



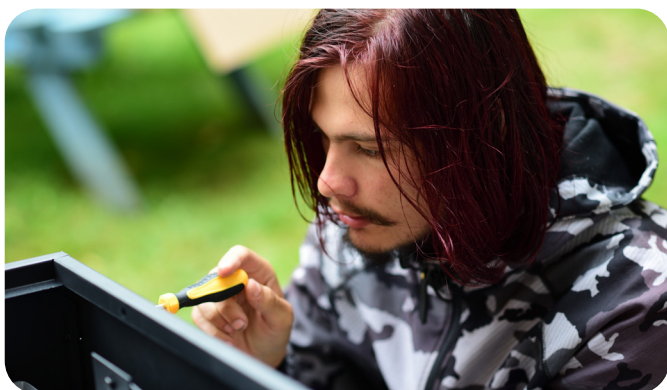
CHS GROUP 
housing, care, and community services in Cambridgeshire



May 2025 Newsletter

Welcome to our May newsletter! In each of our monthly newsletters, we share updates from within the Cambridge Housing Society community so that you, our tenants and residents, are up to date with news and changes from within our organisation.

This month, we share news of our building safety forum with Samuel Jones Crescent tenants, advice on how we can support you through a bereavement, and announce the retirement of our Chief Executive, Stephen Hills. Read on to find out more...



Apprenticeship opportunities

Firstly, our heating and hot water contractor, Sureserve Compliance Central Limited, currently has apprenticeship opportunities in installation and service and breakdown engineering, as well as electrician and administrative positions.

In these roles, applicants can expect:

- Flexible and wide ranging opportunities that are crafted to individual needs and local team availability
- Mentoring
- A friendly, supportive and visible team of colleagues and managers
- Post-apprenticeship opportunities with full-time roles with competitive salaries, benefits and role-relevant company vehicles and fuel cards
- Support at college events

[Find out more](#)

Building safety: our forum with Samuel Jones Crescent tenants

At Cambridge Housing Society, building safety is our top priority. We are committed to creating safe, welcoming homes by ensuring that responsibilities for both landlords and residents are understood, and actioned effectively. A recent online meeting with tenants at Samuel Jones Crescent in Little Paxton offered valuable insight into the experience of tenants, and their concerns regarding building safety.

During the meeting, residents shared a range of suggestions, including:

- A repair-reporting app to simplify the reporting process
- QR code signage in communal areas for quick access around reporting issues
- Improved fire safety guidance for households
- Greater on-site staff presence to support day-to-day safety and maintenance



Did you know?

You can already report repairs via [our website](#), or through our customer service team on [0300 111 3555](tel:03001113555).

We are currently exploring new tools to make the process even easier and more accessible for you.

You can also visit our website for:

- Up-to-date building safety guidance
- Clear information on fire risk assessments (FRAs)
- Guidance on your safety responsibilities at home and in communal areas

We carry out regular estate inspections, and any repairs that are identified during these visits are followed up to ensure they're actioned in as soon as possible.

We are committed to acting on the feedback of our residents and tenants, and addressing concerns raised at the Samuel Jones Crescent forum. Forums such as this mark a positive step towards stronger collaboration and shared responsibility to ensure our homes are safe and comfortable for all tenants and residents.

Get involved in future safety forums

Currently, we are developing clearer and more accessible fire safety materials. To ensure that these new materials work for everyone in the Cambridge Housing Society community, we need your voice. Future building safety forums will offer residents the opportunity to be involved, and we would love for you to join us.

For further details, reach out to our Customer Engagement Officer, Laura Papanikolaou. You can reach Laura via:



lpap@chsgroup.org.uk



[07540 122624](tel:07540122624)



Our Chief Executive announces his retirement

After seven years of working at Cambridge Housing Society, our Chief Executive, Stephen Hills, will be retiring at the end of October.

Speaking on his decision to retire, Stephen said:

"My time at CHS has been a truly rewarding experience, and I am particularly proud of everything that has been accomplished working together with tenants over the past two and a half years in my role as Chief Executive. I am confident that the organisation is in a strong position moving forward with a united and dedicated team at its core."

As we prepare for this transition in leadership, we will soon begin the process of recruiting Stephen's successor, and will be looking for a Chief Executive who will carry our business plan forward as we approach our 100 year anniversary in 2027. **We will share more updates with you in our newsletters over the coming months.**

How we can support you through a bereavement

Losing someone close to us can turn our lives upside down. We understand how difficult this time can be, and we want you to know that you're not alone. There is help available, and we're here to support you.

How we can support

If you've lost a loved one, please don't hesitate to reach out. We can help by offering:



Tenancy support:

If you're concerned about how a bereavement will affect your tenancy, speak to your Housing Officer who can help guide you through the any changes.



Financial advice:

Our Money Matters team can provide advice and support if you're struggling financially following a bereavement.



Updating records:

To help us avoid sending correspondence addressed to a loved one who has passed away, let us know so that we can update our records.



Next of kin details:

Ensuring that your next of kin information is up to date will make things easier for those you care about. To update your records, get in touch by calling or emailing us.

Cruse Bereavement Support

We also encourage you to access support from specialist organisations. One of the leading charities is [Cruse Bereavement Support](#), which offers a wide range of services, including:

- **Practical advice:** receive guidance on what to do after someone dies, including funeral arrangements, coroner inquiries, and understanding available benefits.
- **Tell us once:** a government service to help notify multiple departments after a death.
- **Death notification services:** These services allow you to inform banks, building societies, and other organisations all at once:
 - [Life Ledger](#)
 - [Settld](#)
 - [Death Notification Service](#)

Emotional support and guidance

[Cruse Bereavement Support](#) also offers resources to help you through the grieving process, and help you support others who also may be grieving, such as children and young people. The organisation can also guide you on what to say when someone is grieving, how to look after yourself while helping others, and understanding that grief is a journey that you don't have to walk alone. **If you have questions or need support, please contact your Housing Officer or our Customer Service team – we're here to help.**

Grounds maintenance: spring update and summer plan

We are committed to providing a service that exceeds your expectations, both inside your homes and in the wider community. As part of this commitment, we work closely with our contractors, including our grounds maintenance contractor Mark Walker Grounds Management (MWGM), which ensures that our outdoor spaces are cared for all year round.

Over the winter period, MWGM teams carried out essential preparation work to get our sites ready for the spring season. This included weeding, trimming and maintenance of our shrub beds, upkeep of hard surfaces, and regular litter picking. Our tree care programme has also helped to reduce disruption from strong winds and recent storms.

We're pleased to announce that all measures to prepare for the spring season have been carried out successfully. As we move into the growing season, MWGM has now resumed its regular maintenance routines.



You can expect to see teams working on:

- Grass cutting (now on a fortnightly summer schedule)
- Lawn edging
- Hedge maintenance
- Shrub bed maintenance
- Weed control
- Hard surface upkeep
- Litter picking

Please note: During bird nesting season, some tasks, such as hedge trimming and shrub pruning, may be temporarily delayed. These will be resumed once nesting activity has ended.

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 the grounds maintenance service, you can contact MWGM directly:

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

Both Cambridge Housing Society and MWGM are dedicated to delivering a service that's of a high standard. 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
- **MWGM Service Desk:** servicedesk@markwalkergm.co.uk

Property services update: new communal cleaning contract awarded

Finally, we are pleased to announce that [Advanced Cleaning Services Limited](#) (ACS) has been awarded the contract for cleaning communal areas across all of our sites.

Following a thorough procurement process, ACS was selected based on their strong track record, commitment to quality, and a focus on customer satisfaction. The new contract began in April 2025, and will cover regular cleaning of our communal areas, including shared entrances, hallways, stairwells, and other internal shared spaces.

Our goal is for all communal areas to be maintained to a high standard to create a clean, safe and pleasant environment for all tenants and residents.

Report issues and provide feedback

If you experience any issues with the cleaning service or wish to provide feedback, please get in touch with us at:

- **Email:** info@chsgroup.org.uk
- **Phone:** [0300 111 3555](tel:0300 111 3555)

We look forward to working with ACS to deliver a consistently high level of service and welcome any input from residents to help us improve.



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.**

