



Residents' Bulletin

Making a difference to our residents' lives

Ghoulish Goodies at Trinity Apartments

A huge thank you to Caterplus for hosting our spooktacular Halloween Bake Off.

The creativity on display was fang-tastic, with so many amazing designs. Special applause goes to Sam, our star baker, whose Jack Skellington-inspired cake wowed everyone. She rolled and smoothed the icing all by herself!



Bidding Wars for a Worthy Cause

Our wonderful resident, Belinda, brought Trinity Apartments together by leading a lively auction in support of the residents' fund. A heartfelt thank you to everyone who donated and joined in.

Together we raised an incredible £101.50, showing the power of teamwork and shared community spirit!

Festive Fun at Phoenix House

Christmas celebrations at Phoenix House kicked off with our Christmas party, followed by a wonderful afternoon of music with the Boogaloo Babes, which everyone thoroughly enjoyed.

We then held our Christmas Fair, raising an impressive £272.45 for the residents' fund, to support future events and activities. A huge thank you to everyone who made the evening so special.

Residents then took part in a Christmas quiz, organised by the Scheme Manager, which brought plenty of fun and laughter.

The festivities concluded with a carol concert during our weekly coffee morning.

A big thank you goes to everyone who made Christmas so special, especially the Advanced Healthcare carer who dressed up on Christmas Day and provided hot drinks and mince pies in the lounge, helping to make the day extra special for our residents.



Staying safe in winter

Cold weather can cause illness, falls, and other health problems. These simple steps can help you stay safe.



Keep your home warm
Heat rooms to at least 18°C



Wear warm clothes
Dress in layers using wool, fleece, or cotton



Check your heating
Service heaters and replace old electric blankets



Stay active and talk to people
Movement and company help your body and mood

Need extra help? Contact our Partners in Care, Advance Health Care, for support.

A Christmas to Remember at Trinity Apartments

The festive season began with a visit from the Christmas elves, who helped deck Trinity Apartments' halls for some festive cheer, all ready for a sleigh-full of exciting plans to keep the holiday magic going right into the new year.

December saw an Age UK Solihull fundraiser, where kindness made a real difference. Special congratulations to Bob and Diane, who brightened the season by winning the beautiful light-up wreath. What a wonderful way to celebrate our community spirit!

Our festive biscuit-making (and tasting!) session was full of laughter, creativity, and delicious designs. We were truly amazed by the detail and imagination everyone brought to the table.



The Christmas food theme continued when Debbie generously donated some beautiful cakes and a host of other goodies to our festive bake sale.

Thanks to everyone's support, we raised over £50 for the residents' fund. The money went towards a special New Year's Eve fish-and-chip night, a delicious way to ring in the new year together as a community.

Our lovely resident, Sam, hosted a brilliant card-making craft session for everyone to make some Christmas cards.

The cards will be sold to help raise money for our residents' fund.

A lovely time was had at Breakfast with Santa. We enjoyed pancakes and pastries, and it certainly felt festive in readiness for our party!

Congratulations to Wayne, who won our Christmas hamper this year. Over £100 was raised for our residents' fund, which came in handy for our New Year's Eve meal.



We were delighted to welcome our local Bridging the Gap Choir for a truly joyful gospel session. A huge thank you to these talented ladies. Their beautiful voices filled the room with warmth and harmony, and our residents loved every moment of it. What a wonderful celebration of music and festive spirit!



A visit from Santa confirmed what we already knew – all of our residents are on the good list!

Thank you to everyone who took part in Secret Santa, the catering team for the brilliant buffet, and entertainer David Knowles, who performed some festive tunes.



Tenant Satisfaction Measures 2025 – You said, we did!

Thank you to everyone who took part in this year's Tenant Satisfaction Measures (TSMs).

Your feedback helps us understand what matters most and where we can improve.

What's going well

89%

High satisfaction

89% of residents are satisfied with our service overall - up from the last survey

92%

Safety 92% feel their home is safe

Better communication: 86% feel kept informed and say we're easy to deal with

86%

91%

Respect 91% feel they are treated fairly and with respect

+30

Strong recommendations

Our Net Promoter Score is +30, with over half of residents as 'promoters'

You say, we did

- **Damp and mould concerns** We acted promptly on reported issues and confirmed there are no active damp or mould problems
- **Repair monitoring** We've revised how we track repairs to ensure our services remain responsive and flexible
- **Contractor review** We're continuing to review our contractors, particularly for garden maintenance, to improve outdoor spaces
- **Engagement activities** Scheme Managers will be in touch shortly with arrangements for activities where you can share ideas and discuss improvements

Please contact a scheme manager if you spot any issues.

Don't wait for the next survey!

We're proud of the progress you've helped us make, and we're committed to doing even better.

The full TSM Report 2025 will be displayed on noticeboards and is available upon request.

Thank you, Residents' Scrutiny Panel

A big thank you to the volunteer Residents' Scrutiny Panel for their hard work on their first project: a review of how we manage complaints. The panel selected this topic themselves and have produced a detailed report containing their findings, key messages, and recommendations.

Next steps

A group of panel members will present the report to our Board members and senior management team at our March 2026 Board meeting for review and discussion.

Acknowledgements

- Our sincere thanks go to the panel for their commitment and thorough approach
- Special recognition to Emma Wilson, who has facilitated the panel's work
- We also appreciate the housing providers in the group who have engaged openly with the panel, supporting scrutiny with the shared goal of improving services

We look forward to hearing the panel's presentation and will provide a further update following the Board meeting.



Your privacy, your rights: GDPR explained

We understand that your personal information is important. That's why we follow the General Data Protection Regulation (GDPR), which is a law that protects your data and gives you rights over how it's used.

GDPR is a set of rules that ensures any personal data you share with us is handled fairly, safely, and transparently. We act as the "data controller", meaning we decide how your personal information is processed.

We may collect personal information:

- When you contact us or apply for services (e.g., housing, care, support)
- Through CCTV at our sites (used only for safety and held for 28 days)
- Via our website (e.g., cookies, Google Analytics—used anonymously to improve our services)

Our records may include:

- Your name, contact details, and proof of identity
- Financial info (e.g., bank details) for services and payments
- Health or vulnerability information, if relevant to your support needs

We use your data to:

- Provide housing, care, and support services
- Handle payments, donations, and bookings
- Meet legal requirements and ensure your wellbeing



You have rights under GDPR, including:

- Access - Ask for a copy of the personal information we hold about you, including what we use it for, who we share it with, and how long we keep it
- Rectification - Request corrections if your information is incorrect or incomplete
- Erasure - Ask us to delete your data in certain situations (e.g., no longer needed)
- Restrict processing - Limit how we use your data in certain cases
- Portability - Get your data in a machine-readable format to share with another service
- Object - Say no to certain data uses, such as direct marketing
- Withdraw consent - You can change your mind about consent (e.g., marketing) at any time
- No automated decisions - You're not subject to decisions made solely by computers without human oversight

To access your data or exercise any of your rights, simply get in touch:

- Email: administrator@scha.org.uk
- Write to: Chief Executive Officer,
SCHA,
2 Swallows Meadow,
Shirley,
Solihull,
B90 4PQ



We'll respond to your requests within one month, at no charge.

You can also contact the Information Commissioner's Office (ICO) at www.ico.org.uk if you're unhappy with our response.

Read the full policy on our website or ask us anytime for a printed copy. We're happy to help.

Team update

We said a sad farewell to three colleagues in November.

- **Carrie Tam** (pictured, second from right) left SCHA after 3 years of service
- **Shila Patel** leaves SCHA following 18 years of service as a Support Worker in our Supported Housing team
- **Jason Bostock** leaves SCHA following almost 7 years' service

We thank our colleagues for their dedicated service and contributions to our organisation and wish them every success for the future.



Want to know what's coming up?

Don't forget to check the noticeboard at your scheme to see what we've got planned.

In addition to our monthly residents' meetings, we host regular community events and activities, organised by residents and funded by the residents' social fund.

Share your ideas, stories or suggestions for future Residents Bulletins

Can you help shape future issues? We'd love to include your voice in future bulletins to make it more useful, interesting and reflective of our community. Here are some suggestions for stories you could share:

- Milestone birthdays and anniversaries
- A thank you to a friend who has gone above and beyond
- Activities or events you've taken part in at SCHA
- Fundraising for the residents' fund or a charity

To be considered for inclusion, please email louisewilson@scha.org.uk or speak to your local manager.

Photos of residents will only appear with their consent.



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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