

NEWS



Solihull
Community Housing
Shaping our neighbourhoods

For tenants and leaseholders of Solihull Community Housing

Autumn 2021

Our Chief Executive Fiona Hughes visited Kingsgate House with Councillor Karen Grinsell, to celebrate the installation of sprinklers in our high rises.



Message from Fiona

While it seems that the impact of Covid-19 is gradually starting to reduce, the borough of Solihull has still suffered a high number of cases in recent months.

All our staff are continuing to work in a Covid-secure way, both in our own offices and when working inside a customer's home.

For this reason, our operatives will still follow the current Covid safety advice and I'm sure you will agree this is a sensible thing to do.

The 'pingdemic' did mean that work slowed around our high rise sprinkler installation programme last month. Unfortunately, this was completely out of our hands.

We are sorry that a small number of our customers had their original date to have the work carried out pushed back slightly, but I hope you can understand the reasons for this.

We have had some wonderful feedback from those customers who have already had this important work carried out inside their homes. The next special edition of the high rise safety newsletters we produce will contain further updates and there is also lots of

information on the sprinkler installation programme available on our website.

Finally, I would like to welcome our new Tenant Board Member, April Halpin, to the SCH Board. Having a tenant voice on the Board is essential to our vision and values. April I am sure will be a great advocate for our tenants' voice in the future.

I hope you enjoy this latest edition of the newsletter. I'm delighted to say it includes news on the Commonwealth



Fiona Hughes
Chief Executive

Games in Birmingham, the start of which is now less than a year away. With so many events taking place at the NEC there will be plenty of opportunities for people in the borough to get involved.

Stay safe, Fiona.

Countdown to the Games!



The Birmingham 2022 Commonwealth Games are now less than one year away.

From 28 July until 8 August 2022 the Games will be held in venues across the West Midlands, including our very own NEC!

Are you ready to jump the first hurdle and experience the excitement right on your doorstep?

If you missed out on registering for tickets in the early West Midlands ballot, the main ballot is now open until 30 September 2021.

For more information on registering for your event tickets please visit www.birmingham2022.com/tickets.

This is an incredible experience you just don't want to miss!



One Year to go fun

To celebrate one year to go until the Games, Perry the official Commonwealth Games mascot, visited both Solihull Town Centre and Chelmsley Wood on 28 July.

Perry popped by to say hello to our Solihull residents and celebrate the upcoming Games while enjoying some sporting fun himself.



Keeping our nation gas safe
13th - 19th September 2021



Volunteering into work



Are you looking for a way to build your skills and get back into employment?

Volunteering into Work is a new project that has been launched by us and Citizens Advice Solihull Borough to help you, our tenants.

We believe that volunteering is an excellent way of getting back into employment.

If you decide to join us, we will help you to:

- Refresh your skills and learn new ones

- Boost your confidence
 - Find employment through job searching, interview practice and support
 - Build the skills to help someone in your community everyday
- There are a number of volunteering opportunities available such as:
- Advisor

- Retail Assistant
- Receptionist
- Clerical Officer
- Researcher and Campaigner
- Marketing Officer
- Community Engagement Officer

Full training and support will be provided for each of the roles.



■ If you would like more information, head on over to our Employment and Skills website page.

Kickstart to employment



We have an exciting opportunity for eight of you to join us on our new Kickstart Scheme.

Kickstart provides a six-month paid placement to 16-24 year olds who will benefit from on the job training, experience and development.

As a Kickstarter, you will develop your knowledge, skills, and experience of the workplace through training, mentoring and work-related qualifications.

We will dedicate our time to help and mentor you to achieve your career goals with support from our trained Employment and Skills Officer and staff.

Kickstart is a great way to boost your current skill set and qualifications to help you plan your future career and update your CV to apply for long term employment.

Our Employment and Skills Officer Rosie will support you throughout your application. Rosie will help you find a placement your skills are best suited to.

Our current Kickstart vacancies are:

- 4 x Digital Inclusion Agent

- 1 x Learning and Development Coordinator
- 1 x Customer Service Agent
- 1 x Multi Trade Trainee
- 1 x Information, Advice and Guidance Officer

■ Get in touch with Rosie by emailing Roseannemclaughlin@solihull.gov.uk or scanning the QR code for more information on how to apply.

Meet our first Kickstarter

Meet Amarah, our new Project Support Assistant.

Amarah would like to share her journey through the Kickstart application process to her first day at Solihull Community Housing.

'I applied for the Project Support Assistant role as I wanted to work somewhere that would help me to develop my skills and allow me to give back to the community. Working at Solihull Community Housing is allowing me to broaden

my interests and grow as an individual.

Applying for the Kickstart scheme was an easy process. All I did was send in an application form that included my personal details, past employment, and current skills.

When I found out I had an interview, I was very excited but also nervous. I have never had an interview before and knew that I wanted to make a good impression. It wasn't until a

week later when I had found out my interview was successful. I was absolutely thrilled when I was offered the role.

I felt welcomed by everyone on my first day and knew I would fit in here. I was so eager to start my role and share my ideas. I am excited for the tasks and projects I will be performing in this role and to also be working as part of a team'.

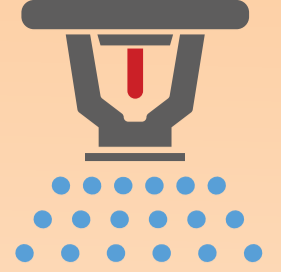
If Kickstart doesn't sound like the right option for you,

Rosie has a range of volunteering, training and paid opportunities available.



■ Unsure of your next career move, or are you in need of an updated CV? Email Roseannemclaughlin@solihull.gov.uk or scan the QR code to get in touch for advice and support.

High rise safety checks



If you live in a high rise you will know we are now working to install sprinklers in all our blocks. But staying safe inside your home is about much more than just that. So here are some useful reminders of things you can do to keep you, your family, and neighbours safe.

Cooking

The safety of our residents is a top priority to us. That's why we've been promoting fire safety regularly over the last few months.

More than half of accidental fires at home are started in the kitchen. So we're going to give you some tips on keeping fire safe while cooking.

Top tips:

- Keep tea towels, cloths, and loose clothing away from the cooker as these can easily catch fire.
- Make sure saucepan handles don't stick out. Children and adults can walk into these accidentally. Turning the handle inwards makes sure they don't get knocked off the hob.
- Never leave your children in the kitchen alone when cooking on the hob.
- We recommend keeping any pets that can jump on the counters out of the kitchen while you're cooking. Pets can knock your pots and pans.



- If you do need to leave the kitchen whilst cooking, turn down any pans on the heat or turn them off completely until you return.
- Keep the oven, hob, and grill clean and in good working order. A build-up of old food and grease can cause a fire.

Always double check the cooker is off when you've finished cooking.

Clean out the left-over crumbs from your toaster regularly. Leftover food can cause a fire when being reheated multiple times.

It is also important that you regularly check your smoke alarm. You can do this by pressing the test button. Don't climb to reach it – you can use a sweeping brush, a garden cane, or a walking stick.

Windows

Keeping yourself and your family safe is so important. Whether you live on the ground floor or the top floor, you should always be aware of health and safety around your windows.

There are a few things we recommend doing regularly to stay safe:

- Inspect your windows once a week to check for any defaults such as a broken lock, seam, or a crack.
- Report any problems as a repair so we can fix these issues before an accident occurs.
- If you can, keep any furniture away from the windows so children and pets can't climb up.
- Explain the dangers of being next to an open window to your family.
- Don't leave any children or pets alone with the window wide open.

If you have noticed a problem with your windows, please call us on 0121 717 1515 or log a repair online using My SCH Account.

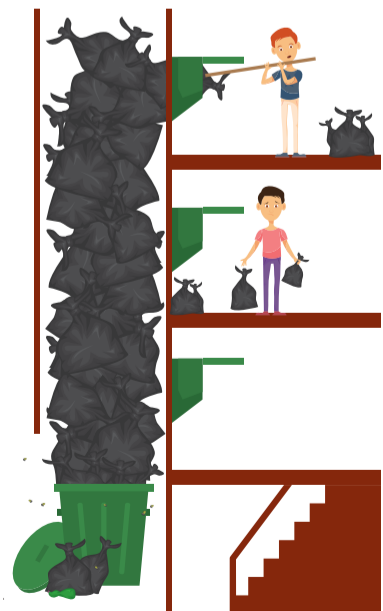
Bin chutes

It is essential that all high rise residents use the bin chutes in the right way. We recently had to go and unblock a chute and it can sometimes take several hours to do this.

This is a major inconvenience for all residents, as it means no one can use the chute while the work takes place.

It is essential that you only drop bags down the chute that will easily go through. Large bin liners are too big for the chutes and can easily cause a blockage.

Never drop cigarettes down the chute as this could easily cause a fire. Please think of all residents and use the bin chutes correctly.



Fire Safety Doors

All our high rise buildings are fitted with fire doors to keep residents safe at all times. It is essential that these are not tampered with in any way.

We regularly carry out fire safety checks in all our blocks. The doors are routinely checked as part of this process.

It is important that doors are never propped open or left ajar. To do so compromises the fire integrity of the whole building and potentially puts residents at risk.

If you ever spot a door left open, please close it.

Residents own front doors are also fire doors, especially designed to keep you safe

in an emergency. For this reason, you should never interfere with the doors in any way.

It is against the terms of your Tenancy Agreement to drill into the doors or attempt to make any changes to them.

If you spot a door that concerns you in any way, please contact us on 0121 717 1515 – we will come and look to make sure the door is fitted securely and is safe.



■ To read more on fire safety in your home, please visit our website which includes how to react if a fire occurs www.solihullcommunityhousing.org.uk/tenants/your-home/safety-in-your-home/fire-safety/



We want to involve you!

At SCH, we believe that working closely with our residents is the most effective way to improve our services. Making sure we have constant engagement from our residents allows us to learn and grow together.

We are looking for more residents to join our Virtual Improvement Panel (VIP) or become one of our Building Safety Advocates.

The VIP offers you the opportunity to be involved with us on your own terms. This role is available for residents to be involved with us on a flexible basis with no commitment.

There are a range of ways to get involved, face-to-face, out in the community or online. If you choose to engage online, the VIP online hub will allow you to:

- Access the latest news and updates
- Take part in consultations or complete surveys
- Chat with other residents through online forums, live chats, and online meetings
- Watch live streamed meetings
- Complete online training opportunities

If this is something that you're interested in, we have more information available on our website: www.solihullcommunityhousing.org.uk/tenants/getting-involved/virtual-improvement-panel-vip/

We are also actively looking for new Building Safety Advocates to join the team. Building Safety Advocates are residents that would like to support our high and low rise building management and safety. You can get involved in building safety processes, reporting concerns, and taking part in annual safety events at our blocks.

If you're not interested in being a VIP or Building Safety Advocate, we have many other roles that you can take part in, some of these include:

■ If you are interested in any of these roles, you can register your interest on our website www.solihullcommunityhousing.org.uk/contact-us/online

Creating homes

If you love your home or want to help us make improvements to the homes we provide, you can support us in different ways.

Ways to get involved:

- Home Improvement Advocate
- Empty Homes Advocate
- Leaseholder Advocate
- Satisfaction Surveys

More than Bricks and Mortar

If you are passionate about the area where you live, look at the list below to see how you can help make a difference.

- Block Advocate
- Estate Walkabouts
- Green Forum
- Satisfaction Surveys

Strengthening Communities

If you are all about communities, want to help us make improvements and build networks in your local area, there are many ways you can do this.

Ways to get involved:

- Community Advocate
- Street Advocate
- Resident Associations

Excellent Customer Service

If you believe in excellent customer service, this could be for you.

Ways to get involved:

- Performance and Value for Money Champion
- Readers' Group and Editorial Team
- Complaints Forum
- Join the SCH Conversation
- Satisfaction Surveys



Tpas Awards

We are delighted to have been shortlisted in two categories for the 2021 Tpas Awards.

Our Tenant Engagement team have been shortlisted in the 'Outstanding Tenant Engagement Award'.

And our supported living accommodation at Saxon Court has been shortlisted in the 'Excellence in Engagement in Support and Care Award'.

The Tpas Awards recognise housing organisations who deliver excellent tenant engagement schemes with their customers.

The winners will be announced on October 8.





Annual Report 2020/21

This report looks at our performance from April 2020 to March 2021. It highlights the services we provide to our tenants and leaseholders on behalf of Solihull Council.

Round-up of the year

9,910

Homes managed



1,261

Leaseholders



4,644

Garages



2,579

Households on the housing register



271

Employees



33

Homes lost through Right to Buy



Providing homes



422

Cases of preventing homelessness

205

Cases of homelessness provided with a home

291

Homeless acceptances

5

Properties acquired

21

New build homes

Managing homes



551

Homes re-let

35 days

Average time to re-let homes

97.80%

Rent collected

1

Eviction

1,173

Tenants switching to Universal Credit

1,008

Antisocial behaviour reports

54.65%

Satisfaction with antisocial behaviour case handling

£1,547,583

Additional benefit awarded following help from our Money Advice Team

Support services



1,376

Minor adaptations completed

284

Major adaptations completed

2,033

Wellbeing service users

Looking after your home



29,473

Responsive repairs completed

10,036

Appointments made

99.07%

Repairs completed on time

98.49%

Appointments kept

8,966

Gas servicing completions

146

New heating systems fitted

227

Homes receiving improvement works

2,019

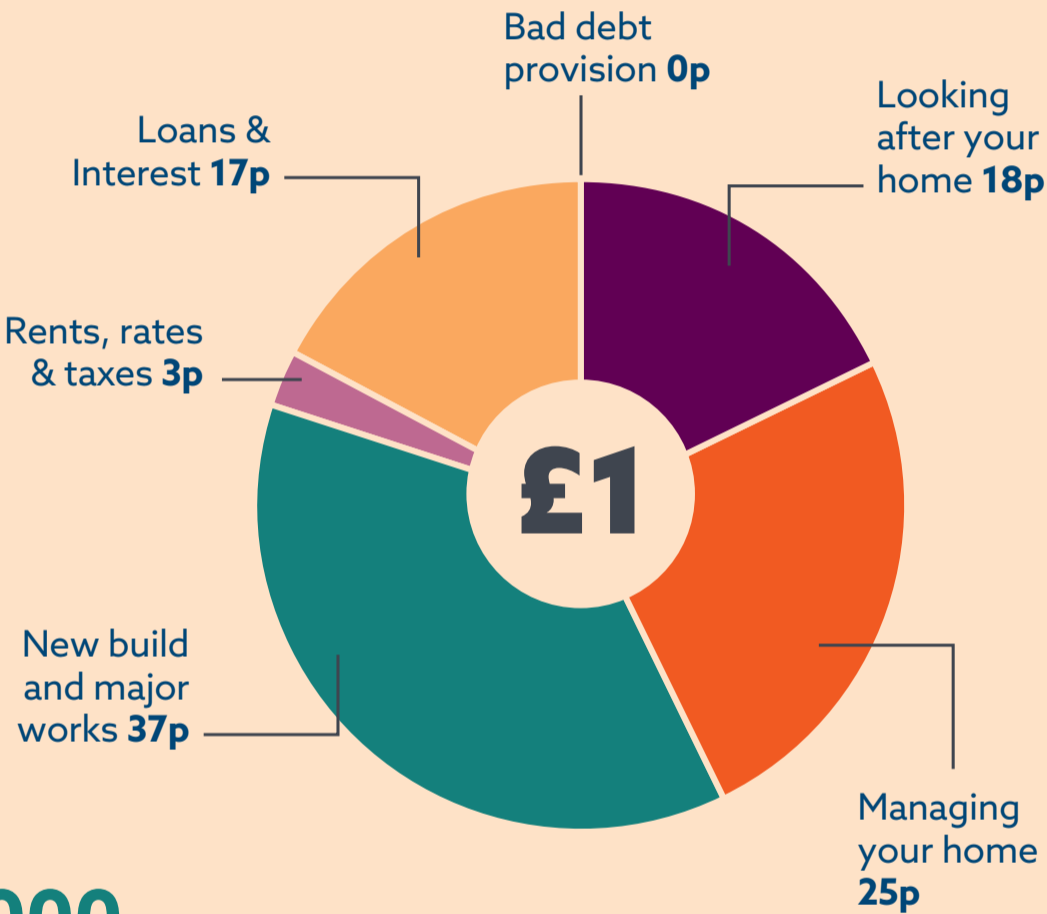
Electrical checks

89.07%

Satisfaction with response repairs service

Where your money goes

Looking after your home	£8,745,000
Managing your home	£11,943,000
New build and major works	£17,989,000
Rents, rates & taxes	£1,314,000
Loans & Interest	£8,423,000
Bad debt provision	£32,000



Total spend = £48,455,000



■ Take a look at our animated Annual Report video for more information. You can view this on our website and social media pages.

Keeping in touch



180

Compliments received



212

Complaints received



98.58%

Complaints resolved at stage one



121,078

Calls received



85.53%

Calls answered



541

Councillor enquiries received

Engaging residents in our complaints process

We are committed to improving our services for customers and a huge part of that is to learn from complaints.

Complaints are our opportunity to get meaningful feedback from our customers and to better understand what our services look like for you.

When reviewing our response to complaints we recognised that we could improve the process for our customers.

We have been busy working with the Engagement team to recruit complaint reviewers and advocates from our resident engagement groups.

Complaints Reviewer

We appreciate that sometimes our letters aren't customer friendly and can contain a lot of jargon.

To try and improve things for you, this role will look at letters before they are sent out. This will make sure they are friendly and easy to understand.

The Complaint Reviewer will be given a brief outline of the complaint, without any personal details such as name and address.

They will then receive a copy of the response letter, again without any personal details, to see if we have answered all the issues raised and the letter is clear.

Complaints Reviewers will also be looking for information about how we have reached

our decision and whether to uphold the complaint. Most importantly, they will look to see if we have made any mistakes and make sure we have tried to put it right and have offered an apology.

We recognise that some customers will struggle to make a complaint and may need some support to do so. As a result we will also be recruiting a Complaints Advocate.

Complaints Advocate

The Complaint Advocate is a tenant that has had lots of experience with complaints.

If you feel you would benefit from support to help you deal with the complaints process, you can request the help of the advocate.

You will need to agree to talk to the advocate and advise them of the details of your complaint.

The advocate will not be able to influence the decision making or the investigation of the complaint. However they can help you to make sure your voice is heard and that all details of your complaint are considered.

Both the Complaints Reviewers and Complaint Advocate will be provided with training and have been asked to sign a code of conduct.

If you would like the support of a Complaints Advocate when making a complaint, please let our Contact Centre know.

- If you would like to know more about how we have changed our processes because of your complaints please head over to our website. For more information on how to get involved please email engagement@solihullcommunityhousing.org.uk



We've collected 500 tons of rubbish!



Fly tipping has increased around the borough significantly since the start of the pandemic.

We want to remind residents that fly tipping is illegal and a breach of your tenancy.

We do have the right to enforce fines to tenants when caught.

Over the last six months, our Estate Assistants have removed 500 tons of rubbish from the community. This amount equals the weight of three houses or three blue whales!

We have been made aware of residents booking external

companies to remove their waste and seeing it dumped illegally later on.

If you arrange for any waste to be collected, you should always check their registration number.

We recommend phoning the Environment Agency on 08708 506 506 to confirm that they are registered.

Please remember that fly tipping will attract unwanted pests such as rats and mice. It is also a huge eyesore for our residents and is taking up a very large chunk of our Estate Assistants time.



- You can report any fly tipping you witness online by visiting our contact us page and selecting Estates and Environment www.solihullcommunityhousing.org.uk/contact-us/online/

- Improve where you Live?
- Make new Friends?
- Make a Difference?
- Get Fit?



StreetWatch has been kept really simple, it is about going for a walk with your neighbours, getting to know people in the area and building up a sense of community spirit.

We ask for a minimum of 2 hours a month but you can do as much as you like.

The whole point of StreetWatch is about being that visible presence to DETER crime and anti-social behaviour, NOT deal with it- that's our job. If you see something that needs to be dealt with, call us.

All members are vetted and trained; the training is very simple and just involves making sure that people are aware of what we are asking of them, this takes approx. 1 hour. After training we register members on the forum which enables you to communicate with us.

We go with you on your first 2 walks to check you are confident and know what you are doing and then you go out independently.

There must be 2 people on each walk for safety and you are given a high visibility jacket with "StreetWatch" on it so people know you are part of an organised group. After that you organise your own walks, go where you want to, for how long you want, when you want!

At the training people usually swap phone numbers and set up chat groups such as WhatsApp to organise the walks - all very simple and low key, you can even walk your dog at the same time if you have one.

It really is up to the group themselves how much or little they do, StreetWatch is for the community, by the community.

Interested?
streetwatch@west-midlands.pnn.police.uk
or call **07391 864 258**

@StreetWatchWM



Preventing crime, protecting the public and helping those in need
www.west-midlands.police.uk



Kingshurst Village Centre redevelopment

The redevelopment of Kingshurst Village Centre is a once in a generation opportunity to create a high quality, community focussed centre that provides a range of local services to the Solihull neighbourhood.

The new centre will offer high standard modern family housing, along with a range of local community and health facilities and other local services and features. Based on the plans for the redevelopment, the new village centre will contain:

- Up to 80 new homes (majority will be social housing)
- Improved road layout linking the village centre to the surrounding area
- A high quality green pedestrian link from Kingshurst Park through to Kingshurst Primary School
- A large convenience store along with a number of smaller retail units
- New GP surgery, pharmacy, dentist, and community space

A phased approach is being taken to the redevelopment that will allow essential services to continue operating around the parade throughout the demolition and construction works. This includes moving the pharmacy and opticians into temporary locations – the good news is that post office services will be able to resume from the pharmacy when it re-opens.

Our Tenancy Sustainment Team are supporting tenants who are affected by the scheme explaining the process and where necessary, working with them to find other accommodation before the construction works begin. Behind the scenes work is going well, and we will soon be able to formally consult with residents on the latest proposals.

As part of this consultation you will be able to see the final Masterplan, including suggested pictures of the new village centre.

New Community Engagement Officer – Meet Becki



As plans begin to take shape, it's important that local residents, business owners and members of the community feel informed about what's going on and get the opportunity to have their say.

To make sure meaningful engagement takes place throughout the transformation, Becki has joined the team as a dedicated Kingshurst Community Engagement Officer.

Becki grew up in Kingshurst and has joined the team to work closely with the local community through the period of change and regeneration.

Becki said: "I'm really thrilled to be back in Kingshurst and at such an exciting time. Growing up in Catesby House and going to school at CTC I already know what a fantastic community exists here in Kingshurst.

In my new role I want to hear from as many people as possible and get a real feel for what people are thinking and saying locally. I'm looking forward to getting to know even more of you and working with you all to make sure we get this right.

There will be lots of opportunities to get involved and share your thoughts coming up but, in the meantime, if you see me out and about make sure you pop over and say hi."

We look forward to you sharing this with you and getting more of your views to inform the submission of the full planning application soon. Further details will be posted on the library window and Council website when available.

The timetable for work to begin is still being reviewed but we expect the main construction will start in Summer 2022. There will be some earlier demolition works but we will continue working with residents to reduce any disruption.

The pick of the crop!

This year saw our SCH Gardening competition bloom into action once more.



Best Community / Shared Garden,
Residents of Longview



Best Traditional Garden,
Merlie Barrett

(L): Most Improved Garden,
Rhian Wright



Best Mini Marvel, **Samia Saeed**

Wellbeing are going digital

Our Wellbeing Team have started to roll out their new digital alarm equipment.

All new customers who join the service from April 2021 will no longer need a working telephone line to use the service. All new units will now be digitally based.



Why now?

There are changes coming to telephone networks across the UK. As the world moves into the digital era, the telephone structure as we know it must change with it.



Currently all analogue phone lines run by the Public Switched Telephone Network (PSTN), will be switching over to a fully digital network by 2025.

Until now, most of the Wellbeing units were analogue and needed a working phone line to use. However, the new units are now fully digital based and well-matched with the new digital protocols.

What's the difference?

Moving into the digital world provides opportunities to work smarter and more efficient.

The new digital units connect by an installed global roaming SIM card which will provide quicker connections, less interference and better connectivity.



The installation is much easier because they can simply be plugged into an electric point, tested and they are ready to go!

What is the cost?

All equipment is available on both the Safe and Sound and Lite levels. Please see the table below for updated costs for all new customers joining the service from April 2021.

Type of service	Costs
Safe and Sound	£7.23
Lite	£4.89
Add ons	£1.08
Set up	£40.27
Installation	£40.27

How do I join?

We can take referrals directly from you, the customer, or from professionals, family, or friends.

■ If you are interested and would like to make a referral you can visit our website and complete the online referral form or call us on 0121 717 1515.



We would like to thank everyone who got involved this year. You all did such an amazing job and made it very difficult for us to pick our winners.

We are pleased to announce that our winners for each category are:

Best Community/ Shared Garden

1st place - Residents of Longview

2nd place - Joshua Bagnall

3rd place - Ryan Coleman, Karen Pickering and Liam Williams

Most Improved Garden

1st place - Rhian Wright

Best Floral Display

1st place - Carla Baker

2nd place - Winifred Palmer

3rd place - Mary Alder

Best Mini Marvel

1st place - Samia Saeed

Best Traditional Garden

1st place - Merlie Barrett

2nd place - Gladys Brewer

3rd place - Lynette Haynes

■ To see more images of all our entries and winners, please visit our website www.solihullcommunityhousing.org.uk



Bin less, recycle more



We all want to recycle as much as possible but sometimes in our eagerness to do the right thing, we may end up placing items that can't be recycled into the recycling bin.

Placing items that can't be recycled, or are still covered in food or liquid, into the recycling bin can impact the quality of the recycling and lead to your bins not being collected.

Examples of items that can't be collected include greasy pizza boxes or unrinsed tins of beans.

Take a look at the list below which shows what you can recycle:

- Clean paper, card and cardboard – remember to break down the boxes

- Tins, cans and aerosols
- Plastic bottles, plastic food tubs, plastic food trays, yoghurt pots
- Juice and milk cartons

Please remember to rinse off food and liquid before placing the items in the recycling bin.

What about glass bottles and jars?

Many of us will have a separate bin or box for glass bottles and jars – please place these into the glass recycling box or bin. Do not place glass into the mixed recycling bin.

Here are a few handy hints to make the most of your recycling:

1. Rinse and let the item dry
2. Pop the recycling loose into the bin



■ For more information about recycling visit <https://www.solihull.gov.uk/Rubbish-and-recycling>

Keeping communal areas tidy and safe

We know that children living in flats love to get out and spend hours of fun playing in the communal garden with their toys.

In no way do we want to stop children playing outdoors and enjoying themselves. However, we need to stress how important it is to make sure all toys and play equipment are put away at the end of play time.

Both we and the Council have a duty of care to all our tenants. Accidents or injuries can be caused by items left out in our communal areas.

If any items are left out overnight, they will be removed.

This is why we ask residents to cooperate with us and their neighbours to keep all communal areas clean, tidy and clear of any obstructions.

Ground maintenance is carried out by SMBC contractor Amey. Their operatives will not move any belongings themselves from communal areas.

If personal items are not put away, this will result in gardens not being maintained.

Community fun

Children deserve to have fun and play safely with their family and friends.

The Meriden Adventure Playground Association (MAPA) and Holiday Activities and Food (HAF) offer children and parents the chance to enjoy quality playtime together.

■ To find out more about Meriden Adventure Playground Association (MAPA) visit their website www.meridenadventureplayground.com



Is your home the right size for you?

Are you looking to downsize to a smaller property?

All you need to do is complete a new housing register application form by visiting www.solihullhomeoptions.org.uk.

Once submitted to us, we can start to assess your application and award the correct banding based on your current circumstances before making your account active.

You will then be able to start bidding on suitable properties for your household size.

You will be awarded Band A if:

You currently live in a house or ground floor flat or maisonette, and you have two or more bedrooms that are not being used and you wish to downsize to a smaller property.

You will be awarded Band B if:

You currently live in a house, flat or maisonette and have one bedroom that is not being used.

Movement Incentive Scheme

This is a discretionary payment that is awarded to qualifying tenants when downsizing from a house into to a smaller property. Payments are made depending on the amount of bedrooms being released and the type of property you move to. Please note: if you have rent arrears, housing benefit overpayments, rechargeable repairs or any associated charges, then they will be deducted from the payment and any remaining money will be awarded to you.

Remember, whilst downsizing can be a great option for many people, it may not be right for you at the moment. Please think carefully before making any decisions.

Benefits of moving to a smaller property

- No under-occupation charges from the DWP (Department for Work and Pensions)
- An opportunity to move into a property that is easier to manage, allowing you to keep on top of household tasks
- A chance to move to a better location, maybe closer to your family and friends
- Smaller homes are usually cheaper to run which means you could expect smaller utility bills, meaning more money in your pocket
- You could qualify for our Movement Incentive Scheme



■ For further information please contact our Tenancy Sustainment Team by visiting our Contact Us section of our website or by calling us on 0121 717 1515.

Competition time!

Thank you to everyone who entered our wordsearch competition.
Congratulations to our winner, Miss Jenns from Smiths Wood.
Your £25 voucher is in the post!

For a chance to win a £25 voucher you must complete our Autumn-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: Friday 7 October 2021.

Enjoy the puzzle!

B	L	B	O	N	F	I	R	E	N	I	G	H	T
E	A	E	N	P	P	L	E	O	R	S	A	P	S
G	L	S	A	O	U	E	N	O	E	R	O	E	G
E	F	L	S	V	L	M	S	A	E	B	P	U	L
A	G	E	L	A	E	O	P	S	L	A	S	H	P
H	F	A	S	F	S	S	A	K	P	C	S	T	R
A	P	I	N	R	N	P	R	O	I	O	U	L	I
L	I	C	R	O	I	A	K	E	A	N	F	W	E
L	P	O	V	E	G	T	L	T	H	N	E	O	A
O	N	N	E	R	W	E	E	K	N	L	O	P	K
W	P	K	N	S	R	O	R	S	L	R	P	H	O
E	T	E	K	I	A	M	R	I	L	L	B	R	R
E	E	R	L	S	O	L	E	K	E	O	L	A	K
N	A	E	W	O	I	S	I	L	S	E	G	H	T



WIN A £25 VOUCHER

Words to find:

BONFIRE NIGHT
SPARKLER
PUMPKIN

LEAVES
FIREWORKS
CONKER
WELLIES

APPLE
SOUP
HALLOWEEN

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

Website: www.solihullcommunityhousing.org.uk
Visit the contact us page on our website to complete an online form with details of your enquiry



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