



# June 2026 Newsletter

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Welcome to the next edition of our tenant newsletter.

For those who read this newsletter regularly, you will know that each month, we provide you with information and updates from within our communities.

This month, we share how the second phase of Awaab's Law will impact CHS investigating repairs on your homes, provide information on our latest Customer Service Standard, and bring you up to speed on how we are continuing to support our tenants affected by anti-social behaviour.

We also invite you to our Summer Tenant Event, share a guide on how to contact our Grounds Maintenance team if you need assistance, and announce the return of our Gardens of the Year competition. Make sure you enter for your chance to win a £50 shopping voucher!

Read on to find out more...

# What Phase two of Awaab's Law means for your home

You may have heard about Awaab's Law, which is changing how quickly landlords must respond to repairs and health and safety concerns in social housing.

The law, which was introduced following the tragic death of Awaab Ishak in 2020 due to prolonged mould exposure, aims to ensure all tenants are living in safe homes and that serious problems are dealt with promptly and efficiently.

Back in October 2025, Phase 1 of the law began which focused on damp and mould as well as emergency hazards in homes. This year, Phase 2 is expected to commence, which will build on the first phase by covering a wider range of problems that could impact your safety at home. This includes homes that are too hot or cold, which can occur when heating systems are not working properly or when insulation is not sufficient as well as risks that could cause accidents such as unsafe stairs, loose handrails, and uneven flooring.

Awaab's Law also covers serious hazards such as structural defects, unsafe roofs or balconies, faulty electrical wiring, and missing smoke alarms. The second phase expands requirements to include hygiene and sanitation issues, including pest infestations, blocked drains or sewage, unsafe kitchen facilities, and gas-related risks such as leaks or faulty boilers.

Awaab's Law makes tenant safety a legal duty, not just a promise from social landlords. Reporting a hazard means that we must investigate within the required deadlines, provide written updates, and action immediate emergency repairs.

If you notice a problem in your home, please report it to our repairs team as soon as possible. Provide as much detail as you can and include photos where possible. It may also help to keep a record of when you reported the issue and let us know if the problem worsens.





## Your feedback in action: Our updated Customer Service Standards

At CHS, we are committed to fair, respectful customer service, prompt responses, and open communication with those living in our homes. Following ongoing feedback and discussions with our Tenant Committee, we have updated our Customer Service Standards to make them clearer and easier for everyone to understand. These are the promises we set out which outline the level of service and customer care you can expect to receive from us.

We aim to respond with flexibility and compassion to the needs of our communities. The new standards incorporate further information about moving house, support with rent-related concerns, anti-social behaviour, adaptations, domestic abuse support, safety in the home, and our complaints process.

As tenants you are responsible for rent payments, upkeep of your home, and allowing access for safety checks and repairs. However, we must ensure that our homes meet safety standards, address hazards swiftly, and maintain communal areas.

In the new Customer Service Standards information, we outline what emergency repairs are included in our 24-hour response times and clarify that for non-emergency repairs we will book a mutually convenient timeslot with you, within 28 days. There is also a timeline on repairs for emergency hazards that present a significant risk of harm in line with Awaab's Law.

You can read the updated Customer Service Standards [here](#).

## Working together to address serious anti-social behaviour

We understand that having a neighbour whose behaviour is threatening, disruptive or linked to criminal activity can have a significant impact on your living situation and wellbeing. Keeping our tenants safe is our top priority and we are determined to stop anti-social behaviour by doing everything possible to put an end to it across our communities.

As part of our ongoing commitment to tackling serious anti-social behaviour, we are working closely with partner agencies, including the police, to prevent incidents from occurring and to take appropriate action when they do. Sadly, we have had recent reports of disturbances such as loud music, disorderly behaviour, property damage, intimidation, and drug use. Unfortunately, legal action to end tenancies can take many months due to County Court processes, so finding solutions that are quicker and streamline the process for those impacted are key.

Working alongside the police, we have helped prepare statements and evidence using information provided by neighbours. The police successfully secured Closure Orders for addresses causing disruption in March and May this year, meaning no one is permitted to stay at the properties for three months. From this, we were able to give the community some respite while we act to formally end the tenancies.

We know how distressing some of the incidents have been, especially when they take longer than anticipated to resolve. We hope that through our partnership with law enforcement, effective action will continue to be taken for future cases if and where it is needed.

With upcoming changes to law, social landlords such as CHS will be able to apply for Closure Orders with support from the police needed to ensure community safety. As the positive outcomes of these recent incidents show, it is important that tenants keep a record of events and report them to both us and the police. By reporting and maintaining records, tenants can help us take effective action when warnings have failed to resolve the issues.

Thank you to all tenants who have worked with us to stop such behaviour. It is only with your support that we can continue to make our communities happier and safer for all.

If you are facing anti-social behaviour where you live, call us for advice: [0300 111 3555](tel:03001113555)

You can also find our current Anti-Social Behaviours and Harassment Policy on our website [here](#).



# You're invited to the CHS Summer Tenant Event!

With warmer weather on the way, now is the perfect time to come together, meet your local Housing officer, and catch up on all things CHS. Our involved tenants are hosting a Summer Tenant Event on **Wednesday 8th of July from 2:30pm-5:30pm at The Hive Leisure Centre in Ely** and we would be delighted to have you in attendance! We will launch our volunteer's rewards scheme at this event, where everyone who takes part will get a free raffle ticket and have a chance to win one of 3 £50 vouchers.

Join us for an open discussion on key tenant matters and share your experiences with other tenants living in CHS homes. This session's topic is 'Communication with CHS and our Contractors' where we will look at how we can work more effectively with our service contractors and identify opportunities to further improve services for our tenants.

Enjoy refreshments after the meeting, with a complimentary tea party being served from 5.30pm.

The venue has free parking and a lift to the first floor. We can assist with reasonable transport costs and accessibility needs.

A Tenant Committee meeting will be held afterwards from 6.30pm to 8.30pm and you are very welcome to stay for this.

The Anti-Social behaviour Policy and Reasonable Adjustments Policy will be discussed, as well as updates from our Complaints Panel and Scrutiny Team, see the full agenda [here](#).

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**Wednesday 8th July, 2.30pm - 5.30pm**

**The Hive Leisure Centre, 15 Ely Leisure Village,  
Downham Road, Ely, CB6 2FE**

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To reserve your spot contact:

**Laura**

[lpap@chsgroup.org.uk](mailto:lpap@chsgroup.org.uk)  
[07540 122624](tel:07540122624)

or

**Louise**

[louise.higgins@chsgroup.org.uk](mailto:louise.higgins@chsgroup.org.uk)  
[01223 713540](tel:01223713540)

# How to get in touch about grounds maintenance

We are committed to providing excellent services that meet and exceed our tenants' expectations, whether that's within your home or across the wider community. That's why we work closely with our grounds maintenance contractor, Mark Walker Grounds Management (MWGM), to ensure communal outdoor spaces are well maintained and cared for throughout the year.

For tenants who have been asking how to get in touch with the MWGM grounds maintenance team, we've put together a helpful guide outlining the different ways you can contact them. Please find the details below:

You can stay informed by checking the monthly maintenance schedule available on the [MWGM website](#).

In the event of any unforeseen circumstances, such as staff absences, MWGM will aim to address any delays as quickly as possible.

## Contacting MWGM

If you have questions or concerns about our grounds maintenance service, you can contact MWGM directly:

- **Phone:** [0333 220 5485](tel:03332205485)
- **Email:** [office@markwalkergm.co.uk](mailto:office@markwalkergm.co.uk)
- **Live chat:** [www.markwalkergm.co.uk](http://www.markwalkergm.co.uk)

Both CHS and MWGM are dedicated to delivering the highest standards of service. We always welcome your feedback on how we can continue to improve.

To share your thoughts or report issues, you can also reach us at:

- **CHS Email:** [info@chsgroup.org.uk](mailto:info@chsgroup.org.uk)
- **MWGM Service Desk:** [servicedesk@markwalkergm.co.uk](mailto:servicedesk@markwalkergm.co.uk)



# Could your outside space be crowned Garden of the Year 2026?

Our Gardens of the Year Competition is back, and we're inviting tenants to showcase their gardening talents. Whether you have a flourishing garden, a colourful container display, a stunning hanging basket or a vibrant window box, we'd love to see your entry.

We want to celebrate the time, care and creativity that our tenants put into their outdoor spaces, no matter how big or small. The competition recognises and rewards gardens that help brighten our neighbourhoods and inspire the local communities.

The top winner will receive a £50 shopping voucher, and a selection of entries will be featured in our autumn tenant newsletter.

## How can I enter?

Simply send us photographs of your garden, hanging basket, window box, or container and a short sentence or two about it by one of the following methods:

**Email:** [lpap@chs.org.uk](mailto:lpap@chs.org.uk) or [louise.higgins@chs.org.uk](mailto:louise.higgins@chs.org.uk)  
Whatsapp: [07540 122624](tel:07540122624)

**By Post:** c/o Laura Papanikolaou, Cambridge Housing Society, Endurance House, Chivers Way, Histon, Cambridge, CB24 9ZR.

Closing date for entries is **31 August 2026**.



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](mailto:info@chsgroup.org.uk).