

SCHA Residents' Bulletin

Making a difference to our residents' lives

Residents' Scrutiny Panel - update

We've held three Residents' Scrutiny Panel (RSP) meetings with our partner schemes so far.

The RSP members are working well together, and some individuals are undertaking independent research to assist the panel with its tasks and objectives.



Jonathan and Cherry who represented SCHA at the launch meeting

The panel is currently preparing a draft report, which will be presented to the board of trustees in October, outlining their findings and recommendations.

We invite all residents to apply to join the panel, where they can contribute to shaping decisions and company policies, and explore ways to improve communication between residents and managers.

Want to know more?

Please speak to a scheme colleague

Look out for our 2025 Tenant Satisfaction Measures Survey

Our 2025 Tenant Satisfaction Measures (TSM) Survey is coming up soon. Your feedback is essential to us as it helps shape the future of the services we provide, so please complete it when you receive it and share your thoughts on SCHA.

Our scheme colleagues will provide guidance, updates, and reminders about the survey, so feel free to reach out to them for more information.

Tell us your news

Do you have a story to share? Please email articles and photos (if everyone gives permission) to administrator@scha.org.uk to be considered for inclusion in a future Residents' Bulletin.

Got something to say?

The TSM Survey is conducted every two years, but you can tell us your compliments, comments or complaints anytime via our website

Talk To Us event

Come along to our Talk To Us event, where you can find out more about our TSM Survey and hear about recent developments at SCHA, whilst enjoying a cuppa and some cake.



Adrian Evans - Chair

SCHA Chair, Adrian Evans, will be at this relaxed and informal event, and he's looking forward to meeting you.

Date Wednesday, 30 July 2025

Time 2:30pm to 4:00pm

Location Phoenix House, 2 Swallows Meadow, B90 4PQ

Look out for further upcoming dates to meet with members of our board and senior management team

Phoenix House and Trinity Apartments news

Phoenix House and Trinity Apartments residents have recently enjoyed celebrating some special occasions.

One highlight from both schemes was commemorating the 80th anniversary of VE Day. Phoenix House enjoyed a themed street party, complete with entertainment, and Trinity Apartments shared memories over food and music.

Read more by heading to 'latest news' on our website.



Housing updates

Here are brief details of our latest housing news. For more information, please visit our website and check under 'latest news'.

Net Zero Target Improvements

Energy improvement works at our Danzey Green Road properties have now been completed by Broadoak Group.

In total, over £100,000 of energy improvement works have been carried out under an OFGEM ECO 4 Government Grant.



Fire door inspection checks

We have completed our fire door surveys as part of our planned maintenance work. We are currently exploring options to ensure the best value for money regarding upcoming fire door works.

New service contracts for the cleaning of communal areas and grounds maintenance

Following positive feedback from residents, we're pleased to announce that we're continuing with the current contractors to provide the above services.

Excellent results in health and safety audits for social housing

We are thrilled to share some fantastic news! Our recent health and safety (H&S) audits have yielded excellent results, reflecting our unwavering commitment to ensuring a safe and secure living environment for everyone.

Key highlights:

- Our homes have met all required safety standards, demonstrating our dedication to maintaining a safe living space
- The audits covered a wide range of safety aspects, including fire safety, electrical systems, and general building maintenance. We are proud to report that our properties passed with flying colours

While we celebrate these achievements, we remain committed to continuous improvement. We will keep working diligently to enhance safety measures and address any potential issues promptly. We are currently procuring works to improve fire safety for all fire doors.

We extend our heartfelt thanks to all residents for their cooperation and support during the audit process.

Your feedback and vigilance play a crucial role in helping us maintain high safety standards.

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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