



CHS GROUP
housing, care, and community services in Cambridgeshire



July Newsletter

Welcome to the July edition of our tenant newsletter! This month, we share the results of this year's Tenant Satisfaction Measures, tips on keeping your home safe, information about the services that are available to you if your needs change, and invite you to have your say on our 'paying for your rent and service charges' scrutiny project. **Read on to find out more...**

How satisfied are you with our service?

We make listening to you and understanding your needs a priority and aim to offer services which meet those needs.

Through our Tenant Satisfaction Measures (TSMs), we're able to better understand what we're doing well and what we need to do to improve our services.

In 2023, the Regulator for Social Housing created a new system for assessing how well social landlords are doing at providing good quality homes and services. This new system introduced a set of 22 TSMs, which include 12 key measures of how satisfied you are with our service. The themes for the TSMs are:

1.

Keeping properties
in good repair

2.

Maintaining
building safety

3.

Respectful and
helpful engagement

4.

Effective handling
of complaints

5.

Responsible
neighbourhood
management

Once a year, we invite a tenant from every household to complete our satisfaction survey, which is sent via email, but can also be sent by text or letter if we don't have an email address to reach you on. We send some every month, usually in the month of your birthday. If you complete the survey, you're automatically entered into a free prize draw with the chance to win £250. In the survey, we ask some additional questions that the regulator doesn't require, such as whether you think your rent and service charges are good value for money. If you completed the survey, thank you!

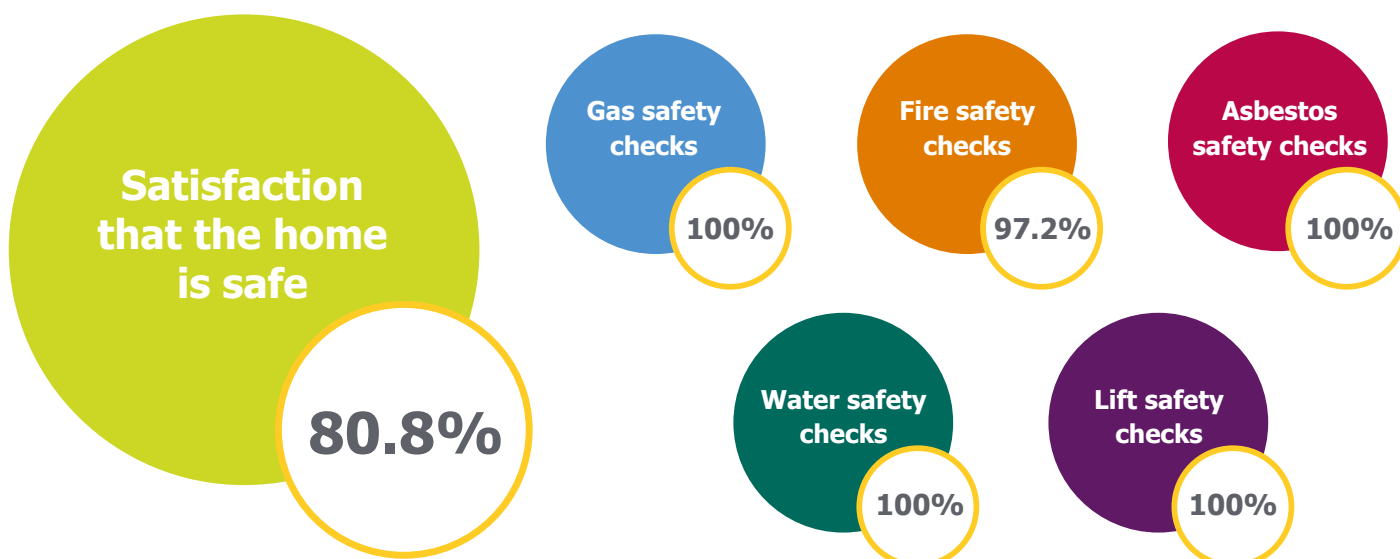
This summary applies to our rented homes only – the survey results for our shared owners are reviewed separately. Between April 2023 and March 2024, we received 541 survey replies, and the overall satisfaction with CHS was 79.1%.

We reviewed whether the responses we received were representative of our tenants by local authority area, housing type, age and ethnic background. We didn't find the satisfaction levels varied significantly between these groups and so we have not adjusted them.

Keeping properties in good repair



Maintaining building safety





66.7%

Satisfaction that CHS
listens to tenants' views
and act on them

82.1%

Agreement that CHS
treats tenants fairly
and with respect

70.7%

Satisfaction that CHS
keep tenants informed
about things that matter
to them

Effective handling of complaints

42.3%

Satisfaction with
CHS's approach to
handling complaints

11.1

Number of stage 1
complaints per 1,000
homes

1.9

Number of stage 2
complaints per 1,000
homes

92.8%

Complaints
responded to within
Complaint Handling
Code timescales
(stage 1)

100%

Complaints
responded to within
Complaint Handling
Code timescales
(stage 2)

Responsible neighbourhood management

60.3%

Satisfaction that CHS
keeps communal
areas clean and well
maintained

57.0%

Satisfaction that CHS
makes a positive
contribution to
neighbourhoods

51.2%

Satisfaction with
CHS's approach to
handling anti-social
behaviour

15.5

Anti-social behaviour
cases per 1,000
homes



Building safety – tips for keeping your home safe

It's our responsibility to keep all of you, our tenants, safe – and building safety is extremely important to us. But, what do we mean by building safety? The term means that we are adhering to certain regulations to provide you with a safe and secure home. We do this by completing the following things:

- Annual heating safety checks
- Communal fire risk assessments
- Electrical safety checks
- Passenger lifting safety checks
- Water hygiene safety checks
- Asbestos surveys

So far this year, we have completed...

- 1,953 gas safety checks
- 117 fire risk assessments on our blocks
- 2,430 electrical safety checks
- 28 communal water hygiene checks

To help us ensure that your home is safe, there are a number of things you can do too. We have detailed the ways you can help below, and why it is so important.



Fire

Our fire risk assessments are carried out by Tersus, which is a specialist in fire service solutions. The organisation provides us with a detailed report of any improvements in our properties that are needed to meet fire safety requirements.

What can you do to help?

- **Remember to keep communal areas clear of objects.** This is so that you can get out easily in an emergency and help prevent flames from spreading if a fire breaks out.
- **Don't store items in shared areas.** Unless we have specifically provided a designated area for storage, no items should be kept in any communal area - this includes rubbish or unwanted goods.
- **Don't install curtains or blinds, doormats or hang pictures or decorations in a communal area.** The only exception to this is where they have been approved by CHS staff in writing. These items may be made of potentially flammable materials and could affect how easy it is to leave the building in an emergency.
- **Know the evacuation plan for your building.** You can find it on signs in shared areas.
- **Keep fire doors closed and report any damage to us.** Never wedge fire doors open or remove door closer devices. Don't paint over strips or seals or use nails or screws.
- **Tell us if your front door needs repairing.** It's designed to slow the spread of smoke and flames if a fire breaks out. Get permission from us before you update your door and let us in when we visit to carry out checks.
- **Only leave rubbish in designated areas.** Plus, make sure you extinguish things such as cigarettes and matches before you throw them out.

Lifts

We maintain equipment, such as lifts, on a regular basis and this is to ensure that they are in good working order for you. Our lift contractor, Lift and Engineering Services (LES), services our lifts regularly to ensure they are working as needed.

What can you do to help?

- **Do not hold open the doors of lifts** for a lengthy period of time – when you do this the lifts have an automatic 'off switch' which will turn the lift off as a safety precaution.
- **Report any damage or belongings in the lift to CHS.**
- **Do not overload the lift** with large furniture items or bicycles and do not exceed lift weight.
- **Do not place objects in the doorway** to keep the doors open.
- **Identify which floor has a safety exit** by locating the 'star' button on the control panel.
- If you are caught between floors when the lift stops suddenly **remain calm and do not attempt to open the doors or ceiling hatch.** Stay put and use the emergency phone to raise the alarm and wait for help to arrive.
- **Explain to young children how to use the emergency button** and telephone in case they get trapped in the lift and the importance of keeping hands and feet clear of moving doors.
- **If you take a dog in the lift, monitor them whilst entering and exiting the lift,** standing in the doorway as your dog moves through the doors.

If you're concerned that an item in a shared space poses an immediate risk to your safety, **please speak to your Housing Officer.**

Additional housing and care services at CHS

At CHS, we recognise that as people get older, their care and support needs change. Housing with Care is specifically designed to offer the benefit of your own home, alongside a person-centred care package that provides independence and choice. As our tenant, you have the security of knowing that a team of highly trained and caring staff are available in case of an emergency, 24 hours a day, 7 days a week via a pendant alarm system. We firmly believe that Housing with Care will provide you with a home for life.

We pride ourselves on delivering a high standard of rented social housing in well-maintained, attractive settings for our tenants. We also offer the skills of our experienced Housing Officer to support you through your tenancy if necessary.

Additional services are available at all of our schemes:

Housekeeping



Companion service



Laundry



Shopping



How to apply

- Obtain a social care assessment - you can request this from your social worker if you have one, or by contacting your local adult social care department.
- Complete our online housing application [here](#).
- Check the costs - prices for each of our schemes are available [here](#) and include rent, service charge, personal heating, support charge, water charge and a lunch daily
- Check other external additional costs – these could include council tax, personal electricity and WIFI, telephone, and specialist TV package.
- Check for other benefits - you may be entitled to other potential benefits including housing benefit, winter fuel allowance or PIP and our Money Advice Team could offer you advice on your eligibility.

Our care teams

Our staff have all undergone extensive checks prior to employment and are trained to a high standard to ensure that they have the skills and qualities that regulators require when working with older and vulnerable people.

Our schemes

- **Dunstan Court**
Wulfstan Way, Cambridge, CB1 8QD
[01223 241330](tel:01223241330)
- **Moorlands Court**
The Moor, Melbourn, Royston, SG8 6FH
[01763 260564](tel:01763260564)
- **Richard Newcombe Court**
Histon Road, Cambridge, CB4 3EY
[01223 352135](tel:01223352135)

If you would like to find out more or to arrange a visit to one of our schemes, please contact Denise Taylor by telephone on [01763 260564](tel:01763260564) or email denise.taylor@chsgroup.org.uk

Have your say - paying for your rent and service charges

"A group of tenant volunteers have started a project that scrutinises payment methods on how tenants pay their rent and service charges. The two options are by Direct Debit or Allpay. Direct Debit is the cheapest method for CHS and provides regular payments. However, customers still choose to manage their money by making ad-hoc payments using Allpay over the phone, online or via a Paypoint.

We want to understand customers' reasons and any potential barriers to using different payment methods, and check whether what CHS offers is still meeting customer needs.

The Tenant Scrutiny team would like you to tell us your thoughts, you can even join us with our research!"

Trish Laver, Chair of Tenant Scrutiny

To find out more or to get involved, please contact Laura Papanikolaou lpap@chsgroup.org.uk or [07540 122624](tel:07540122624).

For more help and guidance, 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.

