



CHS GROUP
housing, care, and community services in Cambridgeshire



October 2024 Newsletter

Welcome to our October tenant newsletter. Every month, we share updates and the latest news from within CHS Group. This month, we share details on using accessibility features on our website, how you can thank our staff for going the extra mile, and some helpful information and videos if your boiler stops working.

Read on to find out more...

Accessibility on our website

At CHS Group, ensuring that all of our customers can access our services, support and information is a key priority. This is why we use accessibility software, ReadSpeaker, on our website; allowing anyone with additional needs the ability to access our content in a way that suits them. ReadSpeaker can be useful for those:

- With learning disorders that involves difficulty reading e.g. dyslexia
- With sight impairment
- Where English is not their first language
- Amend text mode – select your preferred font, size and colours
- Use Page Mask to read along as you listen with a moveable focus bar
- Download an MP3 audio file for offline listening
- Look up the definition of words in English and other languages
- Translate text in over 50 languages and listen to content in more than 200 voices
- Get help - easy to understand instructions for all features

By using ReadSpeaker, you can:

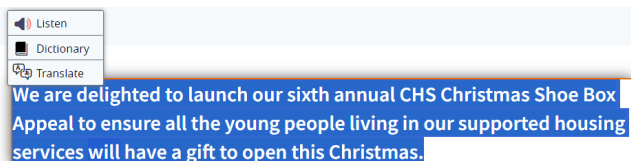
- Listen to highlighted content read aloud with the ability to adjust reading speed and volume through the Text to Speech function
- Personalise your settings to choose your preferred highlighting colour, keyboard shortcuts and more

How to use ReadSpeaker:

To listen to highlighted content

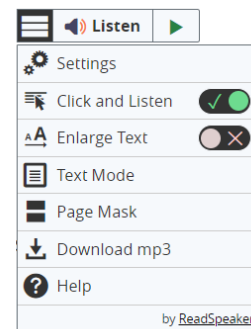
Highlight the text you want to access using your cursor, and a small box will appear giving you the option to:

- **Listen** – select this to listen to the content read aloud
- **Dictionary** – look up the definition of highlighted words
- **Translate** – translate the highlighted text into over 50 languages which can be read aloud



To personalise your settings

Select the 'settings' bar that appears at the top right-hand side of each page on the website, then click on the three bars alongside the 'listen' icon to access the settings options.



To stop using ReadSpeaker

Click on the 'X' on the right hand side of the ReadSpeaker bar at the top of the page.



 **ReadSpeaker**

How you can thank our staff

We know that our staff are our biggest asset. We want to ensure that we have a happy, motivated and diverse workforce to give you, our tenants and customers, the best service possible.

Through our new Leading Lights scheme, we're able to acknowledge, celebrate and reward outstanding achievements for staff who have gone the extra mile and demonstrated the CHS Group values.

For this new scheme, there will be four categories of awards that reflect different contributions made by our staff. These categories are:

- Outstanding Achievement Award
- Employee's Employee of the Year Award
- Innovation Award
- Customer Service Award

You are invited to nominate a member of staff, at any time throughout the year, who you feel has gone above and beyond to deliver exceptional customer service.

All nominated staff will be presented with a certificate, with winners for each category selected by the Employee Recognition Panel which is comprised of the Chair of the HR and Governance Committee, a representative of the Employee Forum, and a member of our Senior Management Team. All nominees and winners will be listed on our website.

Winners will receive a letter of recognition from our Chief Executive, Stephen Hills, and will be invited to the annual award ceremony where the Chair of the Board and/or Chair of the HR and Governance Committee will present a certificate to each winner, alongside a retail voucher.

With consent from those involved, the awards will receive internal and external publicity.

NOMINATE HERE





Our successful TPAS event

On Thursday 26 September, we were the proud hosts of the Tenants Participation Advisory Service's (TPAS) regional member event in Cambridge. TPAS, a tenant engagement specialist, organises these events to ensure that housing associations like ours can continue to improve on listening to its customers.

Over 40 attendees from 16 organisations from across East Anglia attended the event. During the day, speakers gave insightful updates on current policy developments, including the latest on Consumer Inspections, a review of the Grenfell Inquiry Report, and a look at the TPAS National Tenant Engagement Standards.

As hosts, we shared a number of presentations that were centred around a review on damp and mould carried out by our Tenant Scrutiny Panel. The Panel's Chair, Trish Laver, explained how the review was carried out [here](#).

The most dynamic part of the day was the event's networking session, where members came together to share what they were excelling at, and ask each other for support on the areas they need to improve.

At the event, TPAS presented our Tenant Committee Chair, Jane Bird, with the TPAS Engagement Heroes award for her hard work, dedication and commitment to tenants involved at CHS Group. Not only has Jane made a difference to our services, but she has been a fantastic TPAS member by consistently attending events and supporting the work they do.

Robert Billingham obituary

We are sad to share the news of the passing of one of our Housing with Care tenants, Robert Billingham. While you may not know Robert personally, you will have benefitted from his work and contributions to various tenant groups over the years.

Robert first moved into our Housing with Care scheme at Dunstan Court in Cambridge in 2003. As one of the very first tenants to move into the scheme when it opened, Robert called his flat at Dunstan Court home for over 21 years.

During his time at Dunstan Court, Robert was a popular, well-liked tenant who was regularly found tending the communal gardens. As a keen gardener, he had his own patch in the garden. During spring, you would find him looking after the daffodils he had planted in the previous year.

Also a keen cyclist, Robert was often spotted out and about. He was passionate about green issues, and was an original member of the CHS Green Team, a group of tenants and staff who looked at ways CHS Group could improve its sustainability goals in tenants' homes and throughout its services.

When we launched our Tenant Committee, Robert was the very first to volunteer. For over 20 years, he played a vital role in giving our tenants a louder voice in order to improve our services for those living in CHS homes, rarely missing a committee meeting.

Robert will be sorely missed by all the CHS family, who are indebted to him for his tireless and passionate commitment to improving the lives of those around him.

Helpful heating and hot water videos

Just a reminder that over the coming weeks, Aaron Services Ltd will be changing its name to Sureserve Group, so you may start to see operatives with new ID badges and works vans carrying this logo.



Our partner, Aaron Services Ltd / Sureserve Group, is committed to delivering a first-class service to all of our tenants. To ensure the team can support you this winter, they have provided information you may find helpful.



What to do in a gas emergency

If you smell gas in your home, turn off your supply at the gas meter, ventilate the area by opening windows and doors, and immediately contact the national gas emergency service provider, National Grid, on [0800 111 999](tel:0800111999).

Troubleshooting checklist

There could be a number of reasons why your central heating or hot water system isn't working, but there are things you can do at home to sort this without scheduling an engineer visit.

Here is some helpful information and advice that can get your boiler working again:

1. Follow each step in our emergency checklist
2. Alternatively, **choose an option below** to identify what type of problem you're experiencing at home and our videos will talk you through some quick fixes.

[**No heating \(combi boiler\)**](#)

[**No heating \(system boiler\)**](#)

[**No hot water \(combi boiler\)**](#)

[**No hot water \(system boiler\)**](#)

Emergency checklist

1. Check the basics

Do you have a prepayment meter? If you do, check that you've got enough credit. Are your other gas appliances, such as your cooker hob, working? Have the switches in your fuse box tripped?

2. Have you had a power cut recently?

If you have, the timer on your boiler may have reset. Re-programming it could solve the issue. Have a look at your instruction manual, or visit the manufacturer's website, for instructions on how to do this.

3. Check the pressure

If your boiler's pressure gauge is at one bar or less, low pressure could be the issue. Your boiler's manual will tell you how to top up the pressure.

4. Turn your thermostat up

Turn your thermostat to 21 degrees or higher to see if your boiler starts working.

5. Reset your boiler

If your boiler was installed before 2004 it will probably have a pilot light. Check that this hasn't gone out. If it has, refer to the boiler's manual to see if you can relight it. For newer boilers, check the instructions for resetting it.



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For more help and guidance, 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.

