Newsletter

CHICHESTER GREYFRIARS HOUSING ASSOCIATION
August 2025

MESSAGE FROM THE CHIEF EXECUTIVE AND CHAIR

Dear Residents

I hope you are enjoying the warm summer months and the summer fete that was organized by the Residents Committee. It has been a busy few months keeping up with the various Government announcements and legislation that will impact on CGHA and our tenants. This Newsletter updates you on some of the things that are happening in the next few months.

Julia Potter, CEO

Hello everyone,
I wanted to take a moment to say how much I've enjoyed stepping into the role of Chair at CGHA. Since taking over in February, it's been a really productive and positive few months. I'd like to extend my thanks for the warm welcome I received when I first joined the board last year.



It's been a real pleasure to be part of such a committed organisation, and to spend time with Julia and the team, seeing the great work that's happening behind the scenes. I am looking forward to getting out and about a little more over the coming months and meeting more of you all in person.

We have a strong and engaged board, all working together to ensure we remain a robust and responsive organisation. I'm excited about the future – about how we continue to develop, grow, and provide a high-quality service to our tenants and the wider community we serve.
Tracey McEachran, Chair of the Board

Acuity
intelligence. insight. improvement.

Tenant satisfaction measures
Regulator of Social Housing
We want to know what you think

Acuity will be undertaking a Tenant Satisfaction Survey on CGHA's behalf during September. You can complete a form by post or online by scanning the QR code.

CGHA are required to undertake a tenant satisfaction survey by our Regulator every two years. The last survey was undertaken in 2023, and it provided us with lots of helpful information on how to improve our services. Please take the time to complete this – and you could win £75 in the free prize draw!

REPORTING A REPAIR AND ANY ISSUES WITH YOUR PROPERTY Please can all tenants make sure that they call the office or email if there are any problems or concerns with their property. Do not report it to the Residents Committee as this may delay a response and work being done.



The Spending Review in June announced more money to build more Social and Affordable homes. 60% of the £39bn funding will be aimed at social rent and doubles the amount of money previously available.
CGHA rely on Government funding to deliver its development programme. New social rent homes are desperately needed in Chichester as market rented is in short supply and not affordable to many.

CGHA rent setting and rent increases are regulated by the Government. They recently announced that a new 10-year settlement that from April 2026 will allow associations to increase their rents by a maximum of CPI plus 1% each year.





From November 2025 all housing association properties must legally have an electrical safety certificate (EICR). CGHA have been doing electrical checks a number of years – all properties have an up to date certificate. If you have any concerns about your electrics you must report it to us so we can investigate.

From October 2025 it will be a legal requirement for social landlords to address damp and mould that present a significant risk of harm to tenants. Whilst CGHA are primarily responsible for addressing damp and mould, tenants have a responsibility to ventilate their homes adequately to help prevent and mitigate these problems. There are some simple steps to manage condensation such as ventilating rooms when cooking or showering, using extractor fans, drying washing outside rather than using a tumble dryer. **Please report any concerns about damp and mould to us promptly.**



ANNUAL MAINTENANCE – GUTTER CLEANING

Recently all properties had the soffits, fascia's and guttering cleaned. This is done annually as part of maintenance programme and helps prevent potential structural damage such as water damage from clogged gutters. We cannot always advise tenants in advance of external works and would ask tenants to be polite to our contractors. If there are any concerns, please report them to the office.

Open consultation

Consultation on a reformed Decent Homes Standard for social and privately rented homes

Published 2 July 2025

The Government are looking to review the minimum standards that homes have to meet. Current standards include properties being free from hazards such as damp/mould, asbestos and covers carbon monoxide, noise, overcrowding, electrical and fire safety.

DEVELOPMENT UPDATE – Bewley Homes are on site at Nutbourne. They will be handing over 8 homes to CGHA in February 2027. This is a very exciting project for us and will consist of 4 x 1 bed flats and 4 x 2 bed flats for local people aged over 60.



COMPLAINTS AND REPORTS OF ANTI SOCIAL BEHAVIOUR

We encourage all tenants to respect each other and be mindful of how their lifestyle may affect others. Sometimes, these lifestyles can clash but are not considered anti-social behaviour. This includes the following:

- Minor disagreements between neighbours
- Noise from everyday living such as one-off parties or noise caused by pets.
- Lifestyle differences such as reasonable noise occurring at unusual times because of different working patterns

While some tenants might find these behaviours annoying it is not considered ASB, and we will not take action. You should first try speaking to your neighbour. It's likely that your neighbour would prefer that you speak to them first before contacting us as they may not be aware they are causing a problem. In most cases, where it's safe to do so, most residents should be able to resolve disputes themselves. We will record all reports of ASB but will only take action or investigate what we feel is genuine ASB. We can arrange things like mediation or a management move in severe cases.

ASB that will be investigated includes things like acts of violence, drugs misuse, rubbish dumping, vandalism, hate crime. Reporting anti-social behaviour to CGHA is not the same as making a formal complaint that comes under the Housing Ombudsman. The Housing Ombudsman does not investigate ASB and will only consider how a landlord responds to reports.

SEAGULLS

We have had reports of seagulls nesting and being aggressive at Royal Close. There is nothing we can do to resolve the issue as seagulls are protected under the Wildlife and Countryside Act 1981. This means it is illegal to intentionally harm or kill them, or to damage or destroy their nests or eggs. Seagulls can exhibit aggressive behaviour, particularly during the breeding season (typically April to September) when they are protecting their nests and young chicks. This protective behaviour can include dive-bombing or swooping at perceived threats, such as humans or pets, near their nests or young. Whilst some preventative measures can be taken to try and discourage them from nesting next year these do not always work. Chichester is a coastal area and therefore seagulls cannot be avoided!

RESIDENTS COMMITTEE



Hi Everyone,

We have two spaces on the Residents Committee, if you feel you have skills and knowledge that will help support the RC then please complete an application form (available from 17 RC), if you have previously applied you will need to apply again as personal and organisational needs change.

Events …The Coach trip to Weymouth took place on Saturday 2nd August, all had a fantastic day with outstanding weather.








The Christmas Market Trip to Salisbury may not take place unless we can source a smaller coach.

The Christmas Party is taking place on Thursday 11th December.

We have some new tenants to introduce.
At 66 Royal Close we are pleased to introduce Andrew Legere, also Maureen Scott at 36 Royal Close, welcome both.

Summer Fete …
Most of you will have by now met Andrew as he has already jumped in at the deep end by helping to judge the cake competition at our cream tea event on the 11th July with our Committee Member Ray Bullock, well done and thank you to you both. On the day of the cream tea, we had a larger raffle than we usually do, the start of which was delayed due to most people wanting to see the red arrows flying over us, they gave us an amazing display to start the day.

We have to report some issues regarding dogs. We are an estate of elderly residents and to have dogs running around off lead is dangerous. As we get older our bones get more brittle and easier to break if we fall. We have some dog owners who have little or no consideration for others, we have a dog that quite often runs around loose and has been known to enter other residents' property uninvited. One of our residents is hard of hearing and got quite a fright when the dog came up behind her. Some owners think that attaching the lead to the dog, trailing as a trip hazard and then letting it run free is good enough.

CGHA Management comment: As part of the tenancy agreement tenants are allowed to keep small dogs with our permission. Provided they are kept under control ie on a lead in communal areas, not roaming free and that owners clear up after their dog. That permission may be withdrawn if a dog is causing a nuisance.

Enjoy the sunshine while you can!

RC Members
Jack Pink (Chairman)
Eddie Williams (Vice Chair)
Brenda Clarke (Secretary)
Dawn Cook
Veronica Kayitesi
Angie Thomas
Dave Tilley
Ray Bullock