July 2026 Newsletter

Welcome to the next edition of our tenant newsletter.

As a CHS tenant, you'll know that every month we share the latest news and updates from our communities.

This month, we provide you with an update on CHS' inspection rating from the Regulator of Social Housing and a powerful case study on how one of our Housing Officers supported a tenant experiencing domestic violence to access the help they needed. We also share our updated compensation policy as well as a helpful guide on how to spot misleading housing adverts online.

Read on to find out more...

CHS GROUP
housing, care, and community services in Cambridgeshire

Regulator of Social Housing Inspection Outcome

We'd like to update our tenants on our latest regulatory judgement from the Regulator of Social Housing (RSH). Every three to five years, the RSH inspects housing associations, assessing governance, financial viability, and consumer standards, and awards a grade from 1 to 4 in each area.

We are pleased to have maintained our G1 and V1 ratings. This means we continue to meet governance requirements to a high standard and remain in a strong financial position.

We also received a C2 (consumer) rating. This means we are meeting the Regulator's expectations and have the right plans in place, while recognising there are opportunities to further improve the services we provide.

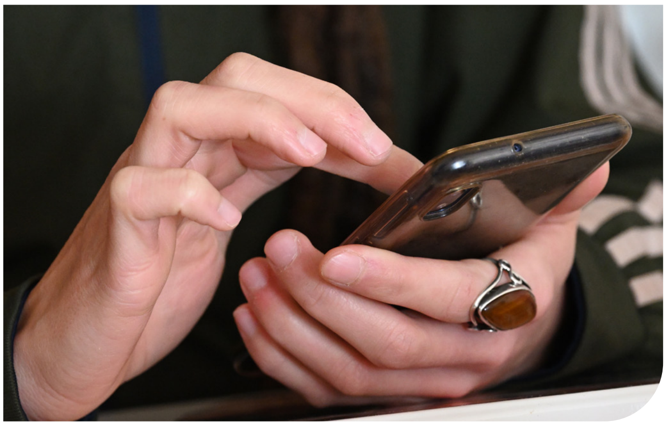
As part of this, we will be:
- Improving our repair service to tenants.
- Making better use of customer feedback and data from tenants, residents, and shared owners to tailor our services and better meet the needs of our communities.

This is the first time we have been assessed under the new consumer framework, introduced in 2024 to measure how well social landlords comply with its national consumer standards including: neighbourhood and community; safety and quality; tenancy; and transparency, influence and accountability.

The Regulator was particularly impressed with our involved tenants who they met with during the assessment and the level of feedback we receive from our tenants. Thank you to everyone who met with the Regulator and to everyone who takes the time to provide feedback, your involvement makes a real difference.

We are committed to making real and lasting improvements to the services you receive and will keep you informed of the progress we are making.

Creating safer communities, together



Sometimes what appears to be anti-social behaviour can actually be a sign that someone needs help.

One of our Housing Officers recently received reports from neighbours about frequent shouting and raised voices coming from one of our properties. While the reports could easily have been treated as a straightforward noise nuisance case, our Housing Officer recognised that repeated disturbances can sometimes be an indicator of domestic abuse or other safeguarding concerns.

Rather than making assumptions, our Housing Officer approached the tenant with care, sensitivity and privacy to understand what might be happening.

During the conversation, the tenant disclosed that she was experiencing domestic abuse from her adult son, who was living with her at the property. Our Housing Officer knew that English was not her first language, making it difficult for her to fully explain what she had been experiencing or to understand the support available.

To make sure she could communicate confidently, our Housing Officer arranged for a professional interpreter to be present while completing a Domestic Abuse, Stalking and Harassment (DASH) Risk Assessment. This nationally recognised assessment helps identify the level of risk someone is facing and ensures they receive the most appropriate support. We use these assessments regularly to make sure we can target actions and support appropriately.

Where a DASH assessment identifies someone as being at high risk of serious harm, housing providers can work with the police and other specialist agencies through a Multi-Agency Risk Assessment Conference (MARAC) to develop a coordinated safety plan.

In this case, the assessment found that while the tenant was experiencing domestic abuse, the level of risk did not meet the threshold for a MARAC referral. However, this did not mean support stopped there.

Our Housing Officer worked with the tenant to identify the help that would be most appropriate for her circumstances. Referrals were made to a specialist domestic abuse organisation with experience of supporting women from her country of origin, ensuring she could access culturally appropriate advice and support. Our Housing Officer also referred her to a specialist organisation that supports parents experiencing abuse from their children, recognising that this type of domestic abuse can often feel particularly isolating.

Alongside these referrals, our Housing Officer agreed to keep in regular contact with our tenant. These ongoing conversations gave her the opportunity to talk about any new concerns, review her safety and make sure the support she was receiving continued to meet her needs.

Over time, the tenant became more confident in accessing the support available to her. She reported feeling safer in her home and knew who to contact if the situation changed. Although her son continues to live at the property, she now has a better understanding of the help available, a personalised support network around her and, importantly, a trusted relationship with her Housing Officer.

This case is a reminder that domestic abuse can take many forms and can happen within any family, including between adult children and their parents. It also highlights why we look beyond the immediate issue when concerns are reported. By listening, asking the right questions and working with specialist organisations, we can help customers access the support they need and feel safer in their homes.

If you or someone you know is experiencing domestic abuse, you are not alone. Please speak to your Housing Officer or contact us by calling 0300 111 3555. We will listen, treat your concerns sensitively and help you access the support that is right for you.

Your feedback in action: Introducing our updated Compensation Policy

We want to make sure we are fair, consistent, and transparent when things go wrong. As part of our commitment to improving services and putting things right when they don't go as expected, we have updated our Compensation Policy.

When does this policy apply?
You may be eligible for compensation if we fail to meet our service standards. This includes:

- Missed appointments by our team.
- Delays in repairs or maintenance.
- Poor communication or slow responses.

How do we calculate payments?
We assess every case individually to make sure the outcome is fair. Our calculation methods include:

- Fixed amounts for specific service failures.
- Flexible payments to cover inconvenience, distress, or personal impact.

How can I request compensation?
If you have experienced a service failure, you can request compensation through our standard complaints process.

For full details, please visit our website or contact our Customer Service Team:
CustomerServiceTeam@chsgroup.org.uk. 0300 111 3555
Our Customer Service portal myCHS can be found here

Timms PIP Review: An update for our tenants

The Government has recently published an interim review of Personal Independence Payment (PIP), looking at whether the benefit is fair, accessible, and fit for the future.

At the moment, there are no changes to PIP, and any recommendations are not expected until later this year.

We will continue to monitor developments and keep you informed of any changes that may affect you. In the meantime, it is business as usual.

If you need advice or support with a PIP claim, review or appeal, our Money Matters team is here to help.

To contact our Money Matters team, email moneyadvice@chsgroup.org.uk, including your contact details and a brief description of your query. One of our Money Matters advisors will contact you to discuss how they can help.

Spotting misleading housing adverts

A friendly reminder to our tenants to watch out for online adverts pretending to offer Government support with housing issues and concerns. An increasing number of adverts are emerging that appear to mimic Gov.uk but are in fact claims firms that take a large percentage of any compensation you may receive.

How to spot a misleading advert
Even though some of these adverts use branding, colours, fonts, and logos that look similar to Gov.uk which can make them appear official, they are not connected to the Government. These often appear on platforms such as Instagram and Facebook.

Not sure if an advert is genuine? Don't click - go straight to Gov.uk

If you are not sure if an advert is legitimate, rather than clicking on it, go straight to the Government website and type in your request. Always type in **Gov.uk** into your browser to find the scheme or advice you are looking for - this allows you to stay in control and ensures your data is safe from scams.

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.

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