

NEWS



Solihull
Community Housing
Shaping our neighbourhoods

For tenants and leaseholders of Solihull Community Housing

Summer 2022



Saxon Court has secured funding to create a brand-new wellness garden!
Read more on page 8

Message from Fiona

Hi everyone. Let me begin by saying how nice it is to see the weather warming up a little, which is always good to see!

As you may have spotted on the front page, our residents at Saxon Court in Chelmsley Wood will certainly be hoping for a few sunny days so that they can enjoy their wonderful new garden.

Thanks to some generous funding from Severn Trent Water, the residents have been able to create a beautiful new outdoor area that they can enjoy with their families and visitors. The garden has been thoughtfully designed to support mindfulness and wellbeing and I'm sure the residents will really enjoy spending time there.

I know we have many tenants and leaseholders with wonderful gardens and I'm sure you'll be interested to read about our garden competition in this newsletter, see below.

I'm always eager to hear from our customers. We are currently looking to recruit a new Tenant Board Member. This is a great way to get involved in what we do and making sure that the voice of the customer is always heard and considered at Board meetings. You can find out more about this exciting opportunity on Page 7.

I am also pleased to say that we will soon be starting the process to recruit some new apprentices to work with us. Last year's programme went very well, and we've enjoyed working with some great young people. One of them, Emma Cornfield, has even been shortlisted for an award at the prestigious Housing Heroes awards, the final of which takes place in Manchester. Good luck, Emma!

Finally, we have just published our new Delivery Plan. This maps out our work plans and ambitions for our



Fiona Hughes
Chief Executive

customers over the next year. You can read it on our website, so please take a look and I would be very interested to hear your thoughts. Please email me at contactfiona@solihullcommunityhousing.org.uk

Best wishes

Fiona

There's still thyme!

Are you an enthusiastic gardener? Or maybe you just enjoy pottering about. Our annual SCH Gardening Competition is back and there's still time to enter!



There are six 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 16s - grow bag, container, plant/veg/fruit)

You can only enter one of these categories.

There are three prizes in each category.

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

To enter the competition, take some photos of your garden and send them to us.

The deadline to submit your entries has been extended, so you now have until **Sunday 24 July** to enter.

Don't forget to email your photos to engagement@solihullcommunityhousing.org.uk

Remember to recycle your newsletter

It's important we all play our part to become more environmentally friendly.

Recycling is a great way to do that because it helps to protect our environment and save resources.

Many of our residents now receive their newsletter by email to help reduce paper waste. However, there are still some residents who prefer a paper copy version.

Once you've taken the time to enjoy reading your newsletter, please remember to recycle it.

You can also put the wrapper in your recycling bin because it's 100% recyclable. It's also fully carbon neutral as certified by the Carbon Trust and it's made from sugar cane waste!

By recycling you are reducing greenhouse gas emissions and helping to tackle climate change. Thank you!



Residents are at the heart...

The new Building Safety Act is designed to give residents in high rise buildings more say in the management of their building and make them feel safer in their homes.

It also gives tenants and leaseholders a greater understanding and involvement in building safety.

The Building Safety Act also places greater demands on landlords - such as SCH - to keep their customers informed about important fire and building safety news.

This is something we already do through this newsletter, our website and social media channels along with the building safety newsletter we currently produce for customers living in our high rise buildings.

In the future we will be doing even more of this. The Building Safety Act aims to:

- Make sure residents have a stronger voice with access to important safety information about their building
- Create a Building Safety Regulator to manage improvements in building safety and manage higher-risk buildings
- Create an 'Accountable Person' directly responsible for keeping residents safe in all high rises
- Create a new Homes Ombudsman scheme
- Introduce a new complaint handling process to make sure effective action is taken where concerns are raised

Residents in high rises will have more say than ever before in the management of their building. Building safety is also about customers working with us.



We now have a network of new volunteer Building Safety Advocates (BSAs) who are carrying out wonderful work in supporting us in keeping our high rises safe.

But all residents have a responsibility to work with us, to keep themselves, their neighbours and friends safe and well - it is a partnership. If you live in a high rise, please alert SCH or your BSA if you see a faulty fire door or window.

The sooner we hear of problems the faster we can respond.

Our sprinklers installation programme is going very well and we've had some great feedback from happy customers.

All our blocks now have a poster in the foyer with a QR code. This takes you directly to lots of safety

information about the block in which you live. If you live in a high rise, scan the QR code on your phone the next time you are passing and take a look for yourself.

As you've read already, the Building Safety Act also encourages greater tenant involvement which is something we are successfully doing through things such as our:

- SCHape panel
- Editorial Group
- BSA's
- VIP Panel

Let us know if you would like to learn more about any of the ways in which you can get involved with us to support your community.

Working together, we can keep all our residents safe in their homes.

7up with the new Charter!

A new Charter for Social Housing aims to raise the standard of social housing and meet the hopes of residents throughout the country.

The charter connects with the new Building Safety Act and will ensure social housing tenants have a voice that is heard. The Charter is built on seven main ideas so that residents will:

1. Feel safe and secure in their home
2. Know how their landlord (SCH) is performing, including on repairs, complaints, safety, and how it spends its money
3. Have complaints dealt with promptly and fairly
4. Be treated with respect
5. Have their voice heard by their landlord, for example through regular meetings, panels or being on its Board
6. Have a good quality home and neighbourhood to live in
7. Be supported to take a first step to ownership, should your circumstances allow

Ministry of Housing,
Communities &
Local Government

**The Charter for
Social Housing
Residents**
Social Housing
White Paper



Catch up with the SCHape Panel

In the last edition of the newsletter, we introduced you to our SCHape Panel.

They are a group of residents who work with us regularly to review and challenge how we are performing and delivering our services.

They have recently been busy carrying out reviews into different areas of services and making recommendations to us.

Let's catch up with them to see what they found...



Letting process for new tenants

We looked into the SCH letting process and the experience for new tenants who have received an SCH home.

What we found	What we recommend to SCH
Communication isn't always clear or consistent at times which can make it confusing	<ol style="list-style-type: none"> 1. Review all letters to check they are Plain English and easy for customers to understand 2. Clearly explain the letting process from the start to customers 3. Review the housing register website to make sure it's accessible and consistent 4. Review the welcome pack new customers receive to make sure it's relevant and consider moving some information online 5. Make sure the same language is used across all communication methods 6. Make sure all customers have access to the information they need, in the format they need
There is no clear information for customers waiting on the housing register about how many property offers they will receive and what will happen if they refuse	<ol style="list-style-type: none"> 1. Give clear and regular information to customers 2. Be clear with customers that two property refusals could get their application suspended 3. Provide regular updates on the website about property refusals and how much it costs SCH 4. Look into the length of time a customer is suspended from bidding after refusing two suitable properties and consider whether this time should be increased if appropriate
Customers who have successfully bid on a property do not receive regular updates on their new home	<ol style="list-style-type: none"> 1. SCH to look into contacting successful bidders once a week to keep them updated on progress 2. SCH to look into providing floor plans for each type of property

Empty homes

We looked into empty SCH homes and the process tenants follow when they give up their tenancy and hand their keys back to SCH.

What we found	What we recommend to SCH
When properties are returned to SCH, often lots of work is needed to get them ready for the next tenant. This can increase the amount of time a property is empty and results in rent loss for SCH	<ol style="list-style-type: none"> 1. Inspect properties being vacated as soon as the notice is received 2. Make tenants aware that they can be recharged if they do not leave the property in a suitable way 3. Let tenants know that the property must be cleared before they return the keys 4. Consider making annual property checks so SCH can see the condition of properties
Sometimes the cleaning in an empty home isn't at the standard it should be	<ol style="list-style-type: none"> 1. Make sure contractors who clean SCH homes are aware of the expected standard 2. Continue allowing tenants who are Empty Home Inspectors access to properties and listen to their recommendations
Lots of furniture and white goods are being left in empty homes which ends up getting dumped when it could go to customers in need	<ol style="list-style-type: none"> 1. Ask tenants who are handing in their keys to sign an agreement that SCH can make use of anything left in property 2. SCH to promote their furniture recycling project so they can reach more customers in need

Having a tenant's perspective is extremely important as it allows us to consider new ideas we may not have thought of before.

The recommendations made by the SCHape Panel are very useful and we are looking into ways we can apply them to make things better for you. We may not be able to fulfil all their recommendations, but we will try to achieve all we can.

The next review the SCHape Panel will carry out is around poverty issues. They are looking into the energy, food, and furniture crisis many customers may be facing. They'll be examining the offer we provide and making suggestions of how we can better support customers and make them aware of how we can help.

■ If you are interested in joining the SCHape Panel, we would love to hear from you! Sign up by visiting our website or email engagement@solihullcommunityhousing.org.uk

How we're listening and acting on your feedback



Over the past few years, we've been engaging with you more than ever before.

One of the ways we do that is through regular satisfaction surveys. Every three months customers are selected at random to answer questions about services they have recently received from us.

The feedback we collect helps us to closely monitor our services so we can quickly see where things are going well or where we need to improve.

Over the past year we have made many changes to the way we work to make our services better. Highlighted below are key areas we've developed based upon your feedback.

New tenants

We asked new tenants what they thought about their home and the service they received. Your feedback told us things could be better, so we made the following changes:

- **Empty home standard** - we've improved the standard of our empty homes before new customers move in.
- **Empty home inspectors** - we're working regularly with customers who inspect and monitor the standard of our empty homes. We've been listening to their feedback and acting on their recommendations.
- **Customer Service Team** - you highlighted that our Customer Service Team who support new tenants during the early stages of their tenancy, is something you found useful.

Contact Centre

We want to make sure we are providing you with excellent customer service. Your comments about our contact centre told us that we need to make some adjustments. To improve your experience, we have:

- **Better internal communication** - we've been working more closely with teams across SCH to make sure we are communicating better
- **Updated information** - the information on our system has been updated to make sure we can handle your enquiry in the correct way
- **Developed our training** - we have invested in training to make sure our staff have the required knowledge and support to help you

Repairs and maintenance

Your feedback highlighted that communication around repairs and appointments could be improved so we made the following changes to the service:

- **Better communication** - we keep you better informed about your repair and let you know if there are any changes to your appointment time.
- **Text messaging service** - we send you more text message reminders to keep you updated about your booked repair.

Antisocial behaviour and complaints handling

We've been monitoring your feedback across the whole year, and the survey results show the way we handle complaints and antisocial behaviour isn't as good as it should be. Both services need some improvement, and we are working hard to review how we deliver them to you to make sure it's suitable and efficient.

As you can see, your voice really does count! Without you expressing your thoughts and opinions we wouldn't be able to make the changes SCH needs to improve.

Since introducing the changes we've highlighted, we have seen an increase in satisfaction levels. This is great news because it means our services and your experience with us is better.

Thank you to all the customers who took the time to complete one of our surveys. If you would like to find out more ways to get involved and have your say, please visit our website www.solihullcommunityhousing.org.uk

We've achieved Tpas accreditation!

Resident engagement is extremely important to us, and we want to make sure we deliver the best possible service to you.

We've been working with tenant engagement experts, Tpas (Tenant Participation Advisory Service), to make sure we're doing all we can to involve you.

Tpas offer an accreditation to organisations who show a commitment to tenant involvement, and we're happy to announce that

our efforts have been recognised and we've achieved Tpas accreditation!

The accreditation shows that we are meeting requirements and going above what is expected. It also shows our promise to involve residents and the value we place on engagement activities.

This wouldn't have been possible without the dedication from our staff and from you, our residents! We are so proud to have achieved this and will continue to thrive and grow in our engagement with you.



Sign up to our Inclusive Services Register today

We are inclusive of all vulnerabilities and requirements, and we want to make sure our services are accessible to all our residents.



Did you know we have launched our very own 'Inclusive Services Register' to do just that?

The register is a new way for you to let us know about your personal needs or any vulnerabilities you may have and how we can adapt our services to support you best.

You may like to join the register if you have:

Poor eyesight

Requirements:

- Need letters in a bigger font size
- Key documents on audio CD
- Prefer verbal communication

Mental Health

Requirements:

- Signpost to support services
- Schedule appointments at times that work best for you

Mobility difficulties

Requirements:

- Allow extra time to reach the door or the telephone

Hard of hearing

Requirements:

- Knock loudly when visiting
- Speak loudly on the phone
- Use type talk to communicate
- Prefer written communication

Learning difficulties or disabilities

Requirements:

- Provide a coloured overlay for written communications
- Prefer verbal communication

Wondering how you can join the register?

You can sign up to the Inclusive Services Register today by completing an online form on our website.

All you need to do is scan the QR code using your phone camera and it will take you to the correct website page. Or you can visit our website and search 'Inclusive Services Register.'

If you do not have access to any online facilities, please call us on 0121 717 1515 and one of our advisors will be happy to help you.

All the information you provide us is treated in the strictest confidence and will only be used by us and our contractors to support you - it will not be shared with anyone else.

If you have a vulnerability, we are keen to adapt our services to support you better. Please register today by telling us exactly how we can help you.



Useful gadgets can help you live safely in your home

We want to raise awareness of the range of useful gadgets available to help people live independently and safely in their home.

Our gadgets are designed to maintain your independence and give you and your loved ones' peace of mind. They are affordable, reliable and easy to use.

The gadgets can be linked to a 24/7 monitor and responder service so help can be called on at any time.

What's new?

Our Wellbeing Team have created their very own digital Telecare Brochure. This is an easy-to-follow guide which explains the telecare solutions available to support our vulnerable customers. Whether they

are at risk of falls or are living with learning difficulties and/or dementia.

To understand how easy the gadgets are to use and who they would best support, we have also filmed some short demonstration videos. These videos will show how a variety of the gadgets work.

For more information about the gadgets available, please read our telecare product guide or view our demonstration videos to see how the products work around the home.



You can view our new Wellbeing brochure and demonstration videos by scanning the QR code.

■ **Call us on 0121 717 1515 to speak to the Wellbeing team or make an online self-referral through our website Contact Us forms.**

Could you be our next apprentice?

In November 2020, despite the difficulties we faced due to the pandemic, we continued to develop our apprenticeship programme and recruited six new team members. We have been really impressed by the progress of all our apprentices and the effect their hard work is having on our customers.

We caught up with our apprentice Emma, to find out her thoughts about our apprenticeship programme.



Emma said "joining the apprenticeship programme has been such a rewarding experience. I have gained so much knowledge and completed my qualification. SCH is a brilliant place to work, you are supported every step of the way and they really want to see you succeed.

If you are thinking of applying but aren't sure, I would 100% say do it, you won't regret it."

We are very proud that Emma has also been shortlisted at the national Housing Heroes Awards for 'Outstanding achievement by apprentices'.

Come and join us

We are now searching for new apprentices to join us later this year!

We want to continue to recruit from within our communities. We are looking for enthusiastic individuals, with a great attitude and willingness to learn.

We offer lots of opportunities including:

- Customer Satisfaction

- Health and Safety
- Contact Centre
- Trade Skills

The roles are a two-year paid apprenticeship, where you will earn while you learn, gain a professional qualification, and have opportunity for progression within the business.

For more information, please email your contact details to employabilitysupport@solihull.gov.uk

Could you be our next Tenant Board Member?

Would you like to play a part in the future of Solihull Community Housing? You can do just that by becoming one of our Tenant Board Members.

This is an exciting opportunity for a person interested in housing and keen to help us make our communities a great place to live.

You need to be enthusiastic, passionate about making a difference and have time to commit.

Tenant Board Members have a responsibility to represent the interests of other tenants, so it is important you understand your neighbourhood and the wider community.

Board members are expected to:

Value customer views and consider issues from their perspective

Attend all meetings and training

Work well in a team

Provide constructive feedback

Communicate effectively

We are an inclusive organisation, and we welcome expressions of interest from all members of our diverse communities.

We understand joining the Board may be a daunting idea but we're here to help you every step of the way.

Board Members are volunteers and do not get paid, however in return this role will offer new experiences as well as training and development. All expenses will be reimbursed.

If you are interested in becoming a Tenant Board Member and learning

more about the role, please get in touch.

You will find lots of interesting information about the role on our website.



We will also be hosting a virtual Question and Answer Session with our current Board Members where you can learn more about the role.

For an information pack please visit www.solihullcommunityhousing.org.uk or call Mary Moroney on 0121 717 1515.

Garden joy at Saxon Court

Saxon Court Resident's Group recently received funding from Severn Trent Water Community Fund to create a 'Sensory Wellness Garden'.

The resident's group made an application and were awarded a fantastic £6,096 to begin their Wellness Garden journey.

The garden has been created as a safe space for residents to sit, be mindful and relax. It includes a range of features, surfaces, objects and plants that stimulate the senses through touch, sight, scent, taste and hearing.

The contractor's that Saxon chose to build the area are Community Gardening Services. They give project workers with learning

disabilities and mental health problems the opportunity to help the local community by carrying out a range of gardening and maintenance tasks.

There is evidence that proves nature can lower stress levels, decrease blood pressure, and reduce the risk of asthma, allergies, diabetes and cardiovascular disease. It also helps to boost mental health and increases life expectancy.

Community Garden Services have been working alongside the Saxon Court staff and



residents to bring their vision to life.

The residents are overjoyed with the results and love to embrace the peace and tranquillity the garden brings.

For the latest news at Saxon, follow their Twitter page @SaxonCourtSCH

Ready, Set, Relay!

The Birmingham 2022 Queen's Baton Relay is coming to Solihull on Tuesday 26 July!



This visit will be the final journey before the Baton heads to the hosting city of Birmingham for the official Commonwealth Games Opening Ceremony on 28 July.

The tour of the Baton will start in Castle Bromwich and journey across the borough before reaching the finish line in Solihull Town Centre.

Want to know the best places to see the Queen's Baton Relay? Then look no further:

- Babbs Mill Park
- Castle Bromwich, Chester Road
- Chelmsley Wood Town Centre, Chelmsley Road
- Marston Green, Station Road
- Hampton in Arden, See Community Events
- Meriden, Main Road
- Berkswell, Lavender Hall Lane
- Balsall Common, Station Road
- Knowle, High Street
- Dorridge, Station Road
- Hockley Heath, School Road
- Dickens Heath, Main Street
- Cheswick Green, Cheswick Way
- Shirley, See Community Events
- Solihull, Warwick Road, High Street & Jubilee Gardens Community Event

Arrival times for each location will be announced closer to the date.

Babbs Mill Park Community Event

The Queen's Baton Relay will be passing through Kingshurst on Tuesday 26 July at around 8.45am.

To celebrate, we are organising a once in a lifetime community event on Babbs Mill Park from 8.30 - 12.00 noon.

The Queen's Baton will make a stop here for residents to take photos with the Baton and show support to the Baton Barer for that part of the route. You might even know someone who has been chosen as a Baton Barer.

You will have the opportunity to join in our taster sessions of local activities. Or if this isn't for you then why not try your hand at arts and crafts, enjoy some free refreshments or just relax and socialise with your family and friends.

■ If you would like to find out more about the community events planned around Solihull on Tuesday 26 July, please visit our website.

LATEST NEWS AT KINGSHURST

There's lots going on in Kingshurst as we get ready for an exciting time of change and transformation. With regeneration works set to begin soon, you can discover the latest news and updates with our round-up below.

Site investigation works complete

To get ready for the Kingshurst redevelopment, routine site investigations around the village centre have taken place.

The investigations help us to understand the conditions of the ground which will help us moving forward.

Engineers from SP Associates, on behalf of Willmott Dixon, have been drilling 20 separate boreholes and 4 small trial pits across the site. Before the contractors leave the site, all the boreholes will be securely capped off and the trial pits will be backfilled.



Coffee group to support parents

A new coffee morning has been launched at Kingshurst Library on Fridays from 10.30am - 11.30am, for parents and carers of children with additional needs. The morning is being run by a local parent and is an opportunity for you to share and seek advice with others, have some time to yourself, and enjoy a free hot drink with other parents and carers in the same situation.



Friday Night Youth Club

Friday Night Youth Club is open to any young person aged between 11-15. It's run by Fitcap, a non-profit organisation who arrange fun activities for the community.

The youth club is open from 6pm-8pm every Friday in Kingshurst Library. There's lots of activities to get involved with such as games, computer gaming, arts and crafts, and coming soon will be a table tennis table.

The youth club is very new to the community and Fitcap want young people to come forward and share their ideas. Tell them what you want to do at the youth club and Fitcap will try and make it happen.

Young people can just turn up or register online by scanning the QR code.



Catch up with Becki

Our Engagement Officer Becki will be at Kingshurst Library every Thursday from 10.30am-12 noon for any member of the community who wants to pop in say hi. You can find out what's happening with the regeneration project, ask any questions you may have, raise any concerns, make suggestions, or find out how to be more involved.



Community Engagement Officer, Becki

Stay connected

You can get the latest news and updates about Kingshurst Village Centre sent straight to your email inbox. Sign up to stay connected by scanning the QR code.



Full Planning Application approved

We're pleased to announce that the Kingshurst Planning Application has been approved!

Based on the Kingshurst Masterplan, the approval means we can begin with the demolition of the current local centre and the development of a new mixed-use community focused village centre.

We will continue to work with local residents and stakeholders as we move to the next stage of this scheme.



We're learning from your complaints

Over the last 12 months we have been working hard to improve our complaints process. We recognise the need to have a strong complaints policy and the importance of learning from complaints. We are committed to improving this service in line with the Housing Ombudsman Code of Guidance.

What's changed?

When you make a complaint, we will ask you what outcome you would like from this and have someone contact you to discuss it in more detail. By doing this, we hope to resolve your complaint more quickly and effectively. It also gives us a

chance to explain our process and what to expect.

We know complaints can really help us to improve our services, so we are aiming to publish how we are learning from complaints at least every six months.

In the next few months, we will be making more changes to our complaints policy based on feedback from you, our residents.

Take a look at our website to view our quarterly complaints performance figures as well as how we are learning - www.solihullcommunityhousing.org.uk/contact-us/complaints-and-compliments

Don't forget to keep an eye on our website page 'Learning from complaints' for any updates.



Understanding repair waiting times

To manage our repairs service efficiently and fairly all repair requests are given a priority level between 1 and 4, with 1 being the most urgent.

If your repair request is not essential immediately, it will probably be placed in level 3 or 4 which will mean a longer waiting time before we are able to get to you.

Full details of this appears on our website, but here is a guide to help make things clearer.

Priority 1 - Emergency, within 24 hours

We are likely to consider your repair to be an emergency if waiting to carry out the repair will:

- put people in danger
- make your home unsafe
- damage the property
- make the existing damage worse

Priority 2 - Three and seven day repairs

Three day repairs include work such as:

- Partial loss of electrical power or water supply
- Blocked sink, bath or basin
- Loose or detached banister or hand rail



Seven day repairs include work such as:

- Leaking roof
- Door entry phone not working
- Extractor fan in kitchen or bathroom not working

Priority 3 - Appointments

We will offer an appointment for all other

internal repairs and aim to attend your home within 28 days.

Priority 4 - External works

External works have a target to be completed within 90 days.

This includes work with fencing, paths, guttering and downpipes.



Great British Spring Clean helps to keep Solihull tidy

The Great British Spring Clean is an event that happens every year and is part of the national campaign, Keep Britain Tidy. This year's spring clean took place from 28 March to 7 April, and as usual we got stuck in to help as much as we could.



We managed to pull together as many volunteers as possible from SCH and the wider community, to take part in planned litter picks across the borough. We even had some local residents join us too!

We went out in all weather conditions, armed with litter pickers and bags to keep our community clean and tidy. It was a

huge success and in total we collected over 115 bags of rubbish!

The campaign makes a huge difference in keeping Solihull cleaner and safer for everyone.

We would like to say a big thank you to everyone who joined us this year and we can't wait to see you all again next year.



Join us for a walk on your estate

Are you passionate about where you live? Do you take pride in keeping your local area tidy and free from issues? Then this could be right up your street!

We are teaming up with Solihull Council to organise regular estate walkabouts.

This new initiative will see staff from our Estates Team and Solihull Council's Neighbourhoods Team working together by walking the roads and walkways across the borough. The teams will be finding any issues that need addressing in your local area such as fly-tipping, graffiti, uneven pavements, or streetlights that are not working.

Who else knows the area as well as the residents who live there? It's somewhere you walk around regularly and will notice when something isn't right.

Over the next three months we will be at the following locations:

29 June: Waldon Walk, Smith's Wood

27 July: Solihull Lodge

24 August: Perch Avenue, Chelmsley Wood

28 September: Gilson Way, Kingshurst

All walkabouts will start from 10am at the locations stated above and they will last for about an hour.

We would love it if you could join us! Together, we can work to make your estate a great place to live.

■ For more information, please contact our Engagement Team by emailing engagement@solihullcommunityhousing.org.uk

Competition time!

Thank you to everyone who entered our wordsearch competition.
 Congratulations to our winner, Adrian from Solihull.
 Your £25 voucher is in the post!

For a chance to win a £25 voucher you must complete our Summer-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:

Freeport 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 22 July 2022.



Enjoy the puzzle!

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

WIN A £25 VOUCHER

Words to find:

BEACH	OUTDOOR	SHORTS
CAMPING	PARASOL	SUNFLOWER
HAT	POOL	SUNGLASSES
HOLIDAY	SHADE	SUNSCREEN

Your name and address:

Name:

Address:

.....

.....

Phone number:

Email address:

To get in touch

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 Meriden Drive
 Solihull B37 6BX

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 Visit the contact us page on our website to complete an online form with details of your enquiry



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