



October 2026 Newsletter

Welcome to the next edition of our tenant newsletter.

In this edition, we share our annual complaint handling report, introduce you to the new Social Tenant Access to Information Requirements (STAIRs) and provide helpful guidelines for tenants wanting to make changes to their homes.

In addition, we also share advice and guidance for survivors of domestic violence on how we can support you.

Read on to find out more...



Your feedback, our actions: Annual Complaint Handling Report

Regular feedback from our tenants plays a key role in helping us improve our services. We've now published our [Annual Complaint Handling Report and Housing Ombudsman Complaint Handling Code Self-Assessment for 2025-26](#), setting out what we've learned from complaints and the actions we are taking in response.

Over the past year, tenant feedback has helped us identify areas where we need to do better, particularly around repairs, communication, and resolving issues more effectively. We have already introduced a number of improvements and will continue to build on these learnings during the coming year.

We would like to thank our Customer Complaints Panel for their time, commitment, and valuable challenge throughout the year. Their scrutiny and insight help us learn from complaints and ensure tenant experiences are reflected in service improvements.

You can read the full report and self-assessment on our website [here](#) to find out more about our performance and the actions we are taking in response to tenant feedback.

On 8th September 2026, the CHS Board responded to the annual complaints report:

'At CHS the Board understands the importance of handling complaints from our tenants and residents. We recognise the need to try and resolve complaints received and to do so in a timely manner in line with the service standards set by the Housing Ombudsman. The way in which we manage complaints, ensuring complainants are kept informed throughout the process is central to how we build transparency and trust and enable the people who live in our homes to scrutinise our performance.

As ever, much work goes on to embed the learning taken from complaints and as the Board Member Responsible for Complaints I would like to thank the tenants and residents who actively engage on our Complaints Panel, working to identify trends and learning in order to drive service improvement.

This report covers CHS and our subsidiary Adelaide Waters Almhouses. As a Board we recognise the need to keep abreast of complaints performance and of the trends emerging from complaints. In order to provide that level of oversight, the Board have had sight of the Annual Complaint and service improvement report and the complaints self-assessment. As the Member Responsible for Complaints, I am satisfied the self-assessment reflects the way CHS manage and responds to complaints. It is also true there is much work to do to improve tenant satisfaction with complaints and to drive the culture within CHS that ensures we take complaints seriously and embed the learning from them.'



Introducing the Social Tenant Access to Information Requirements (STAIRs)

What is STAIRs?

Social Tenant Access to Information Requirements (STAIRs) are a new set of transparency requirements for private registered providers of social housing in England, such as CHS, which will make it easier for you to find out how your home and landlord services are managed. This should help you understand how decisions are made, see how we are performing and hold us to account.

When do the requirements take effect?

- **From 1 October 2026:** we must have a publication scheme in place and publish certain information we already hold about how we manage our properties
- **From 1 April 2027:** you will also be able to ask us directly for relevant information about the management of your home and services. We will normally need to respond within 30 calendar days, unless there is a reasonable basis for withholding the information.

You can access the CHS STAIRs page on our website [here](#).

Who is covered?

The requirements apply to all current CHS tenants. You are also covered if you are a shared owner who owns less than 100% of your home, however, you are not covered if you are a leaseholder who owns 100% of your property.

What information will you be able to access?

You will be able to find information for areas such as:

- How we are governed
- How we make decisions
- How we spend money and use our resources
- The homes we own and manage
- How we are performing
- The services we provide

However, we would like to note that although we are able to share information, we will not always be able to share every document with you in full. In some cases, we may need to remove or withhold information, for example, to protect someone's personal data, confidential information, security or another legally protected interest.

What happens if you are dissatisfied?

If you are unhappy with information published under the scheme, you can ask us to review your concerns. From April 2027, you will also be able to ask for a review of how we handled an information request. If you are still dissatisfied after the review, or we do not respond, you can take your complaint to the [Housing Ombudsman](#), who will handle complaints about STAIRs requests.

What can you expect from us?

- We will identify the information we already hold that needs to be included in the publication scheme
- You should be able to find the information in a clear and accessible format and expect it to be reviewed and updated regularly
- You will have a clear process for making a request and should receive a response within the required timeframe
- You can expect colleagues to recognise a STAIRs request and understand when information can lawfully be removed or withheld.

Further information

If you would like more detail, take a look at the [government's STAIRs policy statement](#) and the [Housing Ombudsman's STAIRs guidance](#).

Thinking about making changes to your home?

Many tenants choose to make improvements to their homes to better suit their needs and lifestyle. This could be anything from installing an electric vehicle charger to changing a kitchen layout, improving security, or carrying out other home improvements. However, before starting any work, it's important to check whether you need permission from CHS.

Why do I need permission?

As your landlord, we need to make sure any changes to your home are safe, meet legal requirements, and do not affect the property or neighbouring homes.

Getting approval helps us ensure that:

- Your home remains safe and structurally sound
- The work meets building and safety regulations
- Future repairs and maintenance can be managed properly
- There are no unexpected costs or issues later on

What changes need approval?

You should contact us before carrying out works such as:

- Installing an EV charging point
- Changing the layout of a kitchen or bathroom
- Building or removing internal walls
- Installing cat flaps, satellite dishes, or external fixtures
- Replacing kitchen cupboard doors
- Making changes to the outside of your home
- Building sheds, extensions, or other structures

If you're unsure whether permission is needed, please ask us before starting any work.

How do I apply for a change?

Simply complete an [Alterations Request Form](#) and provide as much information as possible about the work you would like to carry out. Depending on the type of project, we may ask for additional information such as:

- Drawings or plans
- Contractor details
- Product specifications
- Relevant certificates or approvals

Our Property Services Team will review your request and contact you if any further information is needed.

Please do not start work until approval is given

It's important that you wait until you have received written permission from CHS before any work begins. Carrying out alterations without approval may result in you being asked to return the property to its original condition at your own expense.



We are here to help

We want tenants to enjoy and personalise their homes where possible. If you're considering making a change but are not sure where to start, please get in touch with the Performance & Quality (PQ) team. Pq.team@chsgroup.org.uk.

We will be happy to guide you through the process and help make things as simple as possible.

Remember: Always check with CHS before making any alterations to your home. A quick conversation can save time, money, and potential issues later on.

WE ARE DAHA MEMBERS

MEMBERSHIP
2026-2027



Domestic abuse: you don't have to face it alone



At CHS, we believe everyone has the right to feel safe in their own home. No one should have to live in fear of violence, abuse, threats, intimidation, or controlling behaviour from a partner, former partner or another member of their household.

"We understand that reaching out for help can be one of the hardest steps to take, we want you to know that if you choose to turn to us, you will be listened to with empathy, treated with dignity, and supported with the choices that are right for you."

- Charlotte Daleworth, Senior Housing Manager

We know that everyone reacts differently to traumatic situations, such as domestic abuse. If you choose to tell us about your experience, we will respond with care, compassion and respect. We will listen, take your concerns seriously, and work with you to identify the support that is right for your circumstances.

How we can support you

If you report domestic abuse to us, we will treat your situation as a high priority.

We will:

- Listen without judgement and put your needs at the centre of our response
- Never share information you give to us with the perpetrator
- Agree with you how and where we communicate, so that contact is safe for you
- Assess any risks and help you access specialist support should you wish to
- Consider what can be done to improve your safety, including additional security for your home
- Support you to move home or access refuge accommodation if you want to

Our staff receive specialist training so they can recognise domestic abuse and provide effective support. We will continue to work with you until you are satisfied that the situation has been resolved.

How to contact us

If you are experiencing domestic abuse and would like support, please contact us in whichever way feels safest for you:

Telephone: [0300 111 3555](tel:03001113555)

Email: info@chsgroup.org.uk

Housing Officer: You can also contact your Housing Officer directly

For more information about the support available and our approach to domestic abuse, visit the [Domestic Abuse Is Not OK](#) section of our website.

Supporting The Real Count UK

We are pleased to support the aims of [The Real Count UK](#), a national research initiative that is collecting information from survivors about their experiences of domestic abuse and coercive control that haven't been formally reported.

Many people never report abuse to the police, courts or support services, for a variety of reasons. As a result, these experiences are often missing from official statistics. The Real Count UK aims to build a more accurate picture by collecting anonymous lived-experience data from people aged over 16 from across the UK. If you are interested, the survey can be found here: [The Real Count](#)

The survey is completely anonymous. It does not collect names, contact details, IP addresses or any other identifying information, and responses cannot be linked back to participants. The findings will help improve research, public understanding, policy and future support services.

We would however suggest that you delete your browser history after completing the survey to protect your visitor history data from those who may also use your computer and prevents your answers being saved onto your device.

Please note that The Real Count UK is a research project not a support service. If you are in immediate danger, always call 999.

Looking for a new job or training opportunity?

Our contractor **Fortem** is currently recruiting for a variety of roles and training programmes.

Under their agreement with CHS, any tenant or resident with the appropriate qualifications is guaranteed an interview. Just make sure you mention that you are a **CHS tenant or resident** when submitting your application.



Scan the QR code below to view the latest opportunities.



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.



Scan this QR code to view the latest **CHS job vacancies**.