

## Residents celebrate the Queen's Platinum Jubilee



CHS residents across Cambridgeshire celebrated the Queen's Platinum Jubilee in June. Street parties were held in Headlands in Huntingdon and at John Beckett Court in Ely. These events were supported with CHS neighbourhood grants. Organiser Tracy Wort said *"What a great day we all had celebrating the Queen's Jubilee, we had plenty to eat and drink and had lots of fun, another successful Headlanders street party."* The residents of John Beckett Court enjoyed live music on the lawn with their buffet and they raised £282 for the Air Ambulance from a raffle. In Cambourne, families got creative with pavement art and dancing to celebrate the Jubilee, plus an art contest and exhibition. Residents at Ellis House hung out union jack flags for their tea party and at St Andrews Glebe they planted some red, white and blue flower boxes to show their patriotic spirit.

If you would like to apply for a neighbourhood grant for a community event, please contact Laura Papanikolaou on **07540 122624** or **lpap@chsgroup.org.uk**.



## RIGHT TO BUY?

Many of you will have seen the news headlines about the Government's intention to extend the Right to Buy to housing associations like CHS. Note that this was announced by Boris Johnson and it's not clear whether the new Prime Minister will want to continue with the idea. But if they did, what might this mean for you and CHS?

### The proposals set out were:

- 2.5 million housing association tenants would be given the right to buy (RTB).
- Any initial scheme would be capped to ensure it is affordable within existing government budgets.
- A commitment to build replacement social homes for each one sold, and a suggestion that these would be replaced like for like.

The Government has talked about extending the RTB before but there are a lot of problems to sort out first to make it work, not least that most housing associations, like CHS, are charities and the Government will have to reimburse us if it requires us to sell our homes at a discount.

In the Voluntary RTB scheme pilot launched by the Government and housing associations in the Midlands in 2018, the lessons included

- 20% of tenants who applied were not able to buy their current home because planning or land title restrictions prevented it. These people were offered a portable discount to buy another home but less than 1 in 10 were able to do this as housing associations struggled to find suitable homes for them.
- Sold homes were not replaced on a one for one basis and where they were, 70% were replaced with (often smaller) homes at higher rents or for shared ownership (so less affordable).
- These pressures were because the average sale receipt plus discount from the Government came to £137,271 while the average cost of building a replacement home was around £280,000

If you are lucky enough to be able to buy your own home under the scheme that's a wonderful bonus for you. But if the homes are to be replaced to support other people who desperately need an affordable home, then the Government will need to solve the many problems and provide very significant levels of funding.

Remember there is no new RTB scheme yet so please don't get in touch with us about it. We'll let you know through our website and newsletter if the scheme ever starts.

# IN THIS ISSUE...

## PAGE

- 1 Residents celebrate the Queen's Platinum Jubilee; Right to buy.
- 2 Safe spaces, Domestic Abuse support; Worried about a neighbour?; Garden competition.
- 3 Vacancies, looking for work; Equality, Diversity, Inclusion (EDI).
- 4-5 5 steps to getting money help in Cambridgeshire; Gasway continuous improvement; Have your say.
- 6 Carbon monoxide the silent killer; Keep communal areas clear; Customer satisfaction surveys.
- 7 The Social Housing Regulation Bill; Regulators in depth assessment;
- 8 Shared Ownership bungalows Cheveley; New Board members; Home News round-up.



**UK SAYS NO MORE** – (a national campaign to end domestic abuse and sexual violence) is working with Boots, Morrisons pharmacies, Superdrug pharmacies, Well pharmacies, independent pharmacies, HSBC and TSB banks across the UK to provide Safe Spaces in their consultation rooms for people experiencing domestic abuse. You can use a Safe Space in whichever way works for you. They provide a safe and discrete way to reach out to friends and family, and contact specialist support services.

### HOW TO ACCESS A SAFE SPACE

- Walk into any participating safe space in the UK
- Ask a member of staff at the counter to use their Safe Space
- You will be shown to the Safe Space which will be a private room
- Once inside you can use the safe space in whichever way works for you. They provide a safe and discrete way to reach out to friends and family, contact specialist support services and start your journey to recovery.

Safe Spaces are open and ready for you to use. Just click on the link below to locate spaces in the area you need it.

<https://uksaysnomore.org/safespaces/>

### DO YOU FEEL SAFE IN YOUR HOME?

**Domestic Abuse is not acceptable** – you are not alone and there is help – if your partner or ex-partner is controlling your life, abusing your finances, threatening or assaulting you or making you feel unsafe then it's not your fault. CHS can help you to find the support you need, advise you about your housing options, help make your home more secure and help you make the change you need.

You can contact us and talk it through safely with someone at CHS, and /or contact one of the national helplines:

- Refuge Domestic Abuse Helpline **0800 2000 247** (day or night, in many languages) or [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk) (includes a British Sign Language helpline and LiveChat)
- National LGBTQ+ Domestic Abuse helpline **0800 999 5428**
- Men's Advice Line **0800 801 0327**

Respect is an anonymous and confidential helpline (**0800 8024040**) for men and women who are harming their partners and families.



## Garden competition opens

If you're a keen gardener we'd love to see how you've been doing during this very dry summer! Please submit your entries for the garden competition and you could win a prize of garden vouchers. Email photos to [lpap@chsgroup.org.uk](mailto:lpap@chsgroup.org.uk) or post them to our usual address care of **Laura Papanikolaou**.

## Worried about a neighbour?



Sometimes we worry about people and don't know how to help. You may be worried that a friend or neighbour could be at risk of abuse, for example sexual abuse, domestic abuse, financial abuse, self-neglect (including hoarding, or a very cluttered home).

Some adults are more at risk than others, for example older people, those with disabilities or mental health problems, and those with care and support needs. If you are worried that such a person is being abused, you can report your concern to Cambridgeshire County Council as an adult safeguarding concern (0345 0455202).

If you think that a friend or neighbour is subject to domestic abuse, then even if they don't have an existing support need, you can help. There is

great advice at the National Domestic Abuse Helpline (0800 2000 247) on how you can support someone and let them know you've noticed something is wrong. Or go online to [www.gov.uk/guidance/domestic-abuse-how-to-get-help](http://www.gov.uk/guidance/domestic-abuse-how-to-get-help) You can also contact CHS for advice.

If you think a child is suffering physical, sexual or emotional abuse or is being neglected, you can also contact Cambridgeshire County Council ([www.cambridgeshire.gov.uk/residents/children-and-families](http://www.cambridgeshire.gov.uk/residents/children-and-families)) to report your concern.

**Whatever the situation, if you believe there is an immediate risk of harm to someone (adult or child) or it is an emergency, you should call 999.**

# Looking for Work or know of someone who is?



**We currently have full-time and part-time permanent positions available** at our Residential Care Homes and Extra Care Schemes in North Cambridge CB4, CB1 and Meldreth SG8

- **Day Care Assistants**
- **Night Care Assistant**
- **Laundry Assistants**
- **Housekeepers**
- **Catering Assistant**

*(No experience or qualification necessary, as you will be fully trained on the above jobs)*

- **Night Care Team Leader – Langdon House Care Home CB4**

#### **We can offer**

- 28 days holiday increased to 33 inclusive of Bank Holidays, depending on length of service
- Recruitment and retention payment of £150 after 6 months and £100 on completion of further 6 months

- Company sick pay scheme
- Contributory pension scheme
- And more...

If you need more flexibility, then we also have Casual Relief positions available.

If this sounds appealing, view our website at <https://www.chsgroup.org.uk/work-for-us/current-vacancies/> for full details of all our current vacancies, benefits and how to apply. You will also be able to see interesting information about us and the various services we provide.

If you would like an informal chat about working for CHS, then please call **Dawn Bozok, HR Advisor** on **07921 234843** or e-mail [recruitment@chsgroup.org.uk](mailto:recruitment@chsgroup.org.uk) and a member of our friendly HR Team will be happy to help you.

Please note applications are subject to a clear Enhanced DBS Disclosure. We very much look forward to hearing from you.

## TPAS CONFERENCE



CHS are members of Tpas, who are the tenant engagement experts, they promote, support and champion tenant involvement and empowerment in social housing across England. Being members has a number of benefits for us that all of our tenants can get access to, such as training, including webinars and events, resources, news and a platform to talk to a community of involved residents and tenant engagement professionals.

You can find out more about Tpas by visiting their website <https://www.tpas.org.uk/> If you would like to access the members area, or you would like to know more about volunteering with CHS, please contact Laura Papanikolaou on **07540 122624** or [lpap@chsgroup.org.uk](mailto:lpap@chsgroup.org.uk) Two of our involved tenants Jane and Trish recently attended the Tpas National Conference in Solihul. They have written about their experiences here.

As we waited for Tpas Chief Executive Jenny Osbourne to open the conference the atmosphere was electric; 200 delegates all ready to engage.

**Day 1.** What a starter; Kate Dodsworth from the Housing Regulator who we thought was outstanding as she tackled some awkward questions with consummate ease! Brilliant! Boards up and down the country, time to get ready for what's coming in 2024! The workshops we attended were informative, lively and some great idea sharing. The Stop Social Housing Stigma most interesting and we will certainly be taking this back to our Housing Association. An excellent band entertained us during the evening.

**Day 2.** The Housing Ombudsman explained the need for better and more robust record keeping. Housing Associations must become more proactive! Again excellent workshops and then before we knew it Jenny was closing the conference and it was all over. It had oozed enthusiasm from start to finish! What had we learnt - tenant communication is very much alive and kicking.

The professionalism of the TPAS staff and smooth running of the whole event was outstanding! A huge thank you all and here's to 2023.'

**Jane and Trish, CHS Volunteers**

CHS strives to be a fair and inclusive organisation and we want everybody to have equal access to opportunities, services and be treated fairly and supported when doing so. No employee or customer should experience discrimination, harassment, or victimisation when they interact with us.

As part of this commitment, CHS has set up an Equality, Diversity, and Inclusion (EDI) working group made up of staff from underrepresented groups (as determined by CHS's Equality and Diversity statistics), and our management team and Board members. The purpose of this group, which meets every three months, is to provide guidance and support to help CHS meet its equality,



## Promoting Equality, Diversity, & Inclusion

diversity, and inclusion strategic aims in relation to our employees and customers and to deliver on its action plan.

Our EDI action plan sets out our diversity strategy and inclusion aim across the whole organisation and one area we have focused on this year is encouraging two-way communication and engagement with staff. By promoting and supporting several key awareness campaigns including Black History Month, International Women's Day, Ramadan, Mental Health Awareness Week, Pride Month and Learning Disabilities Week, we shared information with staff to help inform and encouraged discussion.

# 5 steps to getting money help in Cambridgeshire

If you need any help or advice with your rent account or if you are worried about a change in circumstances due to loss of earnings, please contact us. We can also assist with income maximisation and tenancy sustainment issues. For personal help from our Money Matters team please email [moneyadvice@chsgroup.org.uk](mailto:moneyadvice@chsgroup.org.uk)

If you are worried about money, please use this guide to help you. The sooner you take action, the better and we can help you to work through all these suggested actions.

## Step 1 – Check your entitlements

Complete a benefits check. <https://www.entitledto.co.uk/>

This tells you if there is more money help with your everyday living and housing costs, such as

- **Universal Credit**
- **Disability and Carers benefits**
- **Pension credit**
- **Help with childcare costs**

Always seek specialist help when applying for a carer/ disability / health related benefit.

### Other help you can apply for:

- **Council Tax Reduction** – this is available for households on a low income. Apply for Council Tax Reduction – **GOV.UK (www.gov.uk)**
- **Healthy Start** – if you are 10 weeks or more pregnant, have a child under 4 and receive qualifying benefits **Healthy Start – GOV.UK (www.gov.uk)**
- **Prescriptions/ dental / glasses** – check your eligibility for free help from the NHS here Help with health costs – **NHS (www.nhs.uk)**
- **Warm Home Discount** – this discount is made direct to your electricity bill for households on a low income. Contact your supplier to find out if they offer and the qualifying criteria and when to apply. **Warm Home Discount Scheme – GOV.UK (www.gov.uk)**
- **Free school meals** – Apply for free school meals – **GOV.UK (www.gov.uk)**

### Other essential help

- **Foodbanks** – can help with short term needs – find your local food bank here <https://www.trusselltrust.org/get-help/find-a-food-bank/>
- **Cost of living help from Government** – a range of support paid automatically to qualifying households – **Cost of living support factsheet: 26 May 2022 – GOV.UK (www.gov.uk)**
- **Housing** – if your housing is at risk contact your District Council or an independent advice agency e.g. Shelter. [www.makingmoneycount.org.uk/housing/about-renting/are-you-at-risk-of-homelessness/](http://www.makingmoneycount.org.uk/housing/about-renting/are-you-at-risk-of-homelessness/)

- **Cambridgeshire Local Assistance Scheme (CLAS)** – help with food, home furnishing, white goods if on a low income  
Cambridgeshire Local Assistance Scheme – Cambridgeshire County Council ([www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk))
- **Household Support Fund** – Cambs County Council apply online here **Household Support Fund – Cambridgeshire County Council (www.cambridgeshire.gov.uk)**
- **Information on other grants available Help in a crisis** – Making Money Count or Search for charitable and educational grants – **Turn2us**
- **Recycled / low cost** – try local Facebook/ Freecycle/ recycling sites  
Cambridge Re-Use formerly Cambridge Sofa ([cambridgereuse.org.uk](http://cambridgereuse.org.uk))  
Your local Emmaus – **Cambridge REMO (ccornn.org.uk)**



## Step 2 – Make a budget

- **Using a budget planner, go through everything you spend** – not just regular bills but all expenses, e.g. haircut, pet food, clothes. Keeping a daily record of spending is very helpful. <https://www.moneyhelper.org.uk/en/everyday-money/budgeting/budget-planner>

## Step 3 – Save money on everyday costs Energy (Gas and Electric)

- **Check with your supplier if you're getting the best deal** – at the moment with high energy prices a fixed deal may not suit you but ask your energy supplier for advice

- Take meter readings regularly to see how much you are using and consider a smart meter
- If you are on prepayment meter try and top up regularly all year
- If you are older, have young children and /or a health condition or disability ask to go onto the priority services register with your supplier

### Energy saving tips

- <https://energysavingtrust.org.uk/hub/quick-tips-to-save-energy/>
- <http://makingmoneycount.org.uk/bills-and-debt/energy/Water>

### Ask your water company about their help with water bills.

- **Help with paying | South Staffs Water (south-staffs-water.co.uk) 0800 0930 610**
- **Extra Care Support (anglianwater.co.uk) 03457 919 155**
- A water meter may save you money. Use this calculator to see if you would be better off getting a water meter installed Water Meter Calculator | **CCW (ccwater.org.uk)**

### Phone / Internet / TV packages

- BT, Talk Talk, Hyperoptic, VirginMedia and KCOM offer discounted rates for households on relevant benefits. More information here **Cheaper broadband and phone packages – Ofcom**
- Use a comparison site to check that you are on the best deal available. Review your subscriptions and ensure that you are only paying for what you need
- **TV Licence:** If you watch or record live TV or use BBC iPlayer without a licence, you may be prosecuted and fined up to £1000. **TV Licence – TV Licensing™**

### Step 4 – Take action on debt

- Contact a debt advice agency if you have bills or borrowing that you cannot afford, get free, independent debt advice from a regulated service. A debt advisor can help you get some breathing space to manage your situation better and work out the best way forward.
- **Citizens Advice Rural Cambs 0808 278 7807** and online debt chat service <https://www.citizensadvicerruralcambs.org.uk/>
- **Cambridge & District Citizens Advice 0808 278 7808** Home – **Citizens Advice Cambridge & District (cambridgecab.org.uk)**
- **Christians Against Poverty Free debt help in England | Christians Against Poverty (capuk.org) 0800 328 0006**
- **StepChange <https://www.stepchange.org/> 0800 138 1111.**
- **Avoid loan sharks** – Loan sharks take advantage of people struggling who feel they have nowhere else to turn. If you are offered money with little paperwork but high charges avoid and contact the **free helpline** on **0300 555 2222.**

### Step 5 – Useful websites

[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

[www.makingmoneycount.org.uk](http://www.makingmoneycount.org.uk)

Welcome to GOV.UK ([www.gov.uk](http://www.gov.uk))

National Energy Action (NEA) – the UK's leading fuel poverty charity



## Working with Gasway for continuous improvement to your repairs service

We have been working with Gasway to improve their response times in completing repairs for customers. CHS have a number of different heating systems across our properties, so it is impossible for Gasway to stock every part that could be required for a repair. However, in an effort to improve the service, Gasway have identified a number of parts that have now been added to van stocks or stock levels of current parts have been increased, to improve the chances of a First Time Fix and to reduce repair times. More parts on the van = More repairs completed at first visit.

Gasway have some useful videos on their website <https://www.gasway.co.uk/information-area/> showing you how to reset your boiler, top up the boiler pressure or understand your gas meter, as well as energy saving tips. Another useful suggestion is to run your boiler for an hour one day in the summer (don't pick a hot day!), this will make sure it's working well and may prevent a repair call out on the first cold day of Autumn when everyone switches on their heating for the first time.



## Have your say!

Our Tenant Committee is always keen to welcome new members. Have your say on changes that affect you as a tenant and meet new people. Some members of the Tenant Committee also get involved in our Panels – The Complaints Panel have been working to ensure CHS's complaint handling policy and procedure is compliant with the Housing Ombudsman's updated code. Meanwhile the Scrutiny Panel are reviewing Gasway responsive repairs and they have been talking to tenants to hear about their experiences. All this helps CHS to improve our services to you.

**Interested? Please contact Laura at [lpap@chsgroup.org.uk](mailto:lpap@chsgroup.org.uk) or on 07540 122624 to find out more.**

# Carbon Monoxide – The Silent Killer

Every year there are tragic reports of people dying from a silent killer in their home. That killer is carbon monoxide and it can be created when gas or oil is burned in faulty or badly fitted gas or oil appliances such as boilers and cookers.

Keeping you and your family safe in your home is really important to CHS. We carry out an annual gas safety check of your home, inspecting your gas appliances and any carbon monoxide detectors present. We welcome the new rules for housing association landlords recently introduced by the Government on the installation of carbon monoxide (CO) detectors and smoke alarms. CHS will:

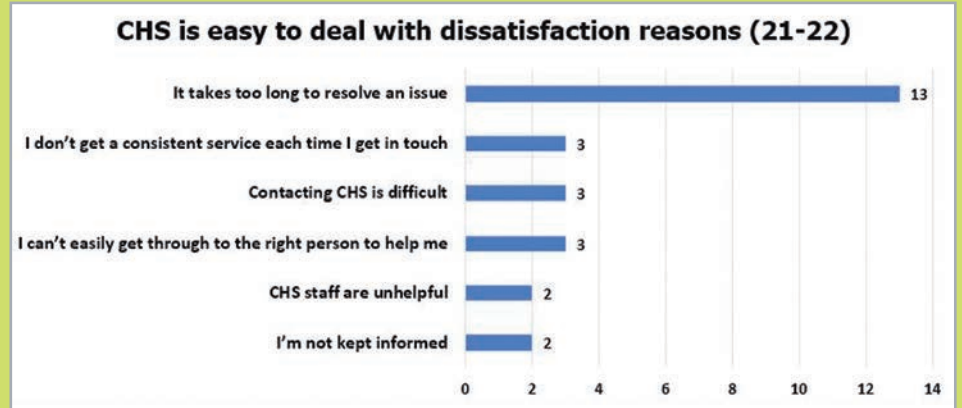
- Provide a smoke alarm on every storey of your home where there is a room used as living accommodation.
- Provide carbon monoxide alarms in any room of your home used as living accommodation where there is a gas or oil appliance present (excluding gas cookers).
- Repair or replace any alarm which is found to be faulty during your tenancy as soon as we have been made aware of problem.

We will contact you shortly to ask about the alarms you have in your home. We will also be arranging for our contractors to check the alarms in your home and to fit battery-operated alarms where necessary if they are visiting your home for other repairs.

Further information about the effects of carbon monoxide poisoning can be found at <https://www.nhs.uk/conditions/carbon-monoxide-poisoning/>

## The Survey of Tenants and Residents (STAR)

Our survey showed that overall satisfaction has increased by 0.1% to 77.4% (6.8% of customers were dissatisfied) so it has stayed about the same as last year. There were small improvements in what people felt about the rent they pay and having a say. The satisfaction measures that fell slightly were the quality of home, the repairs service, and service charges. Most disappointing for us to see was the 5% drop in people saying CHS is easy to deal with. And complaint handing satisfaction is down by 3%. Satisfaction with the neighbourhood was down a bit and this is to do with parking and anti-social behaviour (ASB). Shared owners are the least satisfied group of customers, who told us this is often about service charges.



The survey results show that we need to continue working to improve communication and complaints handling in particular. Plans underway so far include:

- Updating our Complaints Policy in line with the new Housing Ombudsman complaint handling code;
- Training sessions with teams about improving logging of contact with customers using our housing management system;
- Further development of targeted communication by e-mail (for example we emailed those claiming Universal credit to remind them to update their new rent level);
- Developing the editorial group of Tenant Committee to help us review leaflets and the customer annual report;
- We would also like to work with a group of shared owners separately from the Tenant Committee so that we can focus on the issues that concern them.

### Estate Inspector feedback

Satisfaction with the Gardening service is 78% (May 2022) compared with 60% last year. We are delighted with this dramatic improvement as it shows that customers are happier with the work of our new gardening contractor, Mark Walker Grounds Maintenance.

### Repairs feedback

In 2021-22 satisfaction with **Fosters** was **90%** and satisfaction with **Gasway** was **87%**



### STAR SURVEY PRIZE DRAW WINNER

The customer feedback prize draw winners for January to June 2022 were Mr Robin Jenkinson and Miss Paulina Wozniak who each won £250 for completing the STAR survey.

## Please keep communal areas clear

Blocking communal areas and fire exits risks lives and can cause serious harm and injury. Please keep corridors, entrances, stairways and fire doors clear.

Store bikes in allocated bike stores or in your own home



Bring prams, mobility scooters and pushchairs inside



Organise collection of unwanted electrical goods by your local council



Avoid obstruction by keeping shoes (and shoe-racks) inside



Keep utility cupboards clear of rubbish or items



Use your bins and / or local recycling unit for rubbish and unwanted items including clothes and furniture



# The Social Housing Regulation Bill:

## Key changes for tenants.

**The Social Housing Regulation Bill was introduced to Parliament on 8th June 2022.** The Regulator of Social Housing (RSH) will have stronger powers to issue unlimited fines to landlords, enter properties with only 48 hours' notice and make emergency repairs. The Bill is the latest step in addressing the systemic issues identified following the Grenfell Tower tragedy, not just on the safety and quality of social housing, but about how tenants are treated by their landlords. CHS welcomes the bill to give tenant's greater powers and improve access to swift and fair redress.

### Inspections

Underperforming social landlords will be subject to 'Ofsted-style' inspections by the regulator, who will only have to give 48 hours' notice to landlords before inspections. The regulator will also have to give the tenants 24 hours' notice before an inspection.

### Emergency remedial action

The regulator will have the power to carry out emergency works on properties, for which the social landlord will have to foot the bill. The emergency works can be carried out after a survey of a property finds it caused "an imminent risk of serious harm" to the health and safety of anyone living there. Tenants must be given 24 hours' notice before the works are carried out.

### Performance improvement plans

Social landlords will be issued with 'performance improvement plan notices' if they fail to meet standards, they will then have to prepare a plan on how they are going to address any issues and send it to the regulator. Tenants can request to see copies of their landlords' improvement plans. If the landlord fails to comply with improvement plan notices they could be issued with enforcement action or a fine, or have to pay compensation.

### Resident Panel

Tenants will have a direct line to government, with a new 250-person residents panel meeting every 4 months to share their experiences with Ministers, inform policy thinking and help drive change in the sector. Two of our tenants have applied to join the panel.

### Removal of serious detriment test

The Bill removes the 'serious detriment' test, which currently blocks the RSH from intervening over consumer standards unless it suspects tenants are at risk of serious harm. This will make it easier for the Regulator to tackle poor performing landlords.

### Health and safety lead

Landlords will need to have a named person who will be responsible for health and safety requirements. At CHS this is Stephen Hills, our Operations Director.

### Freedom of information

Tenants of housing associations will be able to request information from their landlord, similar to how the Freedom of Information Act works for council housing. The bill requires social landlords to give tenants information relating to their accommodation, facilities or services. A social landlord must also publish its executives' salaries and management costs. Tenants will be able to rate their landlord as part of new satisfaction measures.

### Performance and monitoring

The regulator can now ask social landlords to collect and publish information relating to their compliance performance.

### Electrical safety standards

The government is seeking views on electrical safety standards for social housing via a consultation.

### Housing Ombudsman scheme

The Housing Ombudsman was granted new powers – which included the ability to refer more cases to the regulator and to issue complaint-handling orders against poorly performing landlords – in September 2020. The purpose is to ensure that a landlord's complaint-handling process is accessible, consistent and timely, as set out in the Housing Ombudsman's complaint-handling code. The bill puts into law the code of practice.

[This Bill marks the latest step in response to the Grenfell Tower fire, following on from the Building Safety Act and last year's Fire Safety Act.](#)

## CHS Group retains G1, V2 grading following Regulator's In-Depth Assessment.

Like all housing associations, CHS is regulated by the Regulator of Social Housing which is a

public body sponsored by the government. A strong regulatory rating gives assurance to our customers, lenders and business partners. The Regulator sets standards that we are expected to meet and annually carries out rigorous assessments of how we are managing our business. This includes checking our levels of financial risk, our rent setting and how we are delivering value for money. Every three to four

years the Regulator carries out a longer assessment. On 29 June 2022, the Regulator published the results of their In-Depth Assessment, confirming that CHS continues to hold the highest grade possible, G1, for our governance and V2 for financial viability, which reflects our continued ambition to focus on a diverse range of support services for people who need care and support.



# Shared ownership

These two identical two bed bungalows for shared ownership in the village of Cheveley, about 3 miles from Newmarket, were handed over to us at the end of January. They are both sold subject to contract, but if you are interested in viewing shared ownership properties that are available to buy now or you want to find out more about the scheme visit our website <https://www.chsgroup.org.uk/rent-buy-home/shared-ownership/>

## Home news round-up



**Flower arranging at Moorlands Court**

The Community Champion from Royston Tesco paid a return visit to Moorlands Court on 5th July to host a flower arranging workshop. The displays created were all very impressive and the participants got to take their creations home at the end of the session.



**A pat on the back for Jess**

Residents at Richard Newcombe Court were excited to have Jess, a local PAT dog come and visit them in June. Everybody had a lovely time and they are hoping to see her again soon.

## Board update

**Sharon Allen and Tendai Kariwo** will be leaving our Board in September, after each serving 9 years, the maximum term of office. They have both made a huge contribution to CHS, for which members and staff are very grateful.

### NEW MEMBERS:



*Tim Jennings*



*Jacquie Taylor*



*Shaidah Ramzen*

**Tim Jennings**, has joined the Board and the Audit & Risk Committee in July.

Tim has over 35 years' experience in the private and social housing sectors. After qualifying as a chartered accountant, Tim spent around 25 years in the private sector as Finance Director for businesses in property design and consultancy, maintenance and property management. Tim has most recently been the Executive Director of Finance for Catalyst Housing. Tim is also a Board member at Ability Housing and Community Housing.

**Jacquie Taylor** and **Shaidah Ramzen** will join the Board and the Operations Committee in September, subject to their formal election at the AGM on 13th September.

Much of Jacquie's working life has focused on people, firstly working as an administrator then Manager of an Adult Education department at a local Village College, then as Eastern Regional Operations Manager for the Worker's Educational Association. Jacquie has been a

CHS volunteer since 2017, as a member of Scrutiny Panel, Complaints Panel and Chair of the Tenant Committee. Working with the Board to ensure that all tenants have the chance to live and thrive in a safe and comfortable home is a high priority for Jacquie.

Shaidah is a commercial lawyer with extensive experience in working in the public sector and currently heads a commercial litigation team at the London Borough of Brent. Shaidah's particular expertise lies in legal financial recovery in areas such as dissipation of assets, adult social care, service charge and major works and has led on some of the most complex and high value legal cases whilst attaining excellent results for her clients. Shaidah was recognised by Lawyers in Local Government when she won the coveted Junior Lawyer of the year in 2020.

## CHS Contact Details

### Head Office

CHS Group  
Endurance House  
Chivers Way  
Histon  
Cambridge  
CB24 9ZR  
Monday to Friday, 9am to 5pm

### General Enquiries

Tel: 0300 111 3555  
Minicom: 01223 713784  
Email: [help@chsgroup.org.uk](mailto:help@chsgroup.org.uk)  
Web: [www.chsgroup.org.uk](http://www.chsgroup.org.uk)

### Repairs

Tel: 0300 111 3555  
(24 hours for emergency repairs)  
Email: [repairs@chsgroup.org.uk](mailto:repairs@chsgroup.org.uk)

### E-newsletter

Many people now receive The Network as an e-newsletter by downloading it from the myCHS portal. Register online via our website [chsgroup.org.uk](http://chsgroup.org.uk) You will need your tenancy number, a 6 digit number that can be found at the top of your rent statement.

Please contact us if you would like it in audio or large print formats.

### Follow us on:

