



Solihull Community Housing

Annual Report 2025/26

This report looks at our performance from April 2025 to March 2026. It highlights the services we provide to tenants and leaseholders on behalf of Solihull Council.

Getting the basics right

9,701

Properties



9,582

Tenants



4,628

Garages



1,215

Households
on the
Housing
Register



1,326

Number of
leaseholders



279

Employees



478

Homes
re-let



61

days
average
re-let
time



54.5

Number of Stage
1 complaints
received per
1,000 homes*



14.1

Number of Stage
2 complaints
received per
1,000 homes*



93.3%

Stage 1 complaints
resolved within
Housing
Ombudsman's
Complaint Handling
Code timescales*



74.3%

Stage 2 complaints
resolved within
Housing
Ombudsman's
Complaint Handling
Code timescales*



110,264

Number of
calls received
at Contact
Centre



84,377

Number of calls
answered
at Contact
Centre



87.29%

Overall satisfaction
with services
provided
by SCH
(transactional)



85.71%

Satisfaction
from new
tenants



82.6%

Satisfaction
with Contact
Centre
service



34.8%

Satisfaction with
complaints
handling



78%

Overall satisfaction
with services
provided by
SCH*



67.8%

Satisfaction that
SCH listens
to you and
acts upon
your views*



75.3%

Satisfaction that SCH
keeps you informed
about things
that matter
to you*



83.3%

Satisfaction that
SCH treats you
fairly and
with
respect*



34.8%

Satisfaction with
SCH's approach
to handling
complaints*



81.1%

Satisfaction that
SCH is easy to
deal with



Our Annual Report shows how we are meeting our Delivery Plan objectives. It also includes the Tenant Satisfaction Measures (indicated by *). These are set out by the Regulator of Social Housing to assess how well landlords are doing in providing good quality homes and services.

We report on our performance against these on a monthly basis, and also return to the Regulator annually. This data is used to identify areas of service improvement, particularly considering customer feedback.

Providing safe homes

Number of electric checks:

2,552

Proportion of homes for which all required gas safety checks have been carried out:

99.9%

Proportion of homes for which all required fire risk assessments have been carried out:

99.9%

Number of SILS users:

1,642

Proportion of homes for which all required communal passenger lift safety checks have been carried out:

100%

Proportion of homes for which all required asbestos management surveys have been carried out:

100%

Satisfaction that SCH provides a home that is safe:

79.2%

Satisfaction with Safer Homes service:

94.17%

Proportion of homes for which all required legionella risk assessments have been carried out:

100%



Supporting people to live well

Number of households approaching as homeless:

2,493

Satisfaction with Housing Options service:

69.71%

Satisfaction with Money Advice service:

95.65%

Number of households placed in temporary accommodation:

461

Percentage of homeless approaches where prevention or relief is achieved:

56.35%

Satisfaction with Aids and Adaptations service:

91.26%

Satisfaction with SILS service:

97.62%

Money Advice Team referrals:

456

Number of minor adaptations:

277

Number of major adaptations:

86





Investing in new and existing homes

67

Properties
lost to Right
to Buy



4

Number
of property
acquisitions



1.2%

Percentage of
homes which do
not meet Decent
Homes Standard*



84.2%

Percentage of non-
emergency repairs
completed within
target timescales*



92.3%

Percentage of
emergency repairs
completed within
target timescales*



35,760

Number
of repairs
completed



22,306

Number of
appointments
made



20,071

Number of
appointments
kept



1,164

Stock condition
surveys
completed



C

Average EPC
of properties



705

Number of properties
receiving energy
efficiency
improvements



97.72%

Satisfaction
with repairs



73.3%

Satisfaction that
the home is well
maintained*



78.5%

Satisfaction with
repairs completed
in the last 12
months*



80.2%

Satisfaction with
time taken to
complete the
last repair*



75.53%

Satisfaction with
the repairs and
maintenance
overall service



Scan the QR code to see more
information and the latest
updates about our performance



Delivering our neighbourhoods

Number of new ASB cases reported (public and private):

338

Number of ASB cases which involved hate incidents opened per 1,000 homes:

0.7

Satisfaction that SCH keeps communal areas clean and well maintained:

70.9%

Satisfaction that SCH makes positive contribution to neighbourhood:

70%

Number of ASB cases opened per 1,000 homes:

31.5

Satisfaction with SCH's approach to handling ASB:

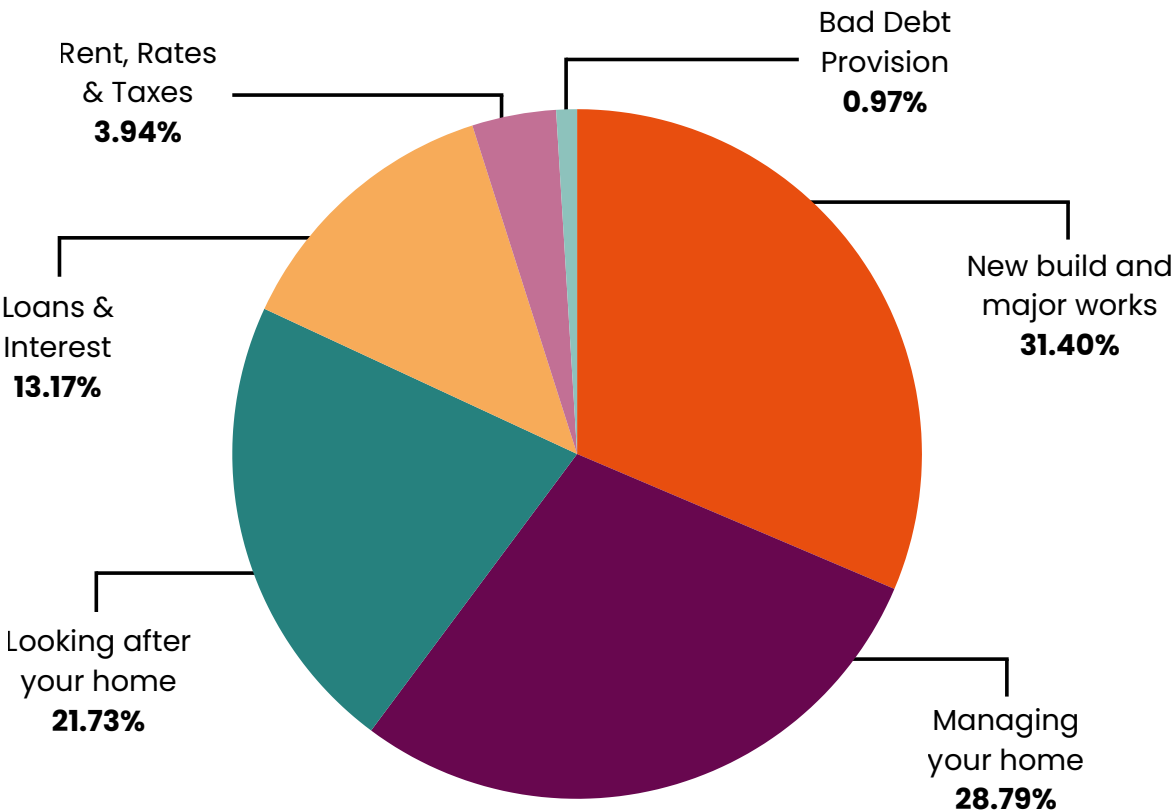
54.3%

Evictions:

19



Where your money goes



New build and major works:	£17,956,000
Managing your home:	£16,464,000
Looking after your home:	£12,426,000
Loans & Interest:	£7,530,000
Rent, Rates & Taxes:	£2,254,000
Bad Debt Provision:	£556,000
Total spend:	£57,186,000