, we suspend you from the register unless you have a very good reason for refusing.

Available properties

You will only see properties you are eligible for. For example, if you need one bedroom you

will only see one-bedroom properties listed.

If there is nothing to bid on, it means we have no properties available.

Bidding cycle

The bidding cycles run from Wednesday at 12am to Tuesday at 11.59pm.

Shortlisting

Once the bidding cycle finishes we begin shortlisting. If you are successful we will contact you within 10 days.

Change of circumstances

Please make sure your contact details on your application are kept up to date. If you have any change of circumstances, you will need to update your application.

■ We have produced a short animated video which provides a step-by-step breakdown to the housing register. To view the video please visit our website www.solihullcommunityhousing.org.uk

Waiting for a move?

Have you been awarded a Band C3 and are currently waiting for a move?

If you are awarded Band C3 this means you have three housing needs to move. An example of this would be:

- Band D 1 bedroom short + band E non-urgent medical award + band E for children living in a flat above the ground floor. Together these bands would result in you being awarded a band C3.

Being awarded a band C3 means you are a higher priority than band C2. This means that any band C3 applicants will be higher on the shortlist for properties.



Waiting times on our housing register are based on banding, the length of time you have been awarded that band, our available property stock and also location or property preference.

Here are some current statistics taken from our housing register in January 2021:

15

customers currently awarded a Band C3

4

Band C3 customers are waiting for a 2 bed property

11

Band C3 customers are waiting for a 3 bed property

Unfortunately, due to our limited housing stock and high number of customers on our housing register, waiting times to move will still be very long.

Currently, our estimated waiting times for applicants and transferring tenants awarded a Band C3 are:

2 bed
260 weeks

3 bed
280 weeks

To speed up your wait time we do advise you to consider all property types and locations. We also suggest the options of private renting or a mutual exchange.

Before contacting us for an update, please consider all of the above information.


As soon as we can, we will contact you when you are successful in bidding for a property.





Rent Calendar 2021/22

This is your rent calendar for 2021/22. Please pin it up as a reminder or keep it somewhere safe. It shows all the days on which your rent is due. We will write to you in March with details of your 2021/22 charges. If you claim Housing Benefit then you will also receive a letter from Solihull Council, explaining your entitlement for 2021/22. These two letters will tell you what you will need to pay.

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

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

Grants available for voluntary, community and social enterprise sector groups

The COVID pandemic has been a challenge for voluntary, community and social enterprise sector groups and organisations.

Solihull Council has therefore set up the Winter Wellbeing Fund, in partnership with the Heart of England Community Foundation, which offers small grants of up to £5,000 to support ideas and proposals which will contribute to the community response to COVID.

Grants will be awarded to support local activities and services which focus on one or more of the following:

- Food or fuel poverty
- Social isolation
- Physical or mental health
- Digital inclusion
- Supporting self-isolation
- Organisational resilience and sustainability

Only not for profit and constituted groups and organisations delivering activities and services within Solihull will be eligible to apply for funding through this programme.

To find out more about the fund and how to apply, visit the website www.heartofenglandcf.co.uk/the-solihull-winter-wellbeing-recovery-fund/

- **For help with an application or to ask a question, please email cdt@solihull.gov.uk or solihullinfo@wcava.org.uk. You can also call 0121 312 3717.**



Handy gadget can keep you safe



Our Wellbeing team offers a pendant alarm service to help people stay independent in their own home. The alarm allows users to push the button to call for help in the event of an emergency.

All pendant alarms must be programmed into a unit. The GSM Unit (Global System for Mobile communication) connects to mobile communications service. This is perfect for people who do not have a landline.

The unit can be paired with any other pieces of telecare, including falls detector and door sensors.

How does it work?

- The unit works by installing a roaming sim card. The sim card picks up the strongest network

connection (like a mobile phone) and calls through the unit to the monitoring centre when the alarm is activated.

- Installing the unit is simple because it does not need to be connected to a telephone port. The unit can be plugged into an electric point, turned on and tested, making it hassle free!

- **If you are interested in our pendant alarm service, please contact the Wellbeing team on 0121 717 1515.**



Get in touch

For more information about the service, including the related charges, please contact our friendly wellbeing team who will be happy to answer any questions you may have.

Helping you to live independently

Our Occupational Therapy (OT) service is here to support individuals with long-term conditions live a full and satisfying life.

If you have long-term needs, brought about by disability or long-term chronic illness, the team may be able to assist you.

Their aim is to help you to be more independent in your own home so you can carry out daily living activities such as

getting in and out of bed, washing or showering, using the toilet plus much more.

They can offer support through advice, making small changes to your home, providing equipment or making larger-scale adaptations.

The team can support anyone living permanently in your home, from young children through to very elderly people based on the needs they have.

- **To find out more you can call us on 0121 717 1515 or call Adult Social Care on 0121 704 8007 who will pass your details on to an Occupational Therapist.**

Keeping your garden tidy

We would like to remind you that it is important to keep your garden clean, tidy and free from any cluttered rubbish. This is part of your tenancy agreement which you must follow.

Leaving large amounts of rubbish in your garden can attract rodents looking for shelter as well as unwanted odours.

Any regular household rubbish should be disposed of correctly and safely by using the bins provided for weekly collection.

If you have any bulky waste, we provide a collection service for our residents, you can find more information about this on our website www.solihullcommunityhousing.org.uk



Protect yourself from Legionnaires' Disease

Legionnaires' Disease is a serious lung infection that you can get from inhaling tiny droplets of water. It's a very rare condition but it can be life-threatening.

It is caused by bacteria that builds in stagnant water found in things such as hot tubs and hosepipes. The bacteria can also develop in taps if they are not used for more than a week.

High levels can be reached by the seventh day without use. There are some simple steps you can take to keep yourself safe.

- Run all infrequently used taps (indoors and outside) and showers for at least two minutes each week

- Clean and descale your taps and shower heads quarterly
- Leave your water heater and boilers on to avoid the water sitting at temperatures between 25-45°C
- Don't forget to run your taps when you get back from holiday or if you have moved into a new home

Symptoms of Legionnaires' disease include a cough,



difficulty breathing and chest pain.

If you have any concerns about your water supply, please let us know.

COVID-19 vaccine is being rolled out in Solihull

The COVID-19 vaccine is our best defence against the virus.

Getting vaccinated means protecting yourself and may also help to protect your family, friends and patients from the virus.

The vaccine is currently being rolled out across Solihull and Birmingham to priority groups.

You will be contacted by the NHS when it is time to arrange your vaccination appointment. When the NHS does contact you, please attend your booked appointment.

Local Solihull vaccination information is now available. The NHS have created a website which provides helpful information and answers many of the frequently asked questions about the vaccine. For more information visit www.birminghamandsolihullcovidvaccine.nhs.uk

Unfortunately, criminals are using the COVID-19 vaccine as a way to target the public by tricking them into handing over cash or financial details.



Remember the NHS will:

- **Never ask for payment – the vaccine is free**
- **Never ask for your bank details**
- **Never arrive unannounced at your home to administer the vaccine**
- **Never ask you to prove your identity by sending copies of personal documents such as your passport**

We must continue to do the right thing and stay safe.

Keeping our communities safe together

Our Antisocial Behaviour Team have been working hard with Solihull Police to secure a number of closure orders on different properties following persistent nuisance and criminal activity.

Over the past six months we have secured five closure orders.

Behaviours such as producing or using drugs, having prohibited weapons, loud music or any threatening antisocial behaviour will not be tolerated in or around our properties.

We will always try and work with our tenants to control the situation before resorting to taking legal action.

Our teams work around the clock to ensure our law-abiding tenants feel safe and secure in their homes and do not have to deal with any disruption. One of our top priorities is to keep our communities a safe and friendly place to live.

If you are concerned about any illegal activity happening in your area or in a property, we urge you to contact ourselves or the Police to report this so we can continue to keep our community a positive place.

Important safety message

If you live in a high rise or low rise flat it is important that you keep the area outside your front door clear. You are not allowed to use this area to keep things such as tables, plants or ornaments. Bikes and children's toys should also not be left outside your door. This is all in the interests of maintaining fire safety and ties in with the decision to install sprinklers in all high rises. Please follow these important rules. Our estate assistants have now been asked to remove any items they find left outside doors. This is to keep all residents safe.



Competition time!

Thank you to everyone who entered our wordsearch competition.

Congratulations to our winner, Mrs Blakesley from Chelmsley Wood. Your £25 voucher is in the post!

For a chance to win a £25 voucher you must complete our Spring themed wordsearch.

Only one entry per person is allowed. You have to be an SCH tenant or leaseholder to enter.

Cut out and send your entry, with your name and address to:

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

Or take a picture of your entry and email it to
newsandviews@solihullcommunityhousing.org.uk

Closing date: Monday 12 April 2021. Enjoy the puzzle!

Enjoy the puzzle!

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



WIN A £25 VOUCHER

Words to find:

DAFFODIL

BULBS

BUTTERFLY

RAINBOW

WARMING

TADPOLE

EASTER

LAMB

RAINCOAT

BLOSSOM

Your name and address:

Name:

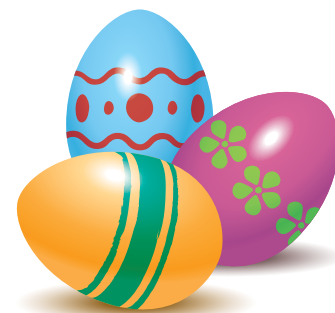
Address:

.....

.....

Phone number:

Email address:



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

Email: info@solihullcommunityhousing.org.uk

Website: www.solihullcommunityhousing.org.uk



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