



September 2026 Newsletter

Welcome to the latest edition of our tenant newsletter.

In this edition, we invite you to read our Annual Report on Customer Engagement, introduce you to our new Reasonable Adjustments Policy, and share an update on the latest Tenant Satisfaction Measures, along with the steps we are taking to improve them.

We'd also like to say thank you to everyone who took part in our Tenant Household Survey. Your feedback is incredibly valuable and helps us understand what matters most to you.

Read on to find out more...

Introduction to our Annual Report on Customer Engagement 2025-26

CHS Tenant Committee Chair Trish Laver, and Executive Director of Customer Services Helen Tonks have written this joint introduction to the annual CHS report on customer engagement.

What do we mean by Customer Engagement? It's all about empowering tenants, shared owners and other CHS customers to have their say in order to make things work better for you.

We hope you will find this reflects the partnership approach between CHS and its tenants and other customers, with the aim of making sure the voice of all CHS tenants is heard. While some of our most involved tenants give a lot of time to make CHS work in your interests, you can have your own say in whatever way suits you.

This can include giving us your feedback, joining one-off events or meeting other tenants at the tenant committee where you can see how your input changes things for tenants. If you wish to get more involved, we have smaller tenant groups which focus on specific areas such as complaints and scrutiny.

We recommend that you have a look at this report to give you a better idea of how much is going on, how things change as a result of sharing your views; and how you might be involved yourself.

To read in full, click [here](#).



Tenant Satisfaction Measures 2025-26



75.9%

reported that they are satisfied with the overall service from CHS



80.2%

of emergency reported repairs were completed within the landlord's target timescale



77.6%

reported that their landlord treats them fairly and with respect



72.1%

reported that they are satisfied that their home is well maintained



66.7%

reported that they are satisfied with the landlord's upkeep of communal areas

Tenant Satisfaction Measures (TSMs) help us to better understand what we're doing well and where improvements need to be made.

Key Results

The Regulator of Social Housing oversees a system for assessing how well social landlords are doing in providing good quality homes and services. There are 22 TSMs, which include 12 key measures of how satisfied you are with us. The themes include:

1

Keeping properties in good repair

4

Effective handling of complaints

2

Maintaining building safety

5

Responsible neighbourhood management

3

Respectful and helpful engagement

Each year, we invite you to complete our Satisfaction Survey by mail or by post. Respondents of the survey are entered into a prize draw with a chance to win £250. Between April 2025 and March 2026, we received 544 survey replies. Thank you to everyone who took part in the survey. Your feedback is invaluable in helping us improve our services for you. Unfortunately, many of the satisfaction scores have decreased since 2024-5. These include overall tenant satisfaction with CHS decreasing by 5.8%, along with satisfaction that you have a well-maintained home, which has fallen by 5%, and lower satisfaction with how we are handling complaints.

While satisfaction with our handling of anti-social behaviour and the maintenance of communal areas has improved, we

recognise there are still areas where we can do better. A significant area of concern was our repairs service. We recognise there is work to do and are working closely with our contractor to make improvements and deliver a better service for you, with the aim of delivering a more reliable service, reducing waiting times and keeping you better informed.

Regarding your safety, during 2025-26 we carried out **100%** of the required gas safety checks, fire risk assessments, asbestos surveys, water risk assessments and lift safety checks.

You can read our Tenant Satisfaction Measure results for 2025/2026 [here](#).

Have you read our new Reasonable Adjustments Policy?

At CHS, ensuring that our services are fair and accessible is extremely important to us. As part of this, with support from our Tenant Committee, we have approved a new Reasonable Adjustments Policy so that we can continue to respond to the individual needs of our tenants.

The policy sets out how we will consider requests for reasonable adjustments and the types of changes that may help remove barriers for our tenants. It also provides guidance on our legal responsibilities, when adjustments may be appropriate, and the circumstances where we may not be able to agree to a request.

While a number of our existing policies already refer to making adjustments, this new policy brings the information together in one place and helps ensure a more consistent approach across our services. Each request will continue to be considered on its own merits, taking account of individual circumstances.

You can read the full Reasonable Adjustments Policy on our website [here](#).



Thank you to everyone who took part in our Tenant Household Survey!

We recently conducted a large-scale survey with Acuity Research and Practice (Acuity) to help us better understand our households and tenants. The valuable feedback we received will help us improve how we communicate with you and ensure that our services are accessible and tailored to the needs of our communities.

We would like to say a huge thank you to all our tenants who took the time to take part and complete the survey.

As a thank you for participating, all tenants who completed the survey were entered into a prize draw, and we are delighted to announce our winners.

Congratulations to our prize draw winners, who each received a cash prize:

- Mrs Victoria Chapman – Cambourne
- Miss Louise George – Thaxted
- Mrs Jennifer Richardson – Soham
- Miss Saffron Roberts – Haverhill
- Shared Owner – Comberton
- Tenant – Fenstanton



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.