



CHS GROUP 
housing, care, and community services in Cambridgeshire



September 2025 Newsletter

Welcome to September's edition of the CHS tenant newsletter!

Regular readers of our monthly newsletter will know that these newsletters provide you, our tenants and residents, with updates from within our organisation and the wider community. This month, we announce a temporary closure at our Head Office, outline some gas safety checks for your homes, give an update on our Customer Survey Prize Draw, and share some information on our latest Tenant Satisfaction Measures (TSMs).

Read on to find out more...

Head Office – temporary closure

On Wednesday 1st October 2025, our Head Office in Histon will be closed to visitors for staff training.

This closure means that we cannot answer queries via telephone or on Live Chat. If you call, you can still speak to our contractors about a repair, however, our Customer Service and Housing teams will be unavailable.

During this time, you can still get in touch at: info@chsgroup.org.uk, and we will reply as soon as possible.

Gas safety checks in your homes

As your landlord, it's our responsibility to ensure that your heating and hot water systems are safe. If you have a gas boiler in your property, we carry out a gas safety check and service once a year. We also complete annual checks on other systems, such as solar, oil and air source heat pumps.

During safety checks, our engineer will visit your home and check that your boiler, smoke detectors and carbon monoxide detectors are working properly. This not only helps to keep you and your loved ones safe, but it can also help to reduce your energy bills. If you live in a home with a communal boiler, this will also be serviced by our contractor, SureServe Compliance Central Limited. All our gas engineers are on the Gas Safe Register and will always carry an ID card – please ask to see it when they arrive.

If you have electric heating, this will be serviced every five years as part of our landlord's electrical safety check.

What do you need to do?

If you have an appointment booked, please make sure that our staff or contractors have access to your property. Safety checks are essential, and if we're unable to carry them out, we may have to take legal action and recharge any costs.

If the appointment time allocated to you doesn't work for you, please contact Sureserve Compliance Central Limited on [01205 319218](tel:01205319218) or email chs@aaronservices.co.uk to rearrange.

Finally, if you are planning any changes to your heating or hot water systems, please contact us before starting. Only qualified engineers can legally work on gas systems. This rule is in place to protect you and your family.

Remember:
Gas safety checks help keep your home safe.



How you can help keep your home well-maintained

As your landlord, we are responsible for looking after the structure of your home and ensuring that essential services, such as plumbing, heating and electrics, are maintained and repaired when needed.

As a tenant, you are responsible for keeping your property in good condition. This includes cleaning, decorating to a reasonable standard, and taking care of some minor repairs.

We're often asked about the type of repairs that we cover and which ones are the tenant's responsibility. This information is clearly set out in our Tenancy Handbook, which you can read [here](#).

This resource will help you understand what we take care of as your landlord, and what you need to look after as a tenant. By working together, we can keep your home safe, comfortable and well maintained.

Tenant Satisfaction Measures 2024-25

At CHS, our goal is to provide an excellent service that exceeds our tenants expectations. In order to achieve this aim, we prioritise listening to all of our tenants to better understand their needs.

To help us understand what it is we're doing well and what we need to improve on, we use our TSMs to guide us.

Key results



81.7%

Overall satisfaction



80.3%

Satisfaction that the home is safe



70.7%

Satisfaction with overall repair service



80.7%

Satisfaction that CHS treats tenants fairly and with respect



68.3%

Satisfaction that CHS listens to tenant's views and acts on them



47.2%

Satisfaction with CHS' approach to handling complaints

There are 22 separate TSMs, which include 12 key measures of how satisfied you are with our service. The themes for the TSMs are:

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management

To gather this feedback, we invite households every year to complete our Satisfaction Survey. We send some every month, usually in the month of your birthday. We typically send this to your email address that we have on file, however, if you do not have an email, we can send you a paper copy.

Once you complete this survey, you are entered into our prize draw for a chance to win £250!



This summary applies to our rented homes only and we review the survey's results for our shared owners separately. We received 585 survey replies from tenants between April 2024 and March 2025.

Since 2023-2024, we're pleased to say that overall tenant satisfaction has increased by 2.6%, we have seen a 4% increase the number of tenants who are satisfied that they have a well-maintained home and believe we keep communal areas clean and maintained. There has also been a 6% increase in tenant's satisfaction of our complaint handling to 47%, however this is not as high as we would like so we will continue to work hard to improve this.

You can see more about our how we conducted the survey [here](#).

CHS Tenant Satisfaction Measures 2024-2025



81.7% Overall satisfaction

These are the measures for CHS Group's rented homes, except where stated otherwise

Keeping properties in good repair



70.7%

Satisfaction with the overall repairs service



70.1%

Satisfaction with time taken to complete most recent repair



77.1%

Satisfaction that the home is well maintained

Respectful and helpful engagement



68.3%

Satisfaction that CHS listens to tenant views and acts upon them



73.4%

Satisfaction that CHS keeps tenants informed about things that matter



80.7%

Agreement that CHS treat tenants fairly and with respect

Handling of complaints



47.2%

Satisfaction with CHS's approach to handling complaints

Building Safety



80.3%

Satisfaction that a tenant's home is safe

Responsible neighbourhood management



66.0%

Satisfaction that CHS keeps communal areas clean and well maintained



58.1%

Satisfaction that CHS make a positive contribution to neighbourhoods



54.5%

Satisfaction with CHS's approach to handling anti-social behaviour

Building safety

100% Gas safety checks

100% Fire safety checks

100% Asbestos safety checks

100% Water safety checks

74.2% Lift safety checks*

Anti-Social behaviour (ASB)

14.4 Anti-social behaviour cases per 1000 homes (rented and shared ownership)

0 Number of ASB cases that involve hate incidents per 1000 homes

Decent Homes Standard (DHS) and repairs

0.2% Proportion of homes that DO NOT meet the Decent Homes Standard

75.8% Repairs completed within target timescale (non-emergency)**

93.9% Repairs completed within target timescale (emergency)***

Complaints

27.5 Number of stage 1 complaints per 1000 homes

7.1 Number of stage 2 complaints per 1000 homes

74.3% Complaints responded to within Complaint Handling Code timescales (stage 1)

100% Complaints responded to within Complaint Handling Code timescales (stage 2)

*The lift safety figure was lower than usual due to three lifts being taken out of service due to complex repairs. Safety checks are scheduled where work is completed for two lifts. The final safety check will be completed once repairs are finalised. **Target timescales 15-20 working days.***Target timescales 24-28 hours.

Our latest Complaint Handling report

Although we strive to provide the best possible service, we understand that sometimes, things go wrong. When that happens, we will do all we can to put it right as quickly as possible. To ensure that we understand what went wrong, we rely on your complaints and feedback that give us vital information about how we can improve our services.

To provide an overview of our complaint handling, we compile our annual Complaint Handling report. This report includes the number and outcomes of complaints we have handled, and also our own assessment which is compared against the Housing Ombudsman's Complaint Handling Code.

On 2nd September 2025, the CHS Board responded to the annual complaints report:

"Here at CHS, we continue to take our responsibilities to our tenants' satisfaction with the utmost importance. We spend a lot of time supporting staff to recognise and respond to complaints; ensuring we clearly capture where we don't get things right and resolving them at the earliest opportunity. This is underpinned by our commitment to learning from complaints through listening, understanding, reflecting and improving."

"The Member Responsible for Complaints and the Board as a whole are proud to have overseen the excellent work done in this area and are confident handing the baton onto a new Board member that we will redouble our efforts and maintain a keen focus on our performance."

"The Board would also like to express its gratitude to the tenants who give their time as members of the Customer Complaints Panel to help CHS to learn from its complaints and to continually improve complaint handling."

To read our Complaints Handling report in full, [visit our website](#).



Our prize draw winning tenants

Your feedback is invaluable to us as it helps us to continuously improve our services.

Every piece of feedback we receive, whether it's an email survey or an automated call, counts. **By way of a thank you, every piece of feedback is entered into our Customer Feedback Survey giving tenants the chance to win £250.** If you enter two bits of feedback, you will be entered twice, so please keep replying to our surveys. We're pleased to say that the winner of our latest Customer Feedback Prize Draw winner is from Tilling Way in Littleport!

Please do respond to our surveys in the future as you could be our next winner!



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.**

