

# NEWS



**Solihull**  
Community Housing  
Shaping our neighbourhoods

For tenants and leaseholders of Solihull Community Housing

Spring 2024

Redwood House residents are the first to receive their Building Safety Agreement. Read more on page 6



**Everyone Matters - Shaping services to meet your needs.**  
Read more on page 4





# Message from Fiona

**Hello and welcome to the first edition of SCH News for 2024. I hope you find this edition informative and interesting.**

I am particularly pleased to announce that we are introducing a new column in which you can learn more about our Board members and the work they carry out on your behalf.

Our Board consists of a combination of councillors, independents and tenants. We are launching our new feature with one of our Tenant Board Members, April Halpin.

It's so important to have the tenants' voice heard and effectively represented on the SCH Board.

We have a total of three tenants on our Board but with

one set to leave this year we do have an opportunity to welcome a new Tenant Board Member. You can find out much more about this great opportunity on Page 6.

Redwood House residents recently became the first to receive a copy of our new Building Safety Agreement. This is a very important document that we now legally have to produce and deliver to all our high rise customers.

We're now working hard to get these produced for all our other blocks. The information inside differs a little from block to block. So keep an eye

out for your very own copy of the Building Safety Agreement which we hope to get to all our high rise customers soon.

With Easter looming, it always reminds me to mention our Spring Rent campaign. If you have an up to date rent account – or pay your rent by direct debit – then you are automatically entered and in with a chance of winning a cash prize. The opposite page has all the details you need to know.

And finally, we are launching a new Everyone Matters campaign. This will help us to learn more about our



**Fiona Hughes**  
Chief Executive

customers so that we can tailor our services to meet their needs. You can read more about Everyone Matters on Page 4.

**Best wishes**

*Fiona*



## Do you have the Right to Buy?



**Did you know that as a secure tenant you may have the Right to Buy your home?**

You must meet the eligibility criteria and ensure that your property is not excluded from this option to do so.

Details of the scheme including how to apply for Right to Buy, discounts and required proof can all be found on our website.

You can also find additional information through the Right to Buy Agent Service by visiting [www.ownyourhome.gov.uk/scheme/right-to-buy](http://www.ownyourhome.gov.uk/scheme/right-to-buy)



**Did you know that there are a huge number of Solihull volunteer litter pickers who all go out daily?**



If you've not seen your fellow residents litter picking you may have spotted their spoils in the form of a green Love Solihull bag next to a bin.

These green bags are used purely for litter, so when Veolia empty the bins, they know this is collectable waste.

Volunteering has a number of benefits:

- **Improves your mental and physical health**
- **Getting out into the fresh air**
- **Contribute to your local community**
- **Sense of purpose**
- **Meet new people and reduce isolation**

Why not find out more about getting involved by scanning the QR code.



## Our staff are there to support you

**We have a duty of care to our staff and any kind of abuse towards them, either in person or over the phone, will not be tolerated.**

Our staff come to work to support you, and it is important for all our staff to be treated with respect.

Where possible, we will act against those responsible for verbally or physically abusing our staff.

# Could you be a winner this Spring?

**Congratulations to the winners of our December rent prize draws!**

If you would like to join our list of winners this Spring, all you need to do is keep your rent account clear.

Our upcoming prize draw offers you the chance to win one of four £250 prizes. You could also enjoy a rent-free week!

## Rent-free week

If your rent account is clear by Sunday 24 March, you can enjoy a rent free week from Monday 25 March.

## Spring prize draw

If your rent account is clear by Sunday 31 March, you could be one of four lucky winners of £250.

If you are in arrears, you must make a payment on the week commencing Monday 25 March 2024.

**Residents who pay their rent by Direct Debit, will automatically be entered into our end of year prize draw.**

If you are struggling to pay your rent, there is help available. Please visit Solihull Council's Here2Help website by scanning the QR code below.

Alternatively, you can give us a call on **0121 717 1515** and our Money Advice Team would be happy to discuss support with you.



## Ways to pay your rent

There are lots of ways for you to pay your rent, such as:

- Online through our website [www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk)
- Using the automated telephone system on **0300 456 0502** - available 24/7
- Using your My SCH Account, if you are registered
- At any Post Office using your rent card (swipe card) or Paypoint outlets
- Calling our Contact Centre on **0121 717 1515**
- To register with My SCH Account, please visit our website.



## Do you own an XL Bully?

**The new restrictions on XL Bully dogs are now in force and we will expect all tenants who own an XL Bully to follow the current guidelines.**

We understand that the ban on American Bully XL type dogs is very unsettling and many owners in our local communities will have questions and concerns.

Please scan the QR code to read the Government's current guidance on owning an XL Bully.



This will be your last paper version of the newsletter as all residents will now receive a digital copy.

If you would prefer to receive a paper copy or would like to provide your email address, please contact us on **0121 717 1515**.





# Everyone Matters

## Shaping services to meet your needs



**This March, we are launching our brand new initiative, 'Everyone Matters'. By better understanding who lives in our homes and what specific needs you have, we can tailor our services to better suit you, because you matter.**

We are committed to providing you and those you live with a more accessible, personalised and inclusive service that is **tailored specifically to you.**

But we can't do this without your help. We are asking all residents to update their details through an online form to ensure we have an up to date understanding of you and your household. Questions will ask for information such as whether you are male or female, ethnicity, if you work, your age and disability.

You will also be asked about any additional needs you might have and how you would like us to best contact you, so we can adapt our services to meet those needs.

Some of the information we are collecting is new, especially for those who live with you. So, even if you think nothing has changed for you or your household, please complete the form.

**Every resident who provides these details will be entered into a prize draw with a chance of winning up to £200 in High Street vouchers.**

All you need to do is scan the QR code and update your details to be entered into the draw. If you would like a paper copy or support to complete the form, please call us on 0121 717 1515.

■ Your data will be kept safe, confidential and will be handled in line with strict government guidelines.



**Collecting information on you and your household will be used to monitor any differences in the way services should be delivered.**

**It will help us to identify any inequalities in the way services are delivered and ensure there is no discrimination.**

**Use your information to tailor communications, making sure they are relevant to you, such as sending activities for children to households where under 18s live.**



**Knowing about your communication preferences means you will get information in ways you prefer, such as large print, audio and other formats. We can also tailor appointment times to suit you if:**

- you have a medical condition that affects you at certain times of the day
- you have children and need to go on the school run
- you have physical disabilities - we can discuss supporting you through our wellbeing service.



**Help us understand future demand and plan how we will deliver upcoming services.**

## SCHAPE review update

**The SCHAPE Resident Panel has been in operation for three years and is in place to hold SCH to account by scrutinising the services we provide and making recommendations on how we can improve them.**



The Panel has full control over its operation and reports directly to the Housing Operations Committee. Recently, the Panel chose to review communal areas based on the lower customer satisfaction levels.

This involved taking part in information sessions to learn more about the service area, meeting with staff from Neighbourhood Services, collecting feedback from the Estate Assistants and making visits to our low-rise and high-rise buildings to look at the communal areas.

Their particular focus was around the cleanliness of the areas, grass cutting, and the refuse service provided by Solihull Council.

They have made some fantastic recommendations and an action plan is being put in place. **More information to follow!**

## Are you passionate about Building Safety?

**Do you want to be involved in how we keep you safe in your home and have your voice heard? Then this may be the group for you.**

We are starting up a new Building Safety Residents' Forum where you can get involved, tell us your views, and put forward new ideas to improve the safety of your home.

The new forum will sit alongside the officer-led Building and Residents Safety Group and offer valuable resident insight. It doesn't matter if you live in a house, high rise flat, maisonette or any other type of home, we would love to hear from you!

If this sounds like something you would be interested in, please email [engagement@solihull.gov.uk](mailto:engagement@solihull.gov.uk) for more information on how to get involved.



# BUILDING SAFETY NEWS

## Damp and Mould

We have been working hard to address cases of damp and mould in homes where they have been reported, using the latest techniques to reduce the chances of it returning.

The rooms most commonly affected are the bathroom and kitchen, although damp and mould can occur in any room.

Here are a few simple steps that you can take to help reduce the risk of damp and mould in your home.

- Keep your heating on low all day rather than short bursts of high heat. Try to have a constant level of heat throughout your home, between 17°C and 21°C.
- When you cook, open a window, or use the extractor fan and shut the door to prevent moisture from spreading to other rooms.
- Open bedroom windows for a bit when you get up in the morning – remember to shut them before you go out.
- Leave space between furniture and cold walls.



- Don't block chimneys, flues or airbricks.
- Dry clothes outside, where possible.
- Use a clothes airer in the bathroom or kitchen with the door closed and the window slightly open or the extractor fan on.

Mould can be removed by scrubbing with a mould-specific cleaning product. Always wear protective gloves and a face mask.

■ For more advice on damp and mould please visit our website.

## False fire activations



Smoking and vaping in communal areas of our low rise and high rise blocks is not allowed.

We have had issues with smoke alarm activations in blocks resulting in the fire service having to attend when there is no actual fire.

This is something we are keen to avoid so please take care not to trigger the smoke alarms.

## Zero Tolerance policy

We operate a Zero Tolerance policy in our high rise blocks designed to keep communal areas clear at all times – such as stairwells, drying rooms and the areas outside flat doors.



The policy is there to maintain high levels of safety within the block.

If the fire service had to attend an emergency, they need to be able to make their way through the block clear of obstacles, in particular at night when vision might be poor.

Our team of Estate Assistants carry out frequent block safety checks and will remove anything they find that should not be there.

## Bin chutes

If you live in a high rise and use bin chutes for your rubbish please be considerate if using in the evening or late at night.

The clanging noise of the door shutting can disturb neighbours who may be sleeping.



## Spandrel panels

We are now continuing our spandrel panel work around 16 high rise blocks. Unfortunately, we had to suspend this programme of work over uncertainties about British/EU safety regulations.

These issues have now been settled, and work is underway once more. We apologise to any customers who were affected by the delay.

## Sprinklers

Thank you for your great feedback on our sprinkler installation programme. We are currently finishing off the final few blocks in Kingshurst.

The sprinklers have already proved highly effective when called into use. Unavoidably, water from sprinklers can impact on other flats – not just the one where the fire is.

Please ensure you have contents insurance to protect your personal belongings. We can help you do this. Just call us on 0121 717 1515.



# Get to know our Board Members



**April Halpin**  
Board Member

## 1. Hi April, what made you want to become a Tenant Board Member?

I became a Board member after seeing an advert looking for tenants who are interested in making a difference. It was during lockdown and the advert resonated with me. I left it a few days as I wondered if it was something I was even able to do having been long term unemployed, and no experience of the corporate world.

I have lived in North Solihull all my life and love the people and the community. I thought, if I can make a small change to someone's life for the better then that would be such a fantastic feeling.

## 2. What does a Tenant Board Member do?

I wasn't sure what my responsibility would be when I joined but I was given guidance, encouragement and support from the Board and members of SCH staff.

I still don't understand everything, and no one expects me to. All they need is my voice and experience of being an SCH tenant. As the voice of the tenant has become more important, our opinions on various policies and regulations are essential.

## 3. How have you found being a Tenant Board member?

One of the best things about being on the Board is knowing you can make a change, have your voice heard and it's not just suits and corporates making decisions.

## 4. What do you enjoy most about being a Tenant Board Member?

I've had several moments where I've stopped and thought to myself, wow have I just had an input into this major change.

When I was new to the Board, we were looking at the sprinkler installation progress in all our high rise buildings and realised not all flats were fitted with carbon dioxide devices. We questioned this and was informed it was becoming law in the near future and SCH were in the process of fitting devices in every high rise home.

The biggest difference I feel I've made was supporting the implementation of the Inclusive Services Register and championing this. I believe this register helps both tenants and SCH with knowing when a tenant needs extra support or a tailored service without being invasive. I'm really pleased that they include carers in this as they are usually overlooked when it comes to disabilities and needing help.

## 5. What are you most proud of achieving as a Tenant Board Member?

Being on the Board enables me to join panels across the social housing sector. The Government's Department of Housing were looking for social housing tenants and staff across the UK to voice their opinions on changes to housing policies.

This included the new Awaab's Law, bringing in damp, mould, and disrepair regulations. I knew this would have a massive impact on every aspect of housing across the country. I wouldn't have been able to be a part of this life changing opportunity if it wasn't for the support and encouragement from Board and my family.

## 6. Would you encourage others to consider becoming a Tenant Board Member?

For anyone interested in becoming a Tenant Board Member, go for it! Especially if you are passionate about the area you live in. All you need is a few hours each month to read through Board papers so you are prepared for meetings.

I'm so glad I applied to become a Tenant Board Member. It's not only given me the opportunity to meet so many nice people but knowing I can make tenants living standards a little better is very humbling. It's also given me the confidence to question things in an objective, constructive way.



■ Our Board are looking for new Tenant Board Members. Scan the QR code for details on how you can apply.

## Redwood residents receive their Building Safety Agreements

**Keeping you and your home safe is our number one priority. We have been busy producing important safety agreements for each of our high rises.**

This will outline specific safety information about your block, how you can report safety concerns and ways you can get involved in working with us. Residents of Redwood House were first to receive their copy, and we are currently working on producing the document for all our other high rise blocks. We aim to get the rest of these completed over the coming months, so keep an eye out for your own copy.



Staff are ready to provide Redwood House residents with their new Building Safety Agreement.

# LATEST NEWS AT KINGSHURST

## Things are taking shape on the Mountfort site!

**With foundations laid and all the groundwork now complete, construction on the Mountfort site is in full swing.**

Our sustainable prefabricated timber frames arrived on site just before Christmas and the first 22 plots have already shot up, with work now underway on the roofing and brickwork.

The timber frames, which are manufactured here in the UK, form the structure for all of the 25 new homes, allowing for airtight insulation and providing maximum energy efficiency.

The next step will be for our contractors to make a start on internal fitout while work continues on the remaining plots.

With steady progress being made, construction on the Mountfort site remains on track for completion in September 2024.



■ Head of Asset Management Andy and Development Officer Greg check out the build progress.

## Local training opportunity

**If you are looking to take your first steps in the construction industry, you can now benefit from free local training offered by the Kingshurst Construction Training Hub.**

These short training courses focus on groundwork or brickwork. Both courses combine practical onsite work experience with classroom-based learning and employability support. Upon successful completion, learners can obtain a Construction Skills Certification Scheme (CSCS) card and a guaranteed interview.

Funded by the West Midlands Combined Authority (WMCA), the course is delivered in partnership with Willmott Dixon, Solihull College & University Centre and RMF Group.



■ Mayor Andy Street, Cllr Ian Courts and Cllr Karen Grinsell with Nathan and a tutor at Kingshurst Construction Training Hub.

One Solihull resident who has already benefited from the Hub is Nathan Williams from Smith's Wood. Nathan has secured a job with the training provider RMF after completing the course.

Nathan said:

*"The skills and experience I have gained from the Hub has been the foot in the door I needed into the construction industry. I still have plenty to learn but this course has given me the confidence to take the next step and find my own career path. I'd encourage anyone to take a look."*

**To find out more or register your interest, please visit: [www.solihull.gov.uk/kingshurst-training](http://www.solihull.gov.uk/kingshurst-training)**

## VE Day Poppy Appeal

**This VE Day, we want to cover St Barnabas Church Spire in 5,000 handmade poppies.**

If you are a passionate crafter then we would love your help! We are looking for poppies that are knitted, crocheted or made from materials that will withstand the elements.

Wool is available to collect from Kingshurst Parish Council in Kingshurst Library on Mondays, Tuesdays, Thursdays and Fridays between 10:00am-1:00pm.



For those that want to join a crafting group, why not check out:

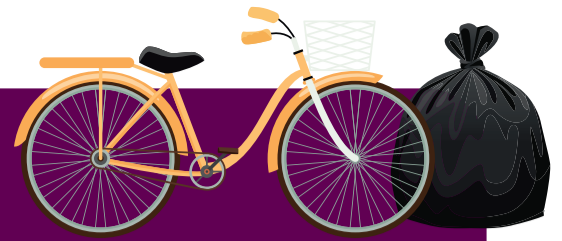
- **Kingshurst Needlecrafters on Thursdays from 10.30am-12pm**
- **Family Craft Group on Thursdays from 3.30pm- 4.30pm**

All completed poppies can be dropped off at Kingshurst Library.

Thank you all and happy crafting!



# Keep communal areas clear



**We continue to work with West Midlands Fire Service to keep you and visitors to your building safe.**

We are experiencing an increasing amount of resident's personal items being left or stored in communal areas.

These areas include landings, outside your own front door and under stairs. Bags of rubbish and bulky items left outside the main front and rear entrances to high rise blocks is also a major concern; this poses a fire risk and could obstruct someone's escape route or delay the fire service in the event of a fire.

**It is important that all communal areas inside and outside our high and low-rise buildings are always kept clear.**

Your rubbish must be disposed of correctly and your personal belongings must be stored inside your flat or shed.

- **We offer a pre-paid bulky collection service, one item for £15, five items for £22.50 and ten items for £30. Please call 0121 717 1515 to book a collection.**

## The smell of freshly cut grass

**Communal grass maintenance will start late March through to late October.**

All grass areas will be maintained roughly every two weeks, subject to the weather and contractor access issues because of a risk to health and safety.

The Council's contractor will refuse to cut the grass if toys, play equipment, garden furniture and ornaments are in the way, or if the grass area is covered in dog fouling.



## Clean up after your dog

**If you are a dog owner, it is your responsibility to clean up after your dog(s).**

Leaving your dog's mess in communal areas is a very unpleasant act of anti-social behaviour which impacts on your neighbours, the Council's grass cutters and visitors to your block.

Dog fouling must be removed by the owner immediately, bagged securely, and placed in a communal domestic bin.

If we can evidence dog owners who persistently fail to clean up after their dog(s) they will be served with a Community Protection Notice (CPN) and if they fail to comply then they will be summoned to court.



## Tree concerns

**SCH works with Solihull Council's Forestry Team on the management of trees throughout the borough.**

If you wish to report an issue with a tree, please read through the information on the Council website by scanning the QR code. This will detail how trees are managed and the work that **can** and **cannot** be carried out.

**If the issue you wish to report is something that comes under the work that can be carried out, please call us on 0121 717 1515.**



## What is fly-tipping?

**Fly-tipping is the illegal dumping of household, garden, industrial or commercial waste. It is an arrestable offence, and we can impose fines via Solihull Council's Environmental Compliance Team:**

- **Household Duty of Care fine of £400**
- **Fly-tipping Section 33 Offence of £600**

We all have a responsibility to ensure that the waste we produce is disposed of responsibly and in accordance with the law. As a resident of Solihull, you have a legal duty of care to make sure that your waste is only collected by a registered waste carrier.

Scan the QR code to find out more about how you can get rid of any unwanted waste.






# Rent Calendar 2024/25

This is your rent calendar for 2024/25. It shows all the days on which your rent is due. We wrote to you in February with details of your 2024/25 charges. If you claim Housing Benefit, then you will also receive a letter from us in March detailing your entitlement. If you claim Universal Credit you will need to update your online journal when your rent charges change. This will be 1 April if you are charged monthly or 3 April if you have a weekly charge.

**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 1		28	Oct 7	
2	April 8		29	Oct 14	
3	April 15		30	Oct 21	
4	April 22		31	Oct 28	
5	April 29		32	Nov 4	
6	May 6		33	Nov 11	
7	May 13		34	Nov 18	
8	May 20		35	Nov 25	
9	May 27		36	Dec 2	
10	June 3		37	Dec 9	
11	June 10		38	Dec 16	
12	June 17		39	Dec 23	No rent due unless in arrears
13	June 24		 40	Dec 30	
14	July 1		41	Jan 6	
15	July 8		42	Jan 13	
16	July 15		43	Jan 20	
17	July 22		44	Jan 27	
18	July 29		45	Feb 3	
19	Aug 5		46	Feb 10	
20	Aug 12		47	Feb 17	
21	Aug 19		48	Feb 24	
22	Aug 26		49	Mar 3	
23	Sep 2		50	Mar 10	
24	Sep 9		51	Mar 17	
25	Sep 16		52	Mar 24	No rent due unless in arrears
26	Sep 23		53	Mar 31	No rent due unless in arrears
27	Sep 30				

 £200 prize draw
  Rent free Weeks
   £250 Christmas and End of Year draw

To enjoy the rent free weeks and be entered into our prize draws, please make sure your rent account is clear by the dates highlighted on the calendar. If you pay by Direct Debit, you will automatically be entered into our prize draws.

# Start this season with learning new skills

Spring is the season of hope and new beginnings. Solihull Council's Employment and Skills Team offer various free training opportunities for Solihull residents at our centre in Chelmsley Wood Shopping Centre. You can learn new skills or brush up on existing skills which are useful for work and personal life. Why not take advantage of these opportunities this season?



## Numeracy Training Session (offered by Multiply)

**We need numeracy skills in everyday life, from finding best buys to budgeting for your family.**

Improving your skills can boost your confidence and better your chances of securing a new job. With a designated tutor from Solihull College, this two hour session is for people in work.

It offers high flexibility to fit your schedule as a refresher. You can pick the areas in numeracy that you are most interested in to suit your needs.

## English and Maths Taster Sessions

**Four week taster sessions are available on Thursdays where you can brush up on your English and Maths skills at no cost to you.**

Delivered by tutors from Solihull College, these sessions focus on the essential skills for everyday life and build your confidence in speaking your mind and calculating with numbers.

## Employability sessions

**CV and interviews are essential for any jobseekers.**

To improve your chances of getting the job that you want, you can learn about the latest CV formats preferred by employers and tips for expressing yourself. You will get this support at our Employability sessions every Tuesday, which alternate between CV and interview support. You can work on your CV with our advisers at the sessions.



## Access to ICT

**Laptops are available for your use at the centre.**

With a stable network, essential equipment and software in place, you can use the laptops for distant learning courses, coursework, writing your CV, searching for work or training. Just check with us and book a timeslot!



**Contact us to find out more and sign up now!**

Solihull Council Employment and Skills Team

Phone no.: **0121 704 6869**

Email: **empteam@solihull.gov.uk**

Address: **Solihull Recruitment and Training Centre, 16-18 Maple Walk (Upper Mall), Chelmsley Wood Shopping Centre B37 5TS**

Opening Hours: Monday -Thursday from 9:30am – 4:30pm



The services above are open to Solihull residents aged 16 or above, except 'Numeracy Training Session' offered by the Multiply programme which is designed for employed individuals aged nineteen or above who live or work in Solihull or Birmingham (including part-time or self-employed)

This project is part-funded by the UK government through the UK Shared Prosperity Fund.



# Learning and sharing from your Complaints



The Housing Ombudsman wants landlords to be transparent with their customers and encourages all landlords to publish their performance around complaints.

## Quarter Three

The below graphs show that from 1 October to 31 December:

- we received 123 complaints from our customers
- only 70% were closed within 10 days which is the standard set out in the Housing Ombudsman Code and within our Policy.

We are working hard to try to improve this figure, recognising that our customers deserve responses to complaints as quickly as possible.

Some complaints raised in December will have a target date of January which shows a difference between those received and those closed (118). Of those closed following investigation,

66% were considered upheld which means that we recognised we got something wrong.

## Collecting data

To ensure all our customers have equal access to our complaints process, and there are no barriers to customers from ethnic minority backgrounds, or those who have a disability, we collect data from our complainants.

This helps us to identify whether we need to help certain sectors of the community to raise complaints, and to ensure our services are accessible. We want all our customers to feel confident that they can complain to us, that their complaints will be investigated fairly and that we will learn from their experiences.

## Complaints Dashboard Quarter 3 - 1 October to 31 December

### Complaints received in quarter

123

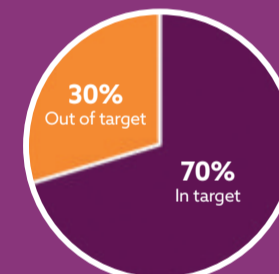
October was the month with the highest volume of complaints closed, at 45



### Complaints closed in quarter

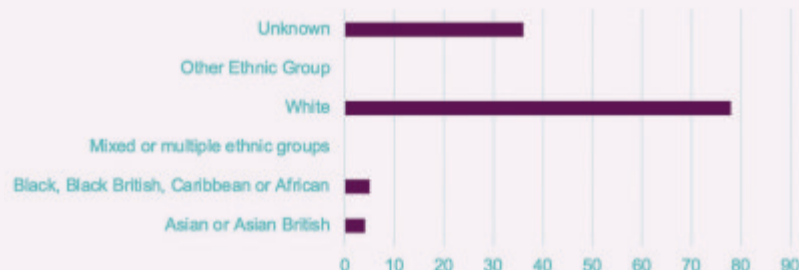
118

October was the month with the highest volume of complaints closed, at 45

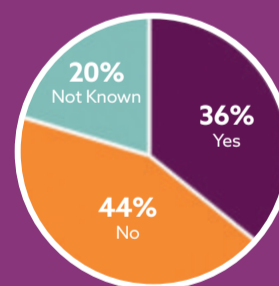


### Ethnicity of complainants in quarter

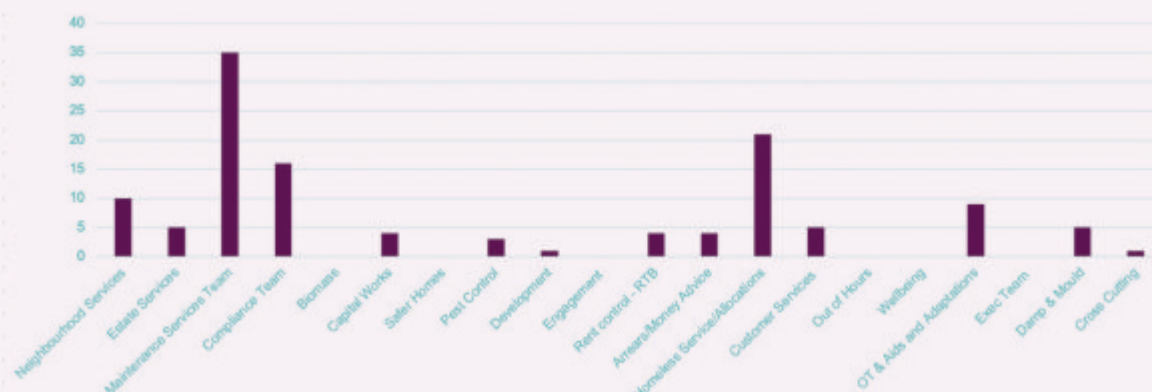
Ethnicity of complainants in quarter



### Percentage of complainants with a disability



### Complaints received in quarter by service area



### Housing Ombudsman Cases

We currently have three cases with the Ombudsman where a full investigation is being undertaken by them, two are for repairs and one for ASB.

There were two further approaches during December at Stage 2 which means they haven't opened a case for full consideration.

■ We are making changes to the complaints section of our website so please check regularly to see what changes we have made, and what information you can see.

# Competition time!

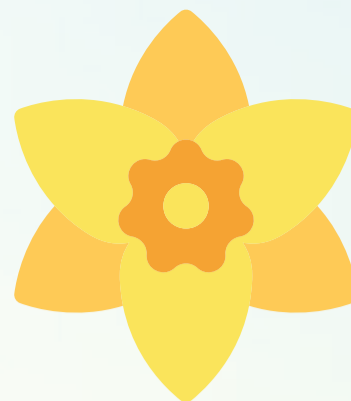
Thank you to everyone who entered our wordsearch competition. Congratulations to our winner, Mason from Solihull. Your £25 voucher is in the post!

For a chance to win a £25 voucher you must complete our Spring-themed wordsearch. Only one entry per person is allowed. You must 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](mailto:newsandviews@solihullcommunityhousing.org.uk)

Closing date: **Friday 12 April 2024**

## Enjoy the puzzle!



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

## WIN A £25 VOUCHER

**Words to find:**

DAFFODIL	BUTTERFLY	RAIN
LAMBS	BEE	EASTER
CHICKS	FLOWER	BUNNY
BULBS	SNOWDROP	BLOOM

**Your name and address:**

Name: .....

Address: .....

.....

.....

Phone number: .....

Email address: .....

## To get in touch

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 Endeavour House  
 Meriden Drive  
 Solihull B37 6BX
- Phone: 0121 717 1515**
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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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