



Stay safe in the heat

With high temperatures expected this summer, stay well by keeping to NHS advice.

- **Stay hydrated** – drink plenty of cold drinks.
- **Wear light, loose-fitting clothes.**
- **Avoid peak heat** – stay out of the sun between 11am-3pm.
- **Avoid alcohol and strenuous activity**
- **Keep your home cool** – close curtains/windows if it's hotter outside, and turn off any heat-generating devices
- **Be extra cautious** if you have long-term conditions.

Lunch with Ursula Lodges



Ten Ursula Lodges tenants enjoyed lunch together at the Toby Carvery in Crook Log recently.

They tell us there are regular offers for the over-60s if you keep an eye out for them – or if you download the Toby Carvery app.

The tenants now plan to go back monthly. As they say, who can argue with a fairly-priced lunch, plenty of it, and no washing up!

Left: Ursula Lodges tenants pictured sharing lunch together.

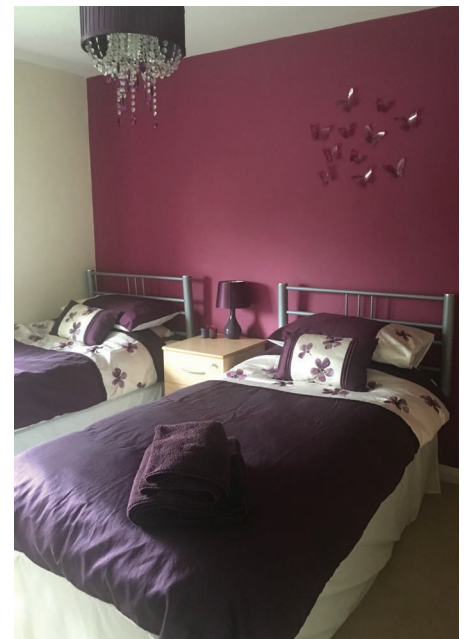
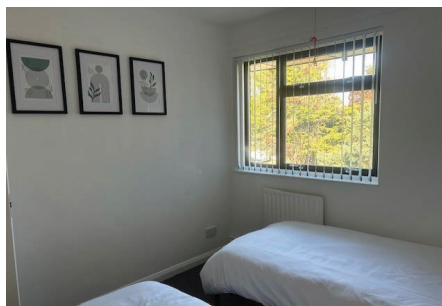
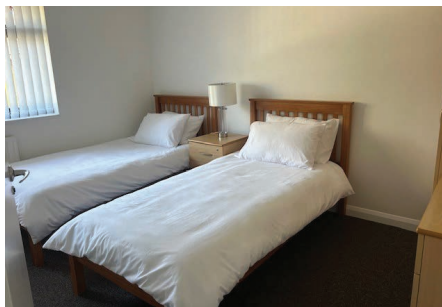
Renovations at Bertha Hollamby Court

A big thank-you goes out to tenants at Bertha Hollamby Court for their patience while their internal communal areas were being redecorated.

We've brought in lots of changes, including a fresh and modern update to the paintwork, and new handrails and balustrades on stairwells.

The tenants are now waiting for their new lounge chairs. Look out for updates in the next issue!

In the meantime, here is the guestroom before (pictured right) and after (pictured centre) the works were completed.



Surprise visitors at Evelyn Court

On a sunny Thursday morning, Evelyn Court tenants were greeted by seven goslings and both their parents looking for housing! Unfortunately, there were no vacancies.

The pond was opened up for them to rest and relax. They then left to go to pastures green.



Spotting and avoiding AI scams

Scammers are increasing using Artificial Intelligence (AI) to create convincing fake videos, voices, messages and images designed to trick people into handing over money or personal information.

From fake celebrity endorsements to cloned voices pretending to be loved ones in distress, these scams are becoming harder to spot – but you can look out for warning signs.

- Deepfake videos may have odd lip-syncing, unnatural facial expressions, blurred details or robotic-sounding voices.
- Voice cloning scams are often short, urgent requests for money, with callers who can't answer personal questions.
- Phishing scams impersonate trusted brands through emails, texts and social media posts. They often create a false sense of urgency or try to direct you to fake websites.

AI-generated images are also being used in fake adverts and romance scams. These images can appear too perfect or slightly unrealistic, with unusual lighting or strange details. If you try a reverse image search (using a picture instead of text to look up information online) you may get no results, suggesting

the person or product does not exist.

To stay safe, you should always verify requests for money. Check website and email details carefully, and be cautious of content that feels rushed, emotional or 'too good to be true'.

Ways to protect yourself from scams

- Install trusted antivirus software on your devices.
- Be cautious of unexpected calls, texts or emails.
- Check requests directly with the company or person involved.
- Never share personal or financial details without confirming who you are giving them to.
- Watch for pressure tactics or urgent demands.
- Create a family 'safe word' for emergencies to stop scammers from pretending to be a family member in trouble.
- Sign up to free Which? scam



alerts at <https://signup.which.co.uk/wlp-scamalert-newsletter>

Be ready to report scams. If you spot a scam on social media, use the platform's reporting tools.

Report scam texts by forwarding them to 7726 and send phishing emails to report@phishing.gov.uk

Report suspicious websites to the National Cyber Security Centre at www.ncsc.gov.uk/section/about-this-website/report-scam-website

If you believe you've been scammed, contact your bank immediately.

Also, report the incident to Report Fraud (formerly Action Fraud) online at www.reportfraud.police.uk

UPDATE Fire Risk Assessments

In line with the recommendations in our latest Fire Risk Assessments (FRAs), we have removed some of the fire extinguishers from communal corridors in our sheltered housing schemes.

We arrange for FRAs to be carried out in your communal areas every two years.

The new recommendation highlights the importance of only letting trained people use our fire extinguishers. CSHA staff are fully trained, because they take Fire Marshal courses.

The fire extinguishers we have left are sited near areas that are a possible source of heat. In each case, they are the right type of extinguisher for the particular hazard. This is important because, for example, water cannot be used on electrical fires.

All of our extinguishers are regularly checked by our staff and trained fire contractors.

So, if you come across a fire, please don't attempt to use the firefighting equipment to put it out.

Misusing equipment, or going back to tackle a fire without training, can put you and others at risk. The most important thing you can do is to get yourself to a place of safety so that you can raise the alarm.

We take fire safety extremely seriously and take lots of steps to prevent and deal with fires.

- Our staff get regular training.
- We keep our policies and procedures updated to reflect changes in fire, and health and safety, laws and regulations.
- We regularly check fire doors to make sure they will keep fire and smoke at bay. This allows you to 'stay put' safely in your home, if it is not directly affected by a fire.
- Our buildings have fire-stopping structural features to delay the spread of fire and smoke. This includes 'compartmentation' in loft spaces.



- We install smoke and heat detectors, linked directly to Scheme Managers and the telecare alarm service. We get these regularly checked.
- We regularly test our fire systems, hold unplanned fire drills, and check all the fire extinguishers and emergency lighting systems.
- Our other installations are checked regularly, with annual gas checks, periodic electrical inspections and portable appliance testing.
- We make sure communal areas are clear of obstructions in case of an emergency.
- We make sure our tenants, staff, contractors and visitors have fire safety information and details about our fire procedures.
- We get visitors to sign in and out, so we always know who is inside our buildings.
- Our tenant support plans include assessing and addressing any individual fire safety risks. We let the Fire Brigade know who is most likely to need help in a fire.



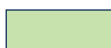
Our Key Performance Indicators (KPIs)

Every three months we report our KPIs to the Board and share them with the Tenant Engagement Scrutiny Panel. In the table below, we report the results for all four quarters of 2025-26 (Q1: April-June 2025; Q2: July-September 2025; Q3: October-December 2025; Q4: January-March 2026) and compare them to the results in 2024-25.

	2025-26				Target	2024-25			
Keeping properties in a good state of repair	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
% of homes that do not meet the Decent Homes standards	0%	0%	0%	0%	0%	0%	0%	0%	0%
% of emergency repairs completed within target time	88.89%	90.91%	84.85%	83.33%	97%	82.86%	81.82%	83.33%	90.91%
% of non-emergency repairs completed on time	95.02%	92.71%	90.93%	89.48%	95%	94.66%	91.14%	94.96%	94.63%
% of tenants satisfied with overall repairs carried out	95.5%				98%	96.7%			
% of tenants satisfied with time taken to complete most recent repair	96.4%				95%	96%			
% of tenants satisfied that their home is well maintained	94.4%				98%	91.4%			
Maintaining building safety	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
% of homes that have had the necessary gas safety checks	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of homes in buildings that have had all the necessary fire risk assessments	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of homes in buildings that have had all the necessary asbestos management surveys/or re-inspections	100%	100%	100%	100%	97%	100%	100%	100%	100%
% of homes in buildings that have had all the necessary legionella risk assessments	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of homes in buildings where the communal passenger lifts have all the necessary safety checks	100%	100%	100%	100%	98%	100%	100%	100%	100%
Housing management	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
Total number of units (198 tenanted, 1 for Sheltered Housing Manager)	199	199	199	199	N/A	199	199	199	199
Number of void units	2	4	5	6	8	4	4	3	5
Number of units let	3	1	4	4	8	4	3	5	3
Average number of days void	28	21	37	79	28	26.25	37.1	23.8	21
Voids as % of stock	1.01%	2.01%	2.53%	3.03%	2%	2.01%	2.01%	1.5%	2.5%
Rent collection and arrears	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
Rent collection rate (%)	95.96%	98.86%	98.27%	107.29%	98%	104.2%	96.13%	99.44%	105.56%
Current total arrears as % of rent debit (minus is prepayment)	-0.1%	0.2%	0.3%	-1.7%	5%	-0.4%	0.6%	0.6%	-1.4%
Rent loss due to voids	0.23%	0.39%	0.88%	2.37%	4%	0.77%	0.48%	0.44%	0.91%



Key to tables



On target or above



Within 1% of target



More than 1% below target

	2025-26				Target	2024-25			
Support plan indicators	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
Number of support plans in place as % of total tenants (refusals in brackets)	49.5% (50.5%)	48.3% (51.7%)	47.3% (52.7%)	48% (52%)	N/A	47.6% (51.9%)	49.3% (49.9%)	47.6% (52.4%)	47.6% (51.9%)
Satisfaction with the support plan service provided	96.9%				95%	99%			

		2025-26	Target
Effective handling of complaints			
Complaints relevant to the size of the association (calculated as specified by the Housing Ombudsman's Complaint Handling Code)	Annual	Stage 1: 55.55%*	N/A
		Stage 2: 15.15%*	
% of complaints CSHA responds to within timescales set by the Housing Ombudsman's complaint handling code	Annual	100%	95%
Responsible neighbourhood management			
Anti-social behaviour cases relevant to the size of the association (calculated as specified by our Regulator)	Annual	Stage 1: 0	N/A
		Stage 2: 0	

Tenant Perception Survey

Carried out two-yearly, reported annually

	Measure	Target	2023-24	2025-26
1.	Overall service provided by CSHA	98%	90.8%	92.7%
2.	Where a repair has been carried out in the last 12 months, overall repairs service	98%	96.8%	95.5%
3.	Where a repair has been carried out in the last 12 months, time taken to complete the most recent repair after reporting it	95%	96%	96.4%
4.	CSHA provides a home that is well maintained	98%	91.4%	94.4%
5.	Thinking about the condition of the property or the building you live in, CSHA provides a home that is safe	98%	95.8%	94.6%
6.	How satisfied or dissatisfied are you that CSHA listens to your views and acts upon them?	95%	82.6%	89%
7.	CSHA keeps you informed about things that matter to you	95%	91.5%	90.9%
8.	Agreement with “CSHA treats me fairly and with respect”	95%	93.2%	91.8%
9.	Where a complaint has been made in the last 12 months, CSHA’s approach to complaints handling	95%	68.4%	50%
10.	Where living in a building with communal areas. CSHA keeps these areas clean and maintained	95%	95.2%	94.2%
11.	CSHA’s service makes a positive contribution to your neighbourhood	95%	91.2%	83.0%
12.	CSHA’s approach to handling anti-social behaviour	95%	85.7%	86.5%



Key to tables

On target or above

Within 1% of target

More than 1% below target

Our Tenant Satisfaction Survey

Carried out two-yearly,
reported annually

Subject	Question	2023-24	2025-26
Repairs and maintenance (dissatisfied in brackets)	Generally, how satisfied are you with the way CSHA deals with repairs and maintenance?	91.3% (2.2%)	91.7% (NIL)
Customer service, communications & engagement (dissatisfied in brackets)	How satisfied are you that CSHA is easy to deal with?	93.5% (1.1%)	89.9% (2.8%)
Your neighbourhood (dissatisfied in brackets)	Overall, how satisfied are you with your neighbourhood as a place to live?	97.8% (2.2%)	96.3% (1.8%)
Your home and overall services (dissatisfied in brackets)	Overall, how satisfied are you with the quality of your home?	96.7% (2.2%)	95.4% (1.8%)
	If you are a sheltered tenant, overall, how satisfied are you with the service provided by your Sheltered Housing Manager?	95.5% (1.1%)	95.2% (1.9%)
Value for money (dissatisfied in brackets)	Overall, how satisfied are you that your core rent (excluding service, support, and heating and water charges) provides value for money?	91.3% (1.1%)	91.6% (2.8%)
	If you are a tenant in sheltered housing, overall, how satisfied are you that your service charge provides value for money?	74.4% (3.3%)	87.6% (4.8%)

Would you recommend CSHA?

Subject	Question	Answer range	2025-26
Your home and overall services	How likely would you be to recommend CSHA to other people on a scale of 1 to 10 (where 10 is extremely likely and 0 is not likely at all)?	Low score 1-3	7.7%
		Score 4-7	11.6%
		High score 8-10	81%

Our performance What happens next?

Using the results of the Tenant Perception Survey and the Tenant Satisfaction Survey, we are working with tenants to get further feedback and see how we can improve. We will report on our progress in the next newsletter, as a 'You Said, We Did' article.



Celebrating St George's Day

Tenants at Stanley Glynn Court came together to enjoy a lovely Saint George's Day celebration filled with good food, music and conversation.

They relaxed with refreshing Woo Woo cocktails and wine, and there was music playing throughout the afternoon.

Everyone enjoyed sharing stories and traditions from their childhood and younger days, and reflecting on how things have changed over the years.

The celebration was a great success and appreciated by everyone who attended.



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