

SCHA Residents' Bulletin

Making a difference to our residents' lives

We'd like to begin by saying thank you

Thank you to everyone who allowed our surveyor access to their homes to carry out the Stock Condition Survey and those who took the time to complete our Tenant Satisfaction Measures survey.

Please visit our website to learn more about how the survey results help us and how you can contribute to improving the process, making it easier for more residents to participate.



Mobii Magic Surface - a gift to Trinity Apartments

We're thrilled to share that our catering partner, Elior, has generously gifted our residents the incredible Mobii Magic Surface!

This interactive sensory tool brings joy and stimulation through fun, easy-to-follow activities that everyone can enjoy.

The Mobii Magic Surface has already become a favourite at our coffee mornings, sparking smiles and lively engagement. We're excited to explore even more creative ways to use it in upcoming activities.



Tenant Satisfaction Survey launch

Back in July, residents at Trinity Apartments gathered for an enlightening and enjoyable coffee morning to mark the launch of the Tenant Satisfaction Survey.

The event offered a relaxed setting for meaningful conversations, with our dedicated residents' scrutiny panel members on hand to provide valuable insights, guidance, and support throughout the morning.

Residents received goody bags filled with pens, helpful information, and treats. It was a fantastic opportunity to connect, learn, and empower our community to have its voice heard.



Macmillan Coffee Morning

Trinity Apartments was buzzing with warmth and generosity as they hosted their annual Macmillan Coffee Morning. Residents and their families truly outdid themselves, bringing in a stunning selection of homemade bakes that looked as good as they tasted!

The atmosphere was filled with laughter, conversation, and the comforting aroma of fresh coffee and sweet treats. Thanks to everyone's kindness and support, we raised an impressive £143.50 for Macmillan Cancer Support - a cause close to many hearts. Here's to community spirit and making a difference!



Phoenix House family fun day

Phoenix House residents and their families came together in August for an Alice in Wonderland-themed day of fun, featuring a variety of stalls, a delicious buffet, and visits from the Mad Hatter, Alice, and the Queen of Hearts. A huge thank you to everyone who supported them and joined them for this magical day.



Team update - a welcome and a farewell

We're pleased to welcome Mamta Yadav, who joined us recently as our new Finance Manager. We look forward to working with her and wish her every success in her new role.



We also say a fond farewell to Dee Rowe, who left SCHA in October after six years of dedicated service. Dee has made a lasting contribution to our organisation, and we thank her sincerely for all her hard work and commitment.

Dee is pictured with (left) Catherine Kevis, Chief Executive, and (right) Adrian Evans, Chair, at her leaving presentation.

What does the SCHA board do?

The board is a group of people who oversee how our organisation is run. Their role is to make sure we're well-managed, financially sound, and delivering good services to residents.

They help set our long-term direction, approve budgets and policies, and ensure we meet legal and regulatory requirements. While board members don't get involved in day-to-day operations, they do hold the organisation to account and make sure decisions are made in the best interests of residents and the wider community. The chief executive also acts as company secretary to the board.

SCHA has eight board members, meeting four times a year. At each meeting, it reviews reports from the operational manager, chief executive, finance team, and business support officer. These reports cover key areas such as:

- Operational updates
- Safeguarding
- Human Resources
- Health and safety
- Finances
- Policies

If you'd like to know more about our board and who its members are, you can [visit our website](#) and read their bios.

Awaab's Law – new legal requirements for social landlords

As of 27 October 2025, a new law, known as Awaab's Law, has come into force. It requires all social landlords to take urgent action when serious health hazards are reported in residents' homes.

For more information, please [visit our website](#). If you have concerns about damp, mould, or other hazards in your home, please report them to your local manager.

Let's make this space yours!

Do you have ideas, stories, or suggestions you'd like to share in future bulletins?

Please email louisewilson@scha.org.uk or speak to your local manager.



Have a comment to make or a question to ask?



Email
adminstrator@scha.org.uk



Come along to a
residents' meeting



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scheme colleague



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