

SCHA Residents' Bulletin

Making a difference to our residents' lives

Award of catering contract

We are delighted to announce the award of a new five-year contract with our trusted catering partner, Elior Catering. Known for providing nutritious meals in community settings such as ours, Elior Catering will continue to support our mission of enhancing the well-being of our residents.

Residents' Quality Audits

Audits have now been completed for our extra care schemes at Phoenix House and Trinity Apartments. **Please visit our website 'latest news' for the results.**



Adrian Evans – Chair

Trustees adopt new rules for SCHA

The SCHA board of trustees has announced changes to its rules, aiming to enhance transparency and accountability.

They will undertake a comprehensive review of the Code of Governance to ensure it aligns with best practices and meets the evolving needs of the community. This review will involve consultations with stakeholders to gather feedback and make informed decisions for the future.

The rules spell out that registered providers of social housing are 'not-for-profit' organisations. This means that no profits can be paid to the shareholding members but must be used to further the objects. The board of trustees consists of seven members with a diverse range of experience to reflect the broad range of functions within a housing association.

The new rules are witnessed by a Commissioner for Oaths and will be filed with the Financial Conduct Authority and the Regulator for Social Housing.

Residents' Scrutiny Panel

We want to increase opportunities for everyone to play a part in shaping decisions and policies, and we are looking at ways in which we can improve communications between residents and SCHA management.

We have created a Residents' Scrutiny Panel to let you have a say and influence services that relate to the management of your homes. It will also examine the performance of the association and hold us to account.

Following the introductory Residents' Scrutiny Panel meeting, the next one will be on **Tuesday, 22 April** at one of our partner schemes.

Please speak to a scheme colleague if you would like to know more about joining.

Good luck, Sonia



We said a sad goodbye to Sonia, one of our support workers, in February.

We thank her for her hard work and dedicated support, and wish her the best of luck in her future endeavours.

Enjoy a brew at Phoenix House

Phoenix House holds coffee mornings every Tuesday where residents and staff enjoy a tea or coffee, tuck into a selection of biscuits, chat, and reminisce. Some weeks, they also have speakers talking about a range of topics.

In addition, Natalie, Chef Manager, also has a coffee morning every other month where everyone is treated to an amazing array of scrumptious cakes!



Housing updates

In November, Energy Performance Certifications (EPCs) were carried out at SCHA's properties at 41-45 Danzey Green Road.

Following the results, we discussed sourcing potential funding for an overhaul of the properties to bring them up to a minimum EPC C rating from its current E rating.

Mark Irving from Mear Properties enlisted an approved contractor, Broadoak Group, to discuss the possible funding available and the work that could be carried out to improve energy performance and become A rated.

The SCHA Senior Management Team and the Board of Trustees authorised Broadoak Group to proceed. Work began on Monday 03 March 2025 and should be completed mid-April.



Below is a brief outline of some other important news about our housing:



- **Heat networks legislation** - New legislation is coming into force that will ensure more efficient and sustainable heating solutions
- **Brighton and Oakfield House remedy works** - Extensive remedial works have been undertaken to remedy damp and mould at our properties on Warwick Road
- **Cranmore Court refurbishment** - Communal areas at Cranmore Court have been given a makeover

Please visit our website to read more under 'latest news'.



Update on fire door inspection checks

Our fire door surveys are ongoing as part of our planned maintenance works. Progress is going well, and all surveys have been completed.

We have a provision in our budget of £50,000 for remedial works to be carried out, helping to ensure all our fire doors meet the new requirements.

Repairs performance

Figures from October to December 2024

97.02%

Repairs completed at the first visit

94.04%

Reactive repairs completed within target time

100%

Emergency repairs completed within target time

100%

Urgent repairs completed within target time

92.90%

Routine repairs completed within target time

Have a comment to make or a question to ask?



Email adminstrator@scha.org.uk



Come along to a residents' meeting



Speak to a scheme colleague

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