

October 2025 Newsletter



Welcome to the October edition of the CHS tenant newsletter!

In each of these monthly newsletters, we include updates from within the CHS community so that you, our tenants and residents, are kept up to date. This month, we inform you of the changes we've made following Awaab's Law, a farewell message from our Chief Executive, news of our new Mobility Scooter and Electric-powered Vehicle policy, Fortem's Contractor Forum and how we're taking a stand against racism and bigotry in our communities.

Read on to find out more...

Farewell to our Chief Executive, Stephen Hills

Recently, our Chief Executive, Stephen Hills, decided to retire from his position after nearly three years in the role. Since being appointed as Chief Executive in January 2023, Stephen has transformed CHS and helped to grow the support we provide to communities across the region. As an organisation, we are keen to build on the strong foundations laid by Stephen during his leadership as we look ahead to the future with our newly appointed Chief Executive, Chris Harris.

In what will be his final newsletter as CHS Chief Executive, Stephen wanted to say a few words...

Dear CHS community,

As I prepare to retire from my role as Chief Executive, I want to take a moment to thank you.

It has been a privilege to serve you over the past years, and I am very proud of the work we've done together. Your trust, engagement and resilience have been a constant source of inspiration, and I leave with a deep appreciation of the progress we have made.

CHS is a remarkable organisation, and I am confident it will continue to serve you with the same care, professionalism and commitment that define its values. I will carry many fond memories with me and wish you all the very best for the future.

Thank you for making CHS such a special place to end my career.

*Regards
Stephen*

Are you joining our Fortem Contractor Forum in November?

We're pleased to invite you to our next Contractor Forum, taking place on **Wednesday 26 November** at 7pm – 8pm on Zoom. During the session, our contractor, Fortem, will share an overview of their recent performance, followed by an open Q&A where you'll have the opportunity to ask questions.

Forum Details:

Date: Wednesday 26 November 2025

Time: 7pm – 8pm

Location: Online via [Zoom](#). If you have any issues with joining the Forum, please use meeting ID 926 4177 4534.

If you are interested in attending, please RSVP to our Customer Engagement Team, Laura and Louise, at: lpap@chsgroup.org.uk or louise.higgins@chsgroup.org.uk or call [07540 122624](tel:07540122624).

We look forward to seeing you there!

Awaab's Law – what does this mean for you?

In preparation for the implementation of Awaab's Law on 27 October 2025, we have been busy making a number of important changes. With Awaab's Law, your rights as a tenant are strengthened, especially when it comes to issues such as damp, mould and other hazards in your home.

What we've been doing

We've been working behind the scenes to make sure we're fully ready. This includes:

- Updating our website so you can report issues easily and find help fast
- Reviewing our policies and procedures to ensure faster response times for repairs and investigations
- Training our staff to handle damp, mould and other hazards more proactively
- Improving communication so you're kept up to date every step of the way

What Awaab's Law means for you

From October 2025, if you report a health or safety hazard in your home:

- We must investigate emergencies and significant hazards within a set time
- We must give you a written summary
- We must fix serious problems quickly
- You do not need to prove that it's impacting your health

How you can help

To make sure we can act quickly, please:

- Report issues as soon as you spot them – ideally using our [online form](#) or by calling our repairs team
- Take photos of the issue where possible
- Keep us updated if the problem gets worse

Need help?

Contact us by calling us on [0300 111 3555](tel:03001113555), via Live Chat on our website or contact us via our [online enquiry form](#).



Tips to prevent damp and mould in your home

Now that winter has arrived, it's the perfect time to give your home a refresh and take steps to stop damp and mould from becoming a problem. If left unchecked, damp, mould and condensation can damage your property and affect your health. However with just four simple and easy actions, you can make a world of difference.



1. Let fresh air in

As the weather becomes colder, it's tempting to keep every window shut. However, without airflow, moisture builds up quickly. Try opening your windows for a few minutes every day, especially in bathrooms and kitchens, or use extractor fans to keep air circulating.



3. Wipe away condensation

Each morning, check your windows, sills and tiles for moisture. If you spot any, wipe it before it soaks in. By not letting moisture have a chance to settle, you can easily prevent mould.



2. Keep your home's temperature steady

Sudden changes in temperature can encourage condensation. Instead of short bursts of high heat, you should aim for steady warmth throughout your home. If you're finding it difficult to keep your home warm, our Money Matters Team can help with tailored support to your situation. To see how they might be able to assist you, contact our Money Matters Team: moneyadvice@chsgroup.org.uk



4. Fix leaks quickly

Even the smallest drips can cause problems. Keep an eye on sinks, radiators and roofs, and please do not ignore leaks. If you notice any leaks, please contact our repairs line on [0300 111 3555](tel:03001113555).

By taking these small but effective steps, you can protect your home and health while staying comfortable through the colder months.



Our new Mobility Scooter and Electric-powered Vehicle policy

At CHS, we understand the independence that mobility scooters, e-bikes, e-scooters and other electric-powered personal vehicles (EPPVs) can bring. That is why we're pleased to announce our new Mobility Scooter and EPPV Policy, which is designed to keep you safe while helping you make informed decisions about storage and charging.

What's new?

This policy reinforces safety in our communal areas, particularly around fire risks and escape routes. To help us better balance your needs with our duty to protect all of our residents and visitors, you must have permission before storing or charging mobility scooters or EPPVs in shared areas of purpose-built flats.

This aspect of the policy reflects our commitment to fire safety and compliance with legislation, including the Regulatory Reform (Fire Safety) Order 2005 and the Equality Act 2010.

When do you need permission?

If you live in a block of flats and plan to store or charge a mobility scooter, an EPPV, or its battery in a communal area or storage space, you must have written permission. Examples of EPPVs that need permission include:

- Class 2 or Class 3 mobility scooters
- Powered wheelchairs
- E-bikes, e-scooters, and similar devices
- Any batteries for these devices

Class 1 manually operated wheelchairs do not need permission but must still be stored safely to avoid blocking escape routes.

To request permission, you must complete the Mobility Scooter and EPPV Permission Form, which is available on our [website](#).

You can also receive the form via email:
info@chsgroup.org.uk

Why this matters

All mobility scooters and EPPVs pose a significant safety and fire risk if stored incorrectly, particularly in communal escape routes such as fire exits. Our new policy ensures that safety standards for charging and storing are met, thus reducing the risk of accidents and protecting everyone in the building.

Permission requests will be assessed individually. We will work with you to find solutions, including alternative storage, property adaptations, or support where needed.

Find out more

We have created a new leaflet, Mobility Scooter & EPPV Policy, to explain the process and answer your questions. This leaflet sets out the steps for applying for permission, how we assess requests, and what safe storage looks like. To read the leaflet, visit our [website](#).



Standing together: report hate crimes in our communities

Everyone in our community has the right to feel safe, respected and valued. We are proud to serve diverse communities and we are committed to fostering an inclusive environment for all. That means taking a firm and proactive stand against all forms of hate, including racist or hateful messages, verbal abuse, and intimidation.

Zero tolerance for hate and intolerance

At CHS, we have a zero-tolerance policy for any form of hate crime or discrimination. Nobody should have to put up with graffiti or messages that make them feel unsafe in their community, and not only are these acts unacceptable, they are also criminal. There is no place in our community for slurs, offensive symbols, or racism and xenophobia.

If you see it, report it

Your voice matters. You don't have to be the victim of a hate crime to report it - witnesses can and should come forward. Please report immediately if you notice:

- Racist or offensive graffiti
- Homophobic, transphobic, Islamophobic or antisemitic language or imagery
- Any incident that targets a person or group because of their identity



You can report hate crimes directly to the police by calling 101 (or 999 in an emergency), or anonymously through Crimestoppers. You can also report incidents directly to CHS by calling [0300 111 3555](tel:03001113555).

Our commitment to you

When you report incidents to us, we will:

- Respond swiftly and sensitively
- Remove offensive graffiti or vandalism as a priority
- Work closely with the police and other partners where necessary
- Support affected tenants and communities
- Take action against perpetrators where they are identified and in breach of tenancy agreements

Building inclusive communities together

We are committed to making our homes and neighbourhoods places where everyone, no matter their background, can thrive in a safe and peaceful community. Inclusion, respect and community are not just words. They're core values that we live by at CHS, and we want to continue to build a community that we can all be proud of. Thank you for helping us to take a stand against hate.

Fortem's community clean up

As part of their Social Value pledge, the Fortem team recently hosted a Community Clean Up event at our River Lane, Stephenson Court and Rowlinson Way communities in Cambridge.

On the day, our staff and tenants teamed up with Fortem to remove unwanted household items as well as carrying out some litter picking in the surrounding area, with a skip provided by Reconomy to dispose of the waste completely free of charge.

Thank you to Fortem, Reconomy and to our tenant volunteers, Trish Laver and Louise Downham, for all of your help and support!





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.

