



Solihull
Community Housing
Shaping our neighbourhoods

Housing Options in Solihull



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Introduction

Solihull Community Housing delivers the Housing Options Service on behalf of Solihull Metropolitan Borough Council for households aged 25+ or for those with dependents under 25. We offer general housing advice, assistance to prevent homelessness and help residents to find accommodation. For more information, please visit our website [Find a home - Solihull Community Housing](#) .

For households requiring assistance under the age 25 without dependants please contact St Basils Youth Hub [Solihull Youth Hub](#).

The Homelessness Reduction Act (HRA) 2017, implemented on 3rd April 2018 is an important legal framework we follow which reformed England's homelessness legislation. The HRA 2017 shifted the focus on preventing homelessness earlier and helping more people secure accommodation aiming to stop homelessness occurring in the first place, or ensuring it is brief and non-recurrent. Key duties of the act include:

- Wider range of support
- Prevention Duty
- Relief Duty
- Duty to Refer
- Personalised Housing Plans (PHP)



Homelessness

If you are homeless, threatened with homelessness or need general housing advice please contact us.

- Call **0121 717 1515**
- Make an online referral [Welcome](#)
- Or you can visit us at **Connect**, Chelmsley Wood Shopping Centre, 10 West Mall, B37 5TN. Monday, Tuesday, Thursday, Friday 09:00 – 16:00 and *Wednesday 10:00 – 16:00

Following a homeless approach a representative from the Housing Options Team will contact you and either provide you with general advice and assistance or book a full housing assessment with a Housing Options Officer.

If you are homeless or threatened with homelessness, statutory duties enable us to work with you to find you a new home although our priority will be to help you keep your current home if you are threatened with homelessness.

When you make a homeless application, we are required by law to make enquiries to establish:

1. Are you homeless or threatened with homelessness within 56 days
2. Are you eligible for homelessness assistance
3. Are you in priority need
4. Have you made yourself intentionally homeless
5. Do you have a local connection to the Solihull Borough

You will be asked to provide documents when you make a homeless application. Include as many documents as possible that apply to your circumstances and/or are requested by your Housing Options Officer as this will speed up your application. Documents requested will include:

- Evidence of why you are homeless or threatened with homelessness
- Proof of your identity for yourself and your household members
- Proof of all income
- Medical information

If a duty is owed to you this will not necessarily mean your housing situation will be resolved by social/council housing. You will be required to consider other housing options such as the private rented sector.

Other housing options will include supported accommodation (single applicants/ couples), seeking a mutual exchange, approaching housing associations directly, registering with Midland Heart, actively seeking private rented accommodation and other housing solutions as advised by your Housing Options Officer.

The Council will make a decision on what duty is owed to you if any and will provide an explanation of this in a letter.

Below are some example scenarios:

Council's Decision	Our duty to you
You are not eligible for assistance	Offer advice and assistance
You are eligible for assistance, but you are not Homeless or threatened with homelessness within 56 days	Offer advice and assistance
You are eligible and threatened with homelessness within 56 days	To create a Personal Housing Plan (PHP) to assist you to prevent your homelessness for up to 56 days
You are eligible, become homeless but have no local connection to Solihull & a safe local connection elsewhere	Referral to another local authority (if you are in priority need temporary accommodation will be provided until the referral is accepted)
You are eligible, homeless, in priority need, and have a local connection to Solihull	To create a Personal Housing Plan (PHP) to assist you to relieve your homelessness within 56 days. Temporary accommodation may be provided where required.
You are eligible, still homeless after 56 days of the relief duty, in priority need and not intentionally homeless	To secure accommodation in the private or social housing sectors for at least 12 months.

Interim Accommodation

If we have reason to believe you are homeless and in priority, we must arrange interim accommodation whilst enquiries are made into your circumstances. Accommodation options include hotels, supported accommodation, or other short-term options.

Accommodation offers are dependent on availability and may not be in the Solihull borough. For all placements you will be asked to complete a housing benefit application.

If you refuse a suitable offer of interim accommodation no further offers will be made.

Useful links:

Homeless Application Process - [Homeless Reduction Act2018 Guide for Customers.pdf](#)

Housing Pathways - [Customer Housing Pathways](#)

Housing Options Service Standards - [SCH-Home-Options-Service-Standard-Leaflet-2025.pdf](#)

Temporary Accommodation Standards – [SCH-Temporary-Accommodation-Service-Standard-Leaflet.pdf](#)

Customer Support Directory – [Customer-Support-Directory-2026.pdf](#)

Customer Journey Infographic – [Homeless Customer Journey Infographic](#)

Social Housing

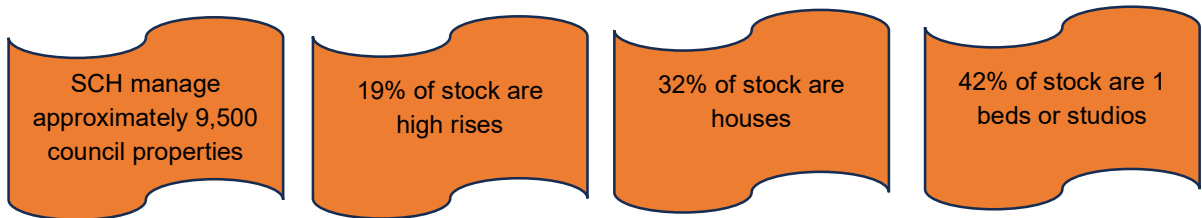
Social housing is housing provided by councils or housing associations. Housing associations are called registered social landlords (RSLs).

The demand for social housing exceeds supply nationally, not everyone qualifies for social housing if you do there could be lengthy waiting times. Not everyone who qualifies to join the housing register will be successful, therefore all other housing options must be considered.

Solihome Home Options is a choice-based lettings scheme. You can find more information about how to register and Solihull Councils allocations scheme on the website [Home Page - Solihull Home Options](#).

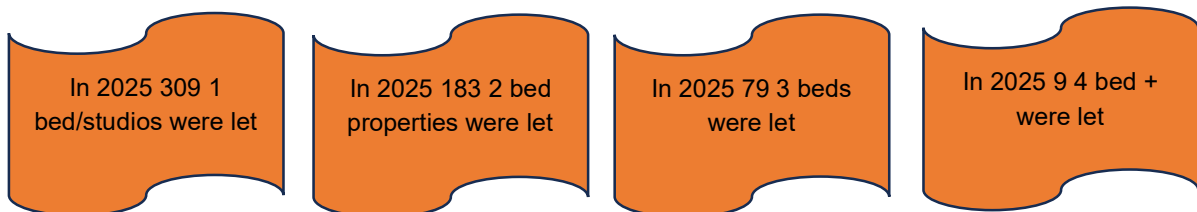
RSL will have their own policies which will be available on their websites.

Council housing in Solihull



- There are approximately 1200 households on the housing register
- Properties with 3 beds + are few and far between.
- We only manage 11 properties that are 5+ beds.
- In 2025 516 applicants moved into Council properties of these the below shows which banding was allocated at the time the property was let. Please bear in mind that this includes data from January – December 2025, in September 2025 we launched our new allocations scheme:

Banding	Total
A	96
B	353
C	25
D	27
E	15
Total	516



70% of properties are in Chelmsley Wood, Kingshurst or Smiths Wood

The below table shows how many applicants are on the housing register as of February 2026 and the bedroom need for each household.

Banding	1	2	3	4	5	6	Grand Total
A	33	87	137	30	2	2	291
B	183	185	134	18	1		521
C	86	118	127	17	1		349
D	3	5					7
Total	305	395	398	65	4	2	1,169

The below table shows waiting times in weeks from banding decision date.

Banding	1	2	3	4	5	6	Grand Total
A	42	34	62	89	181	13	55
B	38	56	94	127	11		62
C	44	66	143	64	34		88
D	530	49					187
Total	43	54	98	93	102	13	69

*Data collected is from February 2026

Registered Social Landlords

Solihull Metropolitan Borough Council has a nominations agreement with RSLs whereby a percentage of relets and new builds are allocated to the housing register. The below table shows RSL's that are registered in Solihull.

Name of Registered Provider	Website Address	Email Address / Web Contact	Telephone Number
Abbeyfield	www.abbeyfield.com	Online enquiry form	01727 857 536
Anchor <i>(Previously Hanover)</i>	www.anchor.org.uk	Online enquiry form	0800 731 2020
Bromford	www.bromford.co.uk	Online enquiry form	0121 525 3131

Citizen <i>(Previously West Mercia)</i>	www.citizenhousing.org.uk	Customer Portal	0300 790 6555
Clarion	www.myclarionhousing.com	Online enquiry form	0300 500 8000
Green Square Accord <i>(Previously Ashram and Accord)</i>	www.greensquareaccord.co.uk	info@greensquareaccord.co.uk	0300 111 7000
Home Group <i>(Previously Stonham)</i>	www.homegroup.org.uk	contactus@homegroup.org.uk	0345 141 4663
Housing 21	www.housing21.org.uk	enquiries@housing21.org.uk	0370 192 4000
Midland Heart	www.midlandheart.org.uk	Online enquiry form	0345 60 20 540
Orbit <i>(Previously Heart of England)</i>	www.orbit.org.uk	enquiriesOHmidlands@orbit.org.uk	0800 678 1221
Platform <i>(Previously Waterloo)</i>	www.platformhg.com	info@platformhg.com	0333 200 7304
Sanctuary	www.sanctuary.co.uk	Online enquiry form	0800 131 3348
Sir Josiah Mason Trust	www.sjmt.org.uk	enquiries@sjmt.org.uk	0121 245 1002
Solihull Care Housing Association <i>(Phoenix House and Trinity Apartments – retirement living)</i>	www.scha.org.uk	administrator@scha.org.uk	0121 745 4281
Southern Housing Group (SHG) <i>(Previously Optivo, Viridian and Amicus Horizon)</i>	www.southernhousing.org.uk	servicecentre@southernhousing.org.uk Former Optivo Tenants – Use online enquiry form (MyAccount)	SHG tenants – enter post code online Former Optivo tenants - 0800 121 60 60
St Basils <i>(Mildenhall House & Venture House)</i>	www.stbasils.org.uk	info@stbasils.org.uk	0121 704 2166

– supported housing)			
Stonewater (Previously Jephson)	www.stonewater.org	Online enquiry form	01202 319 119
Trident Group	www.tridentgroup.org.uk	Online enquiry form	0800 111 4944
Walsall Housing Group	www.whg.uk.com	enquiries@whgrp.co.uk	0300 555 6666
Warwickshire Rural Housing Association	www.warwickshirerha.org.uk	enquiries@midlandsrural.org.uk	01530 278080

Mutual Exchanges

If you are a council tenant or an assured tenant with a Registered Social Landlord, you may have the right to exchange your home if you have our written permission. More information can be found on our website [Mutual Exchange - Solihull Community Housing](#). This is a quicker way of finding a new home both inside and outside of the Solihull Borough. You can register via [HomeSwapper](#).

Supported Accommodation

Supported accommodation is accommodation for people with care or support needs, it is designed to help adults live independently with the support needed. Support needs may include homelessness, health, offending history, refugees, dependencies etc.

Accommodation is offered by housing associations, registered charities and voluntary organisations.

At SCH we have an Accommodation Finding Advisor who works closely with providers to secure safe, secure accommodation for vulnerable people in our community.

Private Rented Sector

At Solihull Community Housing we have our dedicated Solihome team to support you to find accommodation in the private rented sector as well as considering what financial incentives are available to you such as the rent in advance and/or deposit. Please note any financial assistance is means tested. If you are considering renting privately outside of Solihull, the team can also assist with supporting.

The Solihome Scheme includes the following incentives:

- One month's rent in advance
- 5 weeks rent deposit
- Full affordability checks completed with tenants

- Tenancy sustainment checks
- Free tenant matching for Landlords
- Tenancy support and advice for landlords
- Single point of contact

Solihome Contact Details

Contact number: 0121 717 1515

Email address: solihome@solihull.gov.uk

Website: [Solihome - Solihull Community Housing](#)

Finding Private Rented Accommodation – [Private Renting - Solihull Community Housing](#)

Local Housing Allowance (LHA) Rates


The LHA rate is the maximum amount of housing benefit you would be able to claim towards you rent if you are a private renter. The LHA rate differs depending on which area you reside in and/or the area you are considering moving to.

The amount is determined by the bedroom need of a household and to find out what you are eligible for you can use

<https://lha-direct.voa.gov.uk/BedRoomCalculator.aspx>

If you are working, you may not be entitled to the full LHA, but you can use the Entitled to calculator to find out what you are entitled to <https://www.entitledto.co.uk/>
If you are not working, it's likely you can only look for properties advertised at the total of the LHA. Below are the current weekly LHA rates for Solihull.

Bedroom Need	North Solihull & Birmingham	South Solihull
Shared accommodation rate (for single adult under the age of 35)	£78.61	£94.93
1 Bedroom	£159.95	£161.10
2 Bedroom	£172.60	£189.86
3 Bedroom	£189.86	£230.14
4 Bedroom	£253.15	£316.44



For more information about LHA rates please click the following [New LHA rates: what do they mean? | Shelter](#)

Financial Support

1. Solihull Community Housing have a Furniture Recycling Project aims to stop good quality housing items from going to waste www.solihullcommunityhousing.org.uk/wp-content/uploads/2022/01/Furniture-Directory.pdf
2. The Income & Awards team may be able to provide grants. For further information [If you need help with our rent or are in financial crisis \(solihull.gov.uk\)](http://solihull.gov.uk)
3. To apply for DHP or DCF [Apply for a Discretionary Housing Payment or the Discretionary Crisis Fund \(solihull.gov.uk\)](http://solihull.gov.uk)
4. Please liaise with your Housing Options Officer if you require basic essentials and they may be able to complete a referral to Solihull Churches.

Home Ownership Schemes

The government funds a variety of schemes to help first time buyers who cannot purchase a property on the open market. To find out more please visit [Affordable home ownership schemes - GOV.UK](#)