



CHS GROUP 
housing, care, and community services in Cambridgeshire



July 2025 Newsletter

Welcome to the July edition of our tenant newsletter! Every month, these newsletters provide updates to you, our tenants and residents, so that you are up to date with news and changes from within the CHS community.

This month, we share details on how we keep your homes safe from the risk of fire, an update from our contractor forums, news of affordable family days out in Cambridgeshire, and how we supported one of our award-winning young residents.

Read on to find out more...

Have your say on the Decent Homes Standard reforms

The government is currently consulting on important reforms to the Decent Homes Standard (DHS), which will apply to both private and social rented homes in England.

At CHS, we believe that our tenants' voices matter. These reforms could be your opportunity to help shape change and ensure that reform delivers safe, warm and decent homes for everyone.

The consultation is open from Wednesday 2 July 2025 until Wednesday 10 September 2025. Make your voice heard!

You can share your views by completing the online survey at: <https://consult.communities.gov.uk/decent-homes-team/a-reformed-decent-homes-standard/>



Keeping your home safe from the risk of fire

Your safety is at the heart of everything we do at CHS. One of the ways we help protect you is by making sure that your home is equipped with smoke and carbon monoxide alarms.

While our contractors carry out annual checks on all of our alarms, fire safety is something we need to be aware of daily. Here's how you can play your part in keeping your home and your loved ones safe.

Testing your smoke and carbon monoxide alarms

Smoke and carbon monoxide alarms save lives. They provide early warnings in an emergency, which is why it is so important to test them regularly. To test if they're working properly, you should press and hold the test button until you hear a loud alarm. We recommend carrying out this test once a month.

If your smoke or carbon monoxide alarm is silent or faint when you carry out a test, contact us straight away to report it: [0300 1113555](tel:0300 1113555).

To help you remember to carry out this vital test, our tip is to set a monthly reminder in your phone or mark it in your calendar. A quick test could save lives.

Understand the hidden risks of lithium batteries

From mobile phones to e-scooters, we use lithium batteries in a variety of ways, and because of this, it's important to understand that they pose a serious fire risk. To reduce the risk of fire in your home, only buy lithium batteries from reputable retailers, and stop using batteries that are damaged, swollen or hot immediately and seek professional advice.

Simple precautions that can help prevent fires and keep your home and family safe

You can also take simple steps that are often overlooked, such as knowing the escape routes in your home, keeping your door and window keys in a place that's easily found, and being mindful of fire hazards such as candles or overloaded plug sockets.

By taking simple precautions, you can prevent fires and keep your home safe. If you live in a block with communal areas, it's vital to ensure that escape routes are clear in the event of a fire. Please make sure that you **never leave personal items in corridors or stairwells, and do not wedge fire doors open** as they are designed to slow the spread of smoke and fire.

Report any fire safety concerns in communal areas to CHS immediately by calling us on [0300 1113 555](tel:0300 1113 555). Your actions can make a huge difference to the safety of everyone in your building.

Earlier this year, we launched our new Building Safety Forum. This forum will bring our community together to discuss all aspects of keeping your home and community safe. It will also be an opportunity for you to share what building safety means to you, voice your concerns and work alongside us to shape how building safety is managed and communicated.

If you would like to be part of this important conversation and help us build safer, stronger communities, please get in touch with our Customer Engagement Officer at lpap@chsgroup.org.uk to register your interest.

Do you know about our online contractor forums?

We held our first contractor forum in May via Zoom with our contractor, Sureserve. At the forum, Sureserve shared service improvements and learning from complaints with our tenants, and also shared that its satisfaction rate at the end of its first year sat at 86%.

Alongside these updates, we also shared a case study where Sureserve was unable to service a tenant's gas meter due to a debt. Thanks for their help, our Money Matters team got in touch with the tenant, and secured a grant to clear the debt and allow Sureserve to complete its service.

Speaking about the forum with Sureserve, tenant attendee, Steve Pyner, said:

"It was very well presented by the Sureserve team, I was really impressed by their pride in what they were delivering, a real sense of purpose came through. I'm looking forward to the next one."

During each of our forums, contractors will present an overview of their performance and answer any questions you may have. Our next forums are:

- **Mark Walker Forum:** 25 September 2025, 7pm
- **Fortem Forum:** November 2025 (Exact date to be confirmed)

If you're interested in joining the forum with Mark Walker Grounds Maintenance on 25 September, please get in touch with the Customer Engagement Team on lpap@chsgroup.org.uk or louise.higgins@chsgroup.org.uk or contact us on [07540 122624](tel:07540122624).





Discover low cost family events this summer

Enjoy a day out with your family at museums in Cambridgeshire with **Summer at the Museums: What will you discover this summer?** which runs from Thursday 24 July to Sunday 31 August.

Led by University of Cambridge Museums, Summer at the Museums is a packed schedule of free and low cost events with activities for the whole family. With 25 venues to explore in Cambridge, Burwell, Ely, Newmarket, St Ives, Saffron Walden, St Neots, Huntingdon and Wisbech, there's all sorts of fun to be had over the school holidays.

Join in to spark your imagination, explore big topics and create special memories together. Follow a nature trail, get creative in arts and crafts workshops, experience hands-on science and technology, and much more – all free or low cost!

The full events calendar is on the University of Cambridge Museums website:

www.museums.cam.ac.uk/theme/summer



What a WIN! Young resident wins award after CHS support

In 2018, we set up our When It's Needed (WIN) fund to provide support to the young people living in our communities. WIN is there to step in and provide support for things that would normally be provided by family and friends, but because of poverty or estrangement, this isn't an option.

Last month, one of the young people living at our Fenland Young People's Service in Wisbech was nominated for a Fenland Pride Award in recognition of their voluntary work. After being nominated, Lillie-Rose realised she didn't have a suitable outfit for the event and couldn't afford to buy one. But with the help of our team, she applied to WIN to seek support and was awarded a £50 Primark voucher to buy an outfit for the occasion, where she was announced the winner of the Community Group award!



Speaking about being awarded support through our WIN fund, Lillie-Rosie said:

"The funding that I was given to get some clothes for the Fenland Pride Awards ceremony has been a saviour. Without the funding I would not have had anything nice to wear and wouldn't have felt confident in myself at the awards event."

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.

