



July 2026

Housing with Care Newsletter

Welcome to the next edition of our Housing with Care tenant newsletter !

In these quarterly newsletters, we will share news across Cambridge Housing Society as well as updates from our three Housing with Care schemes: Dunstan Court and Richard Newcombe Court in Cambridge and Moorlands Court in Melbourn.

We would love to hear your feedback on our newsletter so please do get in touch by speaking to a member of staff or emailing info@chsgroup.org.uk.

All our activities are open to residents across our three Housing with Care schemes. That means you're welcome to join in wherever something exciting is happening!

If you'd like to discover what's coming up at another scheme, simply have a chat with your Care and Support Manager - they'll be happy to help you find the perfect activity to get involved in.



Latest news

Our updated Customer Service Standard

At CHS, we are committed to fair, respectful customer service, prompt responses, and open communication with those living in our homes. Following ongoing feedback and discussions with our Tenant Committee, we have updated our Customer Service Standards to make them clearer and easier for everyone to understand. These are the promises we set out which outline the level of service and customer care you can expect to receive from us.

We aim to respond with flexibility and compassion to the needs of our communities. The new standards incorporate further information about moving house, support with rent-related concerns, anti-social behaviour, adaptations, domestic abuse support, safety in the home, and our complaints process.

As tenants you are responsible for rent payments, the upkeep of your home, and allowing access for safety checks and repairs. However, we must ensure that our homes meet safety standards, address hazards swiftly, and maintain communal areas.

In the new Customer Service Standards information, we outline what emergency repairs are included in our 24-hour response times and clarify that for non-emergency repairs we will book a mutually convenient timeslot with you, within 28 days. There is also a timeline on repairs for emergency hazards that present a significant risk of harm in line with Awaab's Law.

The new Customer Service Standard is available on our website www.chsgroup.org.uk or ask a member of staff.

News from Dunstan Court

Here at Dunstan Court in Cambridge, we offer tenants a variety of weekly activities.

Enjoy regular coffee mornings every Tuesday & Friday at 10.30am in the Garden Lounge. Our Tenants meetings are held on the 1st Tuesday of the month. Everyone is welcome!

We hold a Women's wellbeing meeting once a month on the 2nd Wednesday of the month.

Our Strength and Balance Chair based exercise classes have been a huge success and enjoyed by all. These are held every Thursday at 10.30am in the long lounge. Come and give it a go!!



NEW Dessert Island Discs Music and Memories sessions give you all an opportunity to share and enjoy music together. Held in the Garden Room fortnightly starting on Wednesday 1st July at 3pm with refreshments afterwards. Sing along or just enjoy the nostalgia and requests welcome !

When	Activity	Frequency
👤 1st Tuesday	Tenant Meeting	Monthly
🌸 2nd Wednesday	Women's Wellbeing Meeting	Monthly
🎵 Wednesday	Desert Island Discs	Once a fortnight
💪 Thursday	Strength and Balance	Every week
☕ Tuesday & Friday	Coffee Morning	Every week
👑 3rd Wednesday	COPE (Cambridge Older Peoples Enterprise)	Monthly
🎨 Monday - Sunday	Variety of activities	Daily

News from Richard Newcombe Court

Here at Richard Newcombe Court in Cambridge, we regularly offer tenants a variety of activities to get involved in.

Each month we try to host a Quiz, Bingo and entertainment by some of our regular favourites.

Our Team Leader Kirsty holds chair-based exercise sessions which she has named 'Sit and Get Fit'. Sessions are held on various days on a weekly basis. Come along and join in the fun!

Our Tenant meetings are held on every 1st Wednesday of the month and everyone is welcome!

Book Group meets on the 2nd and 3rd Friday of each month.



When	Activity	Frequency
🕒 1st Wednesday	Tenant Meeting	Monthly
💪 Various Days	Sit & Get Fit	Every week
📖 2nd & 3rd Friday	Book Group	Monthly
🌸 Various days	Quiz, Bingo	Monthly

On 27th February 2026 we had an unannounced visit from the Environmental Health Inspection team and are delighted to announce we retained our 5* kitchen hygiene rating.

Congratulations to all the team!!



News from Moorlands Court

Here at Moorlands Court in Melbourn, we like to keep our tenants entertained and offer a variety of meetings and activities.

Our tenant meeting is held on the 1st Monday of every month, and everyone is welcome.

We offer an Imagine Dance exercise class on the 1st Tuesday of every month – all abilities welcome and we will soon be launching a strength and balance class – more details to follow.

Are you interested in books ? The library at Moorlands Court has a volunteer who attends on the 2nd to last Thursday of the month at 11am and our volunteer can recommend and help distribute books. This is a great opportunity to have a chat with other tenants along with a cuppa and biscuits.

The Moorlands Court Day Centre operates Tuesday – Friday on a weekly basis. A warm welcome awaits you with lots of activities, social interaction and a friendly environment. For more information, please speak to the Housing with Care team.

When	Activity	Frequency
🗓️ 1st Monday	Tenant Meeting	Monthly
🎵 1st Tuesday	Imagination Dance	Monthly
💪 TBC	Strength & Balance	Twice Monthly
📖 Thursday	Library Volunteer	Monthly
🌸 Tuesday - Friday	Day Cente	Weekly

Mandy, Tesco Royston's Community Champion, recently paid us another visit and helped our tenants and Day Centre clients create some beautiful flower arrangements. A big thank you to Mandy for her time, enthusiasm, and support, and to Tesco for helping make this lovely activity possible. The arrangements looked wonderful, and everyone thoroughly enjoyed taking part.



New Bird Boxes at Moorlands Court

When you venture out into the garden, keep an eye out for our donated bird nesting boxes. Our Day Centre clients have painted them beautifully, and they look fantastic!



A big thank you to Fran, our handyman, for installing them around the garden. We have also added a bug hotel to provide a safe haven for insects and other creepy crawlies, helping to support the wildlife that makes our garden such a special place.

We hope you enjoy spotting all the new additions on your next visit to the garden!



Did you know...

Dried and crushed eggshells are a valuable calcium source for birds, particularly during nesting season.

- Prepare them by washing, drying, then bake in oven 120 degrees for 10 minutes to sterilise, crushing into small pieces, which can be placed on a bird table. This helps wild birds form strong eggshells.
- Offering crushed eggshells helps reduce landfill waste while supporting birds' nutritional needs. It is vital during spring nesting when birds can run low on calcium.
- Safety Prep: Do not feed large, uncrushed pieces as they can be a choking hazard.
- Garden Use: Finely crushed eggshells can be used in the garden to help deter slugs and snails.

Could your outside space be crowned Garden of the Year 2026



Our Gardens of the Year Competition is back, and we're inviting tenants to showcase their gardening talents. Whether you have a flourishing garden, a colourful container display, a stunning hanging basket or a vibrant window box, we'd love to see your entry.

We want to celebrate the time, care and creativity that our tenants put into their outdoor spaces, no matter how big or small. The competition recognises and rewards gardens that help brighten our neighbourhoods and inspire the local communities.

The top winner will receive a £50 shopping voucher, and a selection of entries will be featured in our autumn tenant newsletter.

How can I enter?

Simply send us photographs of your garden, hanging basket, window box, or container and a short sentence or two about it by one of the following methods:

Email: lpap@chs.org.uk or louise.higgins@chs.org.uk

Whatsapp: 07540 122624

By Post: c/o Laura Papanikolaou,
Cambridge Housing Society,
Endurance House, Chivers Way, Histon,
Cambridge, CB24 9ZR.

**Closing date for entries is
31 August 2026**

