



CHS GROUP
housing, care, and community services in Cambridgeshire



April 2025 Newsletter

Welcome to our April newsletter. As you may know, in this newsletter we share news, changes and updates that are useful to you, our tenants.

This month, we introduce our new Contractor Forum, the launch of our 2025 Garden of the Year competition, and share how the Housing Ombudsman can help you resolve issues you have in your homes. Read on to find out more...

Introducing the CHS Contractor Forum

Firstly, as mentioned in last month's newsletter, we have launched our Contractor Forum, an exciting initiative that gives our tenants and customers the opportunity to engage with the contractors who we work with directly.

As part of this, we will be hosting a series of three forums, with each forum dedicated to one of our contractors; SureServe, Mark Walker and Fortem. These forums will last for around one hour, and will provide you an opportunity to learn about each company's performance and services. The contractors will deliver presentations that give an overview of their

performance and after the presentations, you will have the opportunity to ask relevant questions.

Forum Details:

- **SureServe Forum** - 22nd May 2025 – 7:00 PM to 8:00 PM (online)
- **Mark Walker Forum** - September 2025 (date to be confirmed)
- **Fortem Forum** - November 2025 (date to be confirmed)

How to join

If you're interested in joining the forum with SureServe on 22nd May, please get in touch Laura Papanikolaou via email at lpap@chsgroup.org.uk, or call on [07540122624](tel:07540122624).

We are excited about this opportunity for you to connect with the contractors. We look forward to seeing you there!

Do you know about the Housing Ombudsman's Centre for Learning?

As an independent, impartial and free service, The Housing Ombudsman was created to improve the lives of tenants and services provided by landlords. As part of the Housing Ombudsman's service, it created its Centre of Learning, which offers a range of high-quality and accessible tools, documentation and learning from across the social housing sector.

For its Centre of Learning, the Ombudsman has published a number of fact sheets that cover a range of issues which will help you to report issues and assist us in resolving issues in your home.

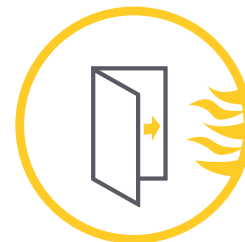
These fact sheets are available to all tenants and can be found [here](#).

There are two new specific fact sheets that will be helpful for you to understand.



[Noise complaints fact sheet](#), which will help you learn about:

- What is a noise report
- Reporting noise to your landlord
- How your landlord should respond to reports of noise
- Making a complaint about the handling of a noise report
- Where can the Ombudsman help with a noise complaint



[Fire safety fact sheet](#), which will help you learn about:

- Who is responsible for fire safety?
- What are tenants responsible for?
- What are landlords responsible for?
- Gas safety
- Health and safety inspections by local authorities
- Fire and rescue authorities
- The Building Safety Regulator

Launching our Social Impact Partnerships programme

Last month, we hosted organisations from across the county at Costello Medical for the launch of our Social Impact Partnerships programme, which is designed to drive meaningful change for our tenants, customers and community members.

At the event, attendees heard from CHS Group staff, including our CEO, Stephen Hills, and the Founder of Goal17, an organisation which supports young people through mentoring schemes, who gave talks to highlight the specific ways that we support those living in our communities. The support schemes that were highlighted included our Supported Housing Employment Fund, When It's Needed Fund, Nursery

Bursary Fund and our Young People's Mentoring Scheme.

By receiving support from organisations, we're able to make a real, lasting differences to the lives of those living in our services and offer more equal opportunities.

Thank you to NatWest, RxCelera, Savills, Tees Law, Cambridge Building Society, Department of Work and Pensions and the Lord Lieutenant, Julie Spence, for attending and coming to learn about the work we do to support our communities.



AstraZeneca's generous Easter donation

Recently, our staff visited AstraZeneca's office in Cambridge to pick up some gifts that AstraZeneca had generously donated to residents living in our supported housing services in celebration of Easter. AstraZeneca kindly packed 40 gift bags filled with Easter themed sweets, a mug with hot chocolate ingredients and £10 Amazon vouchers.

Visits like this form part of our Social Impact Partnership strategy, where we utilise our relationships with organisations across the region to enrich the lives of our residents and tenants and ensure that the service we provide exceeds expectations. Through donations of this nature, we're able to support those in our communities who would otherwise go without at this time of year.

Learn more about how organisations work with us to support you by clicking [here](#).





Could you win SureServe's competition?

At CHS Group, we carry out regular gas and electrical checks in our homes to ensure that they're safe and well-maintained.

To encourage you to keep to your initial appointment given to you by our contractor, SureServe, you will be automatically entered into a prize draw with a chance to win a £75 voucher. There are two prizes; one for gas servicing appointments, and another for electrical checks.

If you do not allow access on the first attempt, you will be ineligible for the prize draw.

Earlier this month, Connor, our SureServe Customer Liaison Officer presented one of our winners with their voucher – could you be next?

We often remind tenants about scam phone calls. If you get a call from someone claiming to be from CHS telling you that you have won, hang up and call our Customer Service Team at **0300 111 3555 to verify its legitimacy.**

Enter our Garden of the Year Competition!



Our Garden of the Year competition is also now open for 2025! We're inviting you to send us up to two photos of your garden with the chance to win a £50 shopping voucher.

The deadline for entries is 31 August 2025; all images for the competition should be sent to Laura Papanikolaou via email at lpap@chsgroup.org.uk, or post to Laura Papanikolaou, Endurance House, Chivers Way, Histon, Cambridge CB24 9ZR, or WhatsApp to [07540 122624](tel:07540122624).



When you send your entry, please include your name, address and a sentence about your garden. The winner will be announced in our autumn tenant newsletter – stay tuned!



For more help and guidance or to check your rent account and raise repairs, don't forget to log into [myCHS](#).

**We'd also love to hear your thoughts on our newsletter.
To get in touch, email: info@chsgroup.org.uk.**

