



# Residents' Bulletin

*Making a difference to our residents' lives*

## Residents' Scrutiny Panel - one year on

The Residents' Scrutiny Panel (RSP) has finished its review of the complaints procedure across all six collaborating trusts. The findings were well received by our Board, and actions will be available on notice boards and our website soon. The RSP's next project focuses on the moving in experience.



## Residents' information hub launches

We're delighted to launch a new Residents' Information Hub at Phoenix House. This dedicated space provides residents with easy access to a wide range of helpful information and services. It has been created to help residents find the services they need quickly and independently.



## Phoenix House always gets the party started!

Phoenix House residents always enjoy a good party, and the recent Pancake Day, Lunar New Year and St Patrick's Day provided the perfect excuse to get the decorations out and enjoy themed food, with plenty of warmth and laughter. Themed days are always a highlight at Phoenix House, bringing residents together to share stories and special moments.



## Good times at Trinity Apartments

Welsh cakes were on the menu to celebrate St David's Day at Trinity Apartments in March, and they got a big thumbs up! Also getting the seal of approval was entertainer Keith Slater - a favourite with residents!

**Don't forget, Trinity Apartments holds a coffee morning every Monday**



## Everyday essentials delivered to your door

Phoenix House residents can now order milk, bread, fruit juice, eggs, and more for delivery to our door online or over the phone from Johal Dairies. Simply order by 6pm each evening for delivery the next day. Please see the posters around Phoenix House for more information, or speak to the scheme manager and/or administrator if you need any help.



## Want to know more about anything in this bulletin?

Our quarterly bulletins provide you with snippets of news, but you can find out more on our website. Visit [www.scha.org.uk](http://www.scha.org.uk) and click 'latest news' for more details, or use the QR code:

- Open your smartphone camera and point it steadily at the square for a few seconds
- A link should then pop up, and you can go straight to the page by tapping on it

**Only scan QR codes from trusted sources to help avoid malicious sites and scams**



## Team update

We're delighted to welcome Alex Yates, who has joined us as our new Supported Housing Officer. Alex will play a key role in delivering our supported housing services, providing a proactive and holistic housing management service.



## Changes to our Board

In March, we said fond farewells to two valued Board members, Mike Hooper and Malcolm Campbell. Our sincere thanks go to both of them, and we wish them every future success. We're pleased to welcome Dee Rowe (pictured), who joined the Board in March 2026 as our new finance lead. Dee was previously employed by SCHA as our Finance Officer before retiring in November 2025.

## Fire door safety works

Fire doors are an important safety feature that can wear down over time, so we're checking, repairing and upgrading them to make sure they can do their job properly.



## Board and senior management surgeries

In February, our CEO, Catherine Kevis (pictured), and Board member Danny Thomas visited Trinity Apartments as part of SCHA's programme of surgeries, giving residents the opportunity to speak directly with Board members and senior managers in an informal setting.

## You said...

- Maintenance issues can take a long time to resolve
- Leasehold charges concerned you
- There was confusion about who does what

## ...we did!

- Logged the issues raised and we're following these up
- Confirmed that arrangements are being reviewed in light of recent legal changes
- Explained our role and how care services are provided by council-commissioned external agencies



## Dates for your diary - Phoenix House

- Entertainment from Keith Slater: Tuesday 05 May, 1.30pm - ground floor lounge
- Entertainment from Debbie Ralson: Monday 15 June, 1.30pm - ground floor lounge
- Surgery with Adrian Evans, SCHA Chair: Friday 19 June, 12.00pm - dining room

## All SCHA residents are welcome

## We'd love to hear from you!

Have an idea, story, or suggestion for a future bulletin? Whether it's a community update, a resident achievement, a helpful tip, or feedback on our services, we'd love to share it. You can contribute by emailing [louise.wilson@scha.org.uk](mailto:louise.wilson@scha.org.uk) or by speaking with your local manager. **Let's shape this space together!**



## Have a comment to make or a question to ask?

Email [adminstrator@scha.org.uk](mailto:adminstrator@scha.org.uk)

Come along to a residents' meeting

Speak to a scheme colleague

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