

# Your Home

January 2026



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## Hello and a happy New Year from all our team.

Welcome to this special edition of Your Home magazine. For those who don't know me, I'm Paul Edwards, CHP's Chief Executive. I'm introducing this edition to share some exciting news about our merger with Estuary Housing Association, update you on the work that's been progressing behind the scenes, and outline what's next.

There's plenty more inside, too. Our customer volunteers have been reviewing how we manage anti-social behaviour. You can read about the improvements we're making in this area. You can meet our new Senior Living Team and read about a tree tagging project that's taking place. Plus, you can read about how we've been giving back to the community this winter.

But first, read on for an important update.

## CHP and Estuary to merge

Last spring, we announced that we were exploring a merger with Southend-based Estuary Housing Association. We're thrilled to announce that, after thorough review, consultation, and careful consideration, both our Boards have agreed to merge.

We'll officially become one organisation on 1 April 2026, and our new name will be **Delta Housing**.

As one organisation, we'll have greater capacity to improve services and maintain homes. We're committed to tackling the housing crisis, and joining together will help us better address housing needs across Essex. We'll be able to build more new affordable homes, increase investment in our existing homes, and provide a better service to customers now and in the future.

## What does the merger mean for me?

As a Delta customer, you'll still have the same rights to live in your home, and the conditions of your tenancy agreement or lease won't change because of the merger. You'll also have the same level of legal rights and protection that you have now. Your rent and service charges will stay the same, except for any annual increase in line with rules set by the government.

Even though we're becoming a larger organisation, you'll still see the same people, contact us in the same ways, and have the same opportunities to share your views.

You can learn more about the new organisation, its leadership, and what happens next on the following pages.

# Meet Delta's leadership

We're delighted to share that Paul Edwards has been appointed Chief Executive to lead Delta. Ian Green OBE, currently Chair of the Board for Estuary Housing Association, has been appointed as Delta's Chair of the Board. Learn more about the two people who will provide the direction and strategy for the new organisation below.

## Paul Edwards

Paul has worked in the housing sector for over 25 years, including the last 10 at CHP. He became CHP's Deputy Chief Executive and Chief Financial Officer in January 2019 and was appointed as Chief Executive Officer in January 2022. Paul is currently a Board member at Local Space, an organisation dedicated to helping the homelessness crisis.

Paul's grandparents lived in a council home for many years, so he understands first-hand the importance of social housing and the impact safe, decent housing has on families.



Chief Executive

## Ian Green



Chair of the Board

Ian joined Estuary's Board as Chair in September 2022. He has over 30 years' experience in high-profile leadership roles in charitable, housing, NHS, and social care organisations. He was involved in the YMCA for over 25 years, supporting young people and communities, and was Chief Executive of YMCA England and on the executive team of the World YMCA. Until April 2023, Ian was Chief Executive of the Terrence Higgins Trust, the UK's leading HIV and sexual health charity and is currently Chair and Non-executive Director of a number of NHS Trusts including an Integrated Care Board. He was awarded an OBE in the 2023 New Year Honours List for services to charity and public health.



"We're delighted that the Boards have approved the merger. The need for more affordable homes in Essex has never been greater. By coming together as Delta, we'll be larger and more resilient, better equipping us for the challenges ahead. Retaining our local focus is important to us and to our customers and we'll have the capacity to invest more in our existing homes and in developing more affordable homes across Essex. A phrase we've used throughout this process is that we'll be stronger together. We believe that in Delta, we have an exciting future, building on the best of both organisations for our customers."

Paul and Ian



# Due diligence and consulting you

As part of the merger evaluation process, we conducted due diligence, which involved carrying out lots of checks on each other's organisations. We also asked for your perspectives on the proposed merger through a seven-week customer consultation. Almost 5% of customers living in a CHP home attended an online or in-person event or completed our survey, and we're grateful to everyone who shared their opinions.

The majority of CHP customers (68%) felt either positive or neutral about the merger, though some expressed concerns. These were mostly related to the following areas:

**Trust and reputation** – People were worried that joining with another organisation might make it harder to maintain trust and a good reputation.

**Service quality** – There were concerns that services might get worse if the organisation becomes bigger.

**Money and costs** – Customers wanted to know if the merged organisation will be financially stable and whether their rent or service charges might go up.

**Staffing levels** – Some were worried that employees wouldn't have as much time to support customers.

**Local connection** – People were concerned that a larger organisation might lose its connection to local communities.

**Communication and customer voice** –

Customers wanted reassurance that they'll still be listened to and kept well informed, even in a bigger organisation.

The concerns raised were similar to those of Estuary's customers, and we're already working on how we'll address these in the short and long term. The positive and negative feedback provides valuable insight into your priorities and expectations as we transition into a new organisation. We're using what you've told us to help prioritise our plans for the future.

## What happens next?

We'll officially become one organisation on 1 April 2026, but work is already underway to prepare for our first day as Delta Housing. Our Community Voices engagement group, who also supported our customer consultation, are involved in helping the new organisation reflect what's important to customers. While we'll have changed our name to Delta and started to rebrand, you'll still see CHP in some places, like our vans, as we complete the transition.

It will take time and resources to bring our people, services, and systems together and while we want to do it as quickly as possible, it's important that we get it right. In the long term, we believe that as a merged organisation, this will help us improve our services and provide an even better customer experience.



# Corporate Strategy progress: How we're improving homes and services

In April 2025, we launched our new Corporate Strategy, setting out how we'll make a difference in people's lives by providing safe and well-maintained homes. Although our strategy will evolve within our new organisation, we wanted to share some of the steps we've taken so far towards our goals and how they impact you.

## Goal one: Invest in safe and well-maintained homes

**Repairs** - We've improved our repairs service based on customer feedback. Our updated Repairs Policy offers more flexibility and takes into account how repairs affect you and your family. Plus, we've reduced the wait time for non-urgent repairs from two months to one.

**Damp and mould** - We've made changes to how we manage damp and mould cases to make sure we meet the requirements of Awaab's Law and improve how you experience our service.

**Sheltered housing** - We've enhanced support for sheltered housing customers by reviewing our equipment and technology and creating a dedicated Senior Living Team. You can meet the new team on page 13.

## Goal two: Deliver great customer service

**Meeting diverse needs** - We've created a new policy to explain how and when we'll make changes to a service to remove or reduce a disadvantage a customer faces because of their individual support needs. Our Support Needs and Accessible Services Policy was developed in consultation with customers.

**Customer influence** - We've improved how we use customer feedback by bringing our Community Voices engagement groups into our governance structure. The Chairs of these groups now attend our Customer Experience Committee meetings, making sure customer voices are part of our important decisions.

**Anti-social behaviour** - We're implementing an improvement plan that includes a new team structure to support our approach, more preventative measures, and better communication with you. Find out more on page 8.

## Goal three: Be an ethical, sustainable, and well-managed organisation

**Improved collaboration** - We've strengthened teamwork in some important areas, connecting efforts across teams to provide a better customer experience.

**Better use of data** - We're using insights to build a clearer picture of the condition of homes and how we plan work.

**New commercial opportunities and partnerships** - We're working closely with partners to bring in more income so we can improve services for customers and build new homes. These include local councils like Chelmsford City Council, housebuilders like Countryside, and for-profit housing providers like NewArch.

We're busy working on our new strategic priorities for Delta, which aligns with both organisations' current strategies and values, and we'll share this with you as soon as we can.



# Tackling damp and mould: Awaab's Law

In the last edition of Your Home, we told you more about Awaab's Law and what we must do as your landlord. This legislation came into force on 27 October 2025 and sets clear standards for tackling hazards like damp and mould to protect your health at home.

We've created a short, animated video about what you need to know.

## Awaab's Law

What you need to know  
about tackling damp  
and mould



Scan here to  
watch the video

Damp and mould can get worse in cold, wet weather and may affect your household's health. **Contact us** as soon as possible if you have any concerns about your home. We'll assess the problem quickly and help resolve it. Read our **guide to damp and mould** for general tips and advice.

 [chp.org.uk/leaflet-library](https://chp.org.uk/leaflet-library)

## Beware of “no win, no fee” claims

With Awaab's Law in place, some “no win, no fee” solicitors are encouraging damp and mould claims against landlords. We recommend avoiding these companies, as they take around 40% of any payout. If you're unhappy with how we've handled something, please talk to us first. We'll investigate it, and if compensation is due, you'll get the full amount given.

## Homeowner support event

We recently organised a drop-in event for shared owners and leaseholders, creating a friendly space to provide guidance and advice on all matters related to homeownership. Attendees could ask questions and get practical tips on managing their homes, understanding their rights, and making the most of their properties.

A big thank you to everyone who joined us, and to those who shared discussion topics through our survey – your input helped us tailor the event to be even more useful. Stay tuned for our next event later this year.

### Did you know?

You can manage your home and access services online. Check your balance, pay your service charges, and more through an online account. Register today at [chp.org.uk](https://chp.org.uk).

# Celebrating seasons as a community



October saw our Parkside Community Hub buzzing with a **Halloween party** for local children, complete with a pumpkin trail, themed crafts, spooky snacks, and treat bags.



In December, we hosted our popular **wreath-making workshop** in collaboration with the Royal Horticultural Society (RHS), helping local residents get into the festive spirit.

Look out for more free community activities coming soon.

 [chp.org.uk/whats-on](http://chp.org.uk/whats-on)



We celebrated the festivities with our **Community Voices group**, who are our customer volunteers, and thanked them for their hard work and dedication throughout the year.





## Getting to grips with anti-social behaviour (ASB)

Our customer volunteers recently took a deep dive into how we manage ASB, and their insights are helping shape service improvements.

The Customer Review Panel, also known as the CRP, is responsible for reviewing services and service quality. Earlier this year, the panel got stuck into ASB, an area where customers are less satisfied with our service compared to others.

Dealing with ASB isn't easy; it's one of the toughest parts of housing management, and we've been working on making improvements in this area. The CRP's review aimed to highlight opportunities to develop the service from a customer perspective. It involved detailed, hands-on work, and we're really grateful to the group, all of whom are volunteers, for their time and effort.

### What was involved

Over five months, the CRP carried out a variety of activities as part of its review of how we manage ASB. This included:

- Meeting with the Head of Neighbourhoods and the Community Safety Manager to gain an overview of ASB at CHP and understand this complex area of housing management.

- Interviewing employees involved in different aspects of ASB, as well as Senior Leadership, including Board members and the Chief Executive.
- Reviewing our policy and procedures, alongside those of our peers, to evaluate the approaches used, and examining best practice research.
- Reviewing case studies to see how ASB reports are handled and observing our customer contact centre to see how ASB reports are received.
- Surveying customers who experienced ASB to hear their views.

### What happened next

While recognising the pressures faced by employees, the panel also identified opportunities to make the service more efficient and customer-focused.

In October, they presented their findings and recommendations to the Customer Experience Committee, which includes members of our Board. These findings have been incorporated into our ongoing ASB Improvement Plan.

## Improvements we've been making recently

- A specialist ASB and Intervention Team has been established to handle all reports of ASB. Its name was selected to define its role more clearly to customers.
- Introduced new ASB case categories to make it more straightforward for customers and employees.
- Training for team members to help make sure new roles will be a success, including specialist training for employees dealing with more complex cases.
- Updating processes for prioritising, reviewing, and closing cases, to improve communication and the length of time to resolve a case.
- Conducting customer satisfaction surveys by phone to continue learning from customer feedback.
- Building customer awareness of how we respond to ASB, as well as providing clear routes to report problems.
- Reviewing a plain English approach to our ASB policy so it's easier to understand.

### The CRP said:



"We've really enjoyed reviewing this important area for CHP customers.

"We value the substantial support from the CHP team and the chance to share our findings with Board members.

"Our work supporting the ongoing improvement in this area isn't finished. We've been reviewing suggestions for developing the mediation service, and we'll keep meeting every quarter to monitor progress on our ASB recommendations, aiming to make a real difference for CHP customers."



The CRP with Head of Neighbourhoods, Lee

### Find out more



Check out our videos to learn more about ASB and how we handle cases.

Next, the CRP will review how we manage access to customers' homes for required work. If you'd like to suggest a service area for the CRP to review, please send them an email.



[consultation@chp.org.uk](mailto:consultation@chp.org.uk)

# Rent and service charge review



Most housing associations review rents each year in line with government guidelines. We're currently carrying out this year's rent and service charge review. When it's finished, we'll send you a letter with the new details. You can expect this in early March.

Please take a moment to read the letter. It will explain your new payments from April, how rent is set, how any service charges are estimated, the next steps, and available support if needed.

If you have any questions or are struggling with payments, we're here to help. Life circumstances can change, and we understand that this can make meeting your payments challenging. Talk to us about your situation, and we'll work with you to help find a solution.

## How to get help

 0300 555 0500

 [enquiries@chp.org.uk](mailto:enquiries@chp.org.uk)

 [chp.org.uk/benefit-advice](http://chp.org.uk/benefit-advice)

## Improving how we manage rent and service charge collection, and how we support you

We're launching a new tool that will work alongside our current housing management system to simplify how we manage rent and service charge collection. It will also enable us to offer extra support to customers facing financial difficulty, adding to the existing support our team already provides.

With this new technology, we'll be able to understand payment patterns better and communicate more effectively with you. It's called Voicescape, and it's designed to make things simpler, faster, and more personalised.

### What are the benefits for you?

- Messages that matter to you:** You'll get reminders and updates when you need them, and that fit your situation.
- Faster support:** We'll be able to spot if you need help and support you more quickly.
- Less hassle:** Automated messages mean fewer delays and clearer information.
- Better advice:** Whether it's help with Universal Credit, returned payments, or end-of-tenancy rent, we'll be able to guide you more effectively.
- Payment links:** This feature will make it quicker and easier for you to make your payments.



## What do you need to know?

If we need to speak to you about rent and service charges, we may send a recorded message through Voicescape. When you receive this call, you'll be asked to press a number on your keypad, and you'll be connected to us.

You may still receive calls from our direct lines, and you can always contact us in the usual ways. However, this more automated approach will enable you to answer the call or respond to the message straight away.

**The number we'll use for these calls is 01245 904 585. If you see this number, it's a genuine call from CHP.**

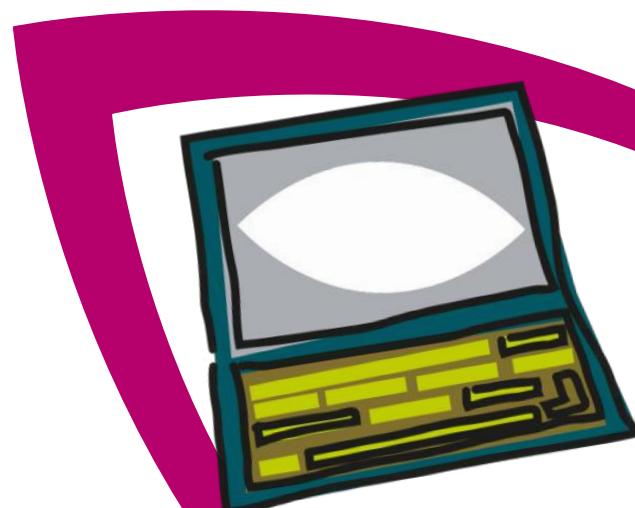
If you miss the call, we'll send you a text message with our contact details. If you call us back, you might be charged depending on your phone package, but we can ring you straight back, so you don't pay extra.

To make sure you receive timely updates and support, it's essential that we have your most up-to-date contact details. Please check and update your phone number and email address through your CHP online account.

## At a glance

1. Make sure your contact details are up to date
2. Look out for our calls from 01245 904 585
3. Get quicker, more personalised support

 [chp.org.uk](http://chp.org.uk)



## Giving back this winter

We're passionate about helping our local communities all year round, whether through donations to food banks or raising money for charity. We know that the holidays can be hard for a lot of people, so we're committed to doing more during this time to help make a positive impact.



We supported the charity Kids Out through the Giving Tree initiative. Colleagues chose a tag from the tree and bought a gift for the child described on the tag. Over 150 gifts were donated for children escaping domestic abuse, children with life-limiting disabilities, and those affected by economic hardship.



Employees donated quality, second-hand clothes and useful accessories such as wellies, gloves, hats, scarves, and umbrellas for all ages to support our winter warmth collection drive. These items were given directly to people in need, helping them stay warm and dry during the coldest part of the year.



Our Community Engagement and Investment Team distributed over 130 warm packs to the community, thanks to a generous donation from Sureserve. Each pack contained winter essentials such as dehumidifiers, hot water bottles, thermal hats and socks, along with soup and comforting treats. The team met with customers in Melbourne, Great Baddow, and Thurrock, and provided signposting to other support. Warm packs were also available at our Parkside Community Hub for those in need.



We proudly supported Save the Children's Christmas Jumper Day again this year. Employees were encouraged to wear festive jumpers and make donations to raise money for children in the UK and around the world.



## Meet the Senior Living Team

In the last edition of Your Home, we told you about a proposal to introduce an enhanced housing management service for our sheltered housing customers, delivered by a specialised team. After consulting with these customers and receiving 74% of votes in favour, the new team is now in place.

Named the Senior Living Team, they will be the dedicated point of contact for sheltered housing customers, available in person for support. Their role is to keep schemes safe and up to the standards you expect. They will offer practical housing support to help you live independently, with access to further assistance as needed to maintain your wellbeing. This includes resolving housing-related issues and guiding you to other support services.

Our sheltered schemes offer welcoming homes in the Chelmsford area for people aged 60+, or 50+ if receiving disability benefits or Personal Independence Payment.

Contact us to learn more.

 0300 555 0500

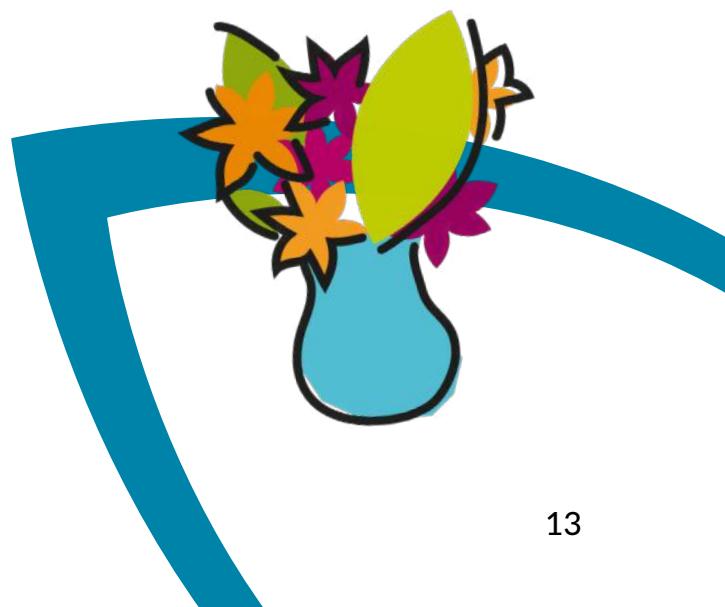
 [enquiries@chp.org.uk](mailto:enquiries@chp.org.uk)

The team: Fiona, Maria, Leigh, Ade, and Mel (not pictured)



"We're here to make sure that sheltered housing remains a warm and welcoming environment and provides the services and benefits our customers expect," said Leigh Jones, Housing Team Leader, Senior Living.

"We'll be spending some time over the coming weeks visiting our sheltered scheme customers and getting to understand their needs better. But in the long term, we want to work with customers to deliver the sort of activities that will help improve their quality of life, such as seated exercise classes or art groups," continued Leigh.



# What's growing where? Our tree tagging project explained

Trees are vital to our environment. They provide shade in summer, blossom in spring, add colour in autumn, and shelter homes in winter. They also improve air quality, offer wildlife habitats, and make streets and gardens more welcoming.

We're undertaking a five-year project to survey all trees over three metres high on CHP-owned land and inspect large trees on neighbouring properties. This initiative will help us identify trees that may pose risks to safety or homes.

Each surveyed tree will be tagged for identification and monitoring. If you haven't heard from us yet, our team will be in touch soon to arrange the tree survey, which will be conducted by Glendale, our arboricultural consultants. If any trees need attention, such as those that are dead, dangerous, or could cause issues, we'll call in a contractor to take care of them.



A tree tagged for monitoring

For general guidance on trees and shrubs, read our guide to trees and shrubs around your home.

 [chp.org.uk/leaflet-library](http://chp.org.uk/leaflet-library)



Crocuses starting to bloom

## Winter planting for a vibrant spring

From September to November each year, our Grounds Maintenance Team plants thousands of bulbs around our communal buildings and sheltered schemes to create colourful displays for our communities to enjoy. This initiative helps keep our shared spaces welcoming for everyone.

This winter was no exception, as the team planted around 200kg of bulbs (that's the weight of an adult male lion!). By planting tulips, daffodils, alliums, crocuses, and other favourites in the colder months, they make sure bright blooms will be ready as soon as spring arrives.

The team also recently installed bat and bird boxes, along with hedgehog hibernation boxes, at several of our sheltered schemes.

Although we can't cover all communal gardens each year, if you'd like us to consider your communal area for bulbs, plants, or wildlife habitats, contact us, and we'll assess what can be done.

 [MB-GroundsMaintenance@chp.org.uk](mailto:MB-GroundsMaintenance@chp.org.uk)

# You said, we're doing

Welcome to our regular feedback update where we share both the positives and the areas that need work. Your feedback is incredibly valuable to us. It helps us understand what's going well and where we can improve.

Here's a look at some of the great things you've told us, areas you've flagged for improvement, and what we're doing to address them.

 She was so helpful as I am trying to get a transfer/home swap. Really easy to talk to and told me some really helpful stuff made me feel more positive about trying to move! Thank you lovely lady.

 Very helpful, very understanding of my situation and no judgement made against me which I appreciated, thank you very much.

 The gentleman was absolutely amazing not only dealing with the issue but also giving me advice as to how CHP can help in other ways!

 The repair was fixed very promptly on the same day I reported the fault. The operative was a lady which helps me feel less vulnerable and anxious. The lady fixed the fault in a short time and was very helpful and trustworthy. Many thanks to everybody.

 A leasehold customer had to chase us regarding their permission request, and to receive confirmation from us that they were able to change their broadband provider.

 We've created a new mailbox to help us stay on top of requests. We've also updated our processes to make sure that any specific requests of this nature are communicated clearly and receive a timely response.

 A customer experienced delays with their mutual exchange application and a lack of proactive contact during this process.

 We're currently looking at steps to improve our updates to customers as we work through the mutual exchange process.

 A customer raised concerns about the number of visits it took to resolve an issue with their heating.

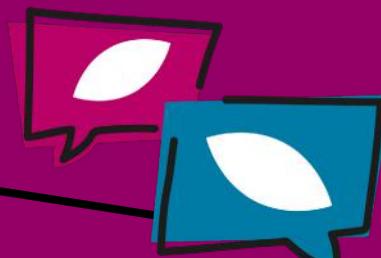
 Our contractor, Sureserve, has confirmed that in scenarios where multiple repair visits are unsuccessful, a supervisor will attend to inspect and assist with finding a resolution.

## How to give feedback

 0300 555 0500

 feedback@chp.org.uk

 chp.org.uk/compliments-complaints



# Case study



## How we supported a customer living with addiction

A customer was referred to our Specialist Tenancy Team due to concerns about drug addiction. His behaviour had begun to impact the local community, with lots of complaints from neighbours about visitors using his home for drug-related activities. The home's condition had really gone downhill, raising more concerns about safety and wellbeing.

Our first attempts to contact the customer were very difficult. His lifestyle and substance misuse created barriers to communication, and it wasn't possible to reach him.

The customer's mother contacted us, and was very concerned about her son's wellbeing. The support agencies and charities she'd tried to get help from couldn't do much because the customer wasn't engaging with them. Even though a safeguarding referral had been made, it was clear that the customer was still in crisis.

Recognising this, our Specialist Tenancy Team contacted social services directly. We told them our concerns and pushed for urgent action. This proactive step led to the tenant being sectioned

under the Mental Health Act, enabling him to get the care and support he needed.

While the customer was in hospital, we worked with him and his mother to restore his home. We arranged a deep clean and repaired the damaged front door so he would have a safe place to return to.

The customer has now been discharged from hospital, ready for a fresh start. With a safer living environment, access to support services, and our Specialist Tenancy Team on hand, the customer is now better positioned to manage his tenancy and begin rebuilding his life. Supporting this customer has also meant his neighbours feel safer in their homes too.

If you or a neighbour are struggling with drug addiction, please [contact us](#) for support. We can signpost you to specialist agencies, refer you to our specialist team, and do everything we can to help. You can also visit Taking Action on Addiction for advice and resources.

 [takingactiononaddiction.org.uk](http://takingactiononaddiction.org.uk)

## 50 new social rent homes



Williamsburg Avenue, Harwich

Towards the end of last year, we finished the final phase of our development on Williamsburg Avenue, Harwich, with 50 new homes built for social rent.

This development has had a big impact on the availability of affordable housing in the Tendring area. We now have 492 homes in this local authority, with 17 more on the way, which helps ease the local housing situation.

All the new homes are currently occupied, and we have received great feedback from customers living there.

One customer said: "The flat is amazing in terms of how it looks and how it's set out. I was worried about space, but it's got so much space." Another commented: "The home is lovely, and most importantly, the other residents are lovely too."

We were awarded three grants to help fund this project, totalling nearly £4 million. This included just over £3 million from Homes England.

## Creating a buzz for Farleigh Hospice

If you visit our head office, Myriad House, in the near future, you may notice a few vibrant bee sculptures. In fact, you might recognise them from Chelmsford's summer art trail, 'Buzz in the City', organised by Farleigh Hospice.

A different artist designed each bee, and we hope you'll agree that they're the bee's knees! By providing the bees with a new home, we've been able to support Farleigh Hospice and the vital work they do for our community.

After being displayed at Myriad House, the bees will move to our neighbourhoods as part of public art in several new home sites we're delivering across Chelmsford.



# Your environment



In this environmental update, our **Sustainability & Asset Data Manager, Dave George**, discusses our latest ESG Report, sustainability plans, and tells us about an exciting new zero-energy bills housing scheme.

## What is ESG?

ESG stands for Environmental, Social, and Governance, and our report shows how we've performed over the past year in these areas. While it helps investors understand our sustainability and ethics, we also share this information with customers to be open about our environmental and social impact, and how our organisation is run. This is our fifth year reporting on ESG progress.

## What's one thing you want customers to know?

We've been working to make our rented homes warmer and more energy-efficient with insulation, new heating systems, and solar panels. 81% of our rented homes have a good energy performance rating (EPC C or above), meaning warmer homes and lower bills. We're pleased with this progress, and we're aiming for all rented homes to reach EPC C by 2030.



Retrofitting homes

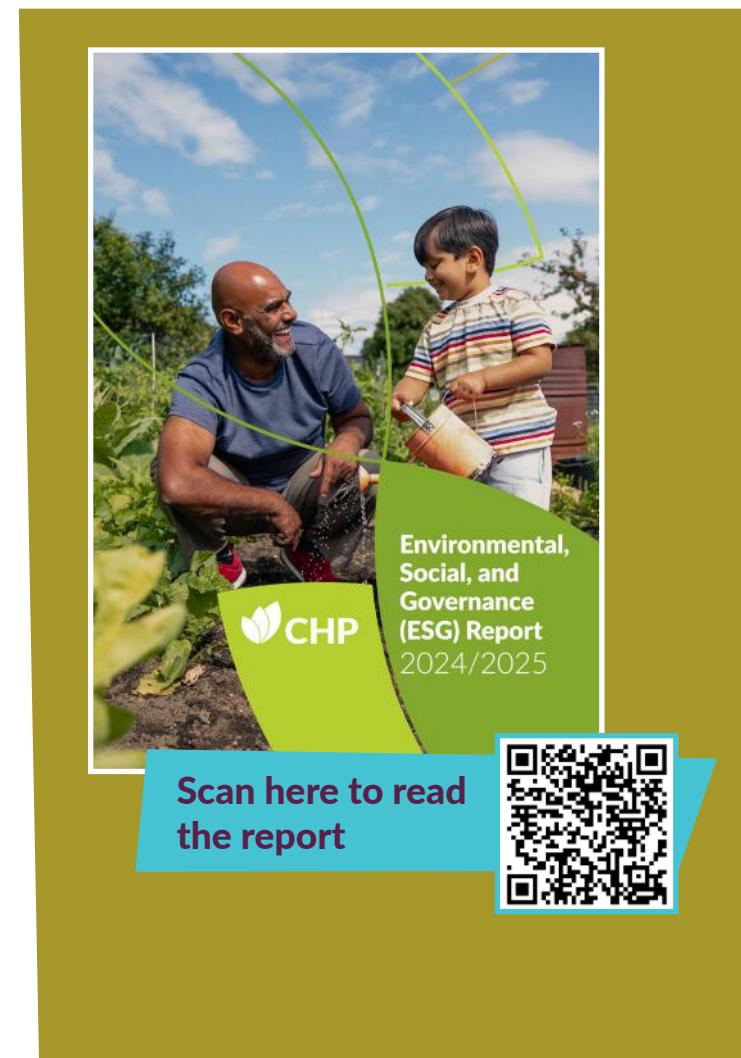
## What are CHP's other sustainability goals?

Global warming is a serious threat, and we're committed to achieving Net Zero carbon by 2050. This means no longer adding to the total amount of greenhouse gases in the atmosphere. We're contributing to this goal by creating homes that are healthier, warmer, and use less energy, whilst supporting nature to flourish and providing outside green spaces for local communities to enjoy.

## Where can customers find out more?

You can take a look at our **ESG Report 2024/2025** and **Environmental and Sustainability Strategy for 2025-2030** on our website.

 [chp.org.uk/our-commitment-to-sustainability](https://chp.org.uk/our-commitment-to-sustainability)



Environmental, Social, and Governance (ESG) Report 2024/2025

Scan here to read the report



# Zero-energy bills scheme

Members of our Board and Executive Management Team recently visited the country's largest zero-energy bills housing scheme in Thornwood, Epping Forest. The homes are built with sustainable materials, excellent insulation, air source heat pumps, and solar panels, and, excitingly, any excess electricity generated during summer will be 'banked' and used as credit in winter. This means that customers won't have energy bills for a guaranteed period of at least five years.

We're delighted to be managing 35 of these homes for NewArch through our partnership with Octopus. They share our values of providing quality, affordable homes while caring for the environment.



Visiting the scheme

## Our ESG performance in numbers

### Environmental

**81%**

of rented homes with an Energy Performance Certificate (EPC) C+



2023/2024: 74%

**100%**

of new homes with an Energy Performance Certificate (EPC) C+



2023/2024: 100%

**0%**

of office waste to landfill. All waste locally sorted for recycling or refuse-derived fuel



2023/2024: 0%

### Social

**12,553**

properties owned and managed<sup>1</sup> – 80.9% at social and affordable rent



2023/2024: 11,780

**£1.7m**

in extra welfare benefits claimed by customers with our help



2023/2024: 1.3m

**99.88%**

of homes comply with the Decent Homes Standard



2023/2024: 99.47%

### Governance

**G1/V2**

regulatory ratings



2023/2024: G1/V2

**64%**

women on Group Board



2023/2024: 46%

**8.2%**

median gender pay gap



2023/2024: 0%

<sup>1</sup>Figure includes homes, shops, or other commercial units and garages.

# Success at the Essex Housing Awards

We recently attended the 2025 Essex Housing Awards, an annual event that celebrates the best developments, services, and individuals across the county. We had a successful night; we won two awards, the Mo Slade Rising Star Award and Medium Housing Schemes for our development at Fitzroy Place in Blackmore.

We were also Highly Commended twice and shortlisted in four other categories. We're incredibly proud of everyone's achievements.

We also enjoyed sharing the evening with our colleagues at Estuary Housing Association, who sponsored the event with us.



CHP and Estuary employees at the awards

## Celebrating CHP



Over the next few months, as we prepare to officially become Delta Housing, we'll be celebrating 24 years of CHP and our achievements during this time.

We're inviting you to share any positive stories or fond memories you have from your time as a CHP customer. Has someone on our team gone the extra mile for you, or has your home made a big difference in your life? We'd love to hear your stories.

Please click the [link](#) or scan the QR code to share your experiences with us.

## Stay connected by following us.



@CHPHomes



@CHPHomes



@CHPHomes

If you would like a copy of this magazine in an alternative format, such as CD, please email



[communications@chp.org.uk](mailto:communications@chp.org.uk)



or give us a call on

**0300 555 0500**

(Text relay: 18001 0300 555 0500)

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