



CDS Co-operatives Service Standards

April 2011

Introduction

This document sets out CDS Co-operatives' service promises to our tenants and leaseholders. Where we provide these services to tenants of independent co-operatives we will provide services to these standards unless we have a specific agreement with your co-operative to provide services to a different level.

Our service to you

All social landlords are required by the Tenant Services Authority to follow six key Service Standards. This document sets out CDS Co-operatives' service offers to tenants under each of the six Standards. Within some of these Standards we have agreed a "Local service standard" which sets out a local improvement on the national TSA Standard. For most of the Standards the "Local service standard" will be the same regardless of where you live but in respect of "Neighbourhood Management" we have set local standards based specifically for the estate where you live.

The Resident Quality Services Committee, which consists mainly of tenants and leaseholders agreed this document prior to its adoption by our Board.

CDS Service Standards

CDS Co-operatives is required by the regulator (the Tenant Services Authority) to follow six key standards. In addition we are required to agree with our tenants "Local service standards (called local offers by the TSA)" in three of these areas (Home, Tenant involvement & empowerment and Neighbourhood & community) where the service provided may be above the level set out in the TSA's national Standards.

Standard	Containing requirements relating to the following areas
1. Tenant involvement and empowerment	<ul style="list-style-type: none">• Customer service, choice and complaints• Involvement and empowerment• Understanding and responding to diverse needs of tenants
2. Home	<ul style="list-style-type: none">• Quality of accommodation• Repairs and maintenance
3. Tenancy	<ul style="list-style-type: none">• Allocations• Rent• Tenure
4. Neighbourhood and community	<ul style="list-style-type: none">• Neighbourhood management• Local area co-operation• Anti-social behaviour
5. Value for money	<ul style="list-style-type: none">• Value for money
6. Governance and financial viability	<ul style="list-style-type: none">• Governance• Financial viability

CDS Tenant Involvement & Empowerment Standard: our service promise

Customer Service, choice and complaints

Choices, information and communication

- We have a set of published customer service standards agreed with tenants which set out how the Society will provide key services.
- We enable tenants to access the services in person, via email, helpdesk, roadshows and through home appointments with staff.
- We will provide information in a range of formats (large print, tape etc) where required and make use of Language Line and Type Talk to communicate with people who do not speak English well or who are deaf.
- We produce a range of written information which is available from our offices and this is downloadable from the website.
- We provide information on our website as to how we are performing against these standards and produce an annual report on performance for residents.
- We provide information to tenants about repair work through issuing a copy of a works order for all repairs issued.
- Our tenant involvement policy sets out how tenants can be involved in the work of CDS.
- Tenants are involved in the scrutiny of our work through roadshows, committee meetings, surveys and satisfaction questionnaires and also through the Residents Quality Services Committee and the Board.

Complaints

- We have a published complaints procedure which is available from the office and on our website. All complaints will be acknowledged and responded to within 10 working days.
- The complaints policy allows complainants to appeal to the Board of Management and then to the Independent Housing Ombudsman.
- We will publish annually a report on the number of complaints, what they were about, how many and what we have learned from the complaints.

Key Performance measures

- **Performance reports on the customer service standards**
 - **Satisfaction with the way in which we handle complaints**
 - **An annual report on complaints numbers, types and what we have learned from them**
 - **An annual report on compliance with these standards**
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Tenant involvement and empowerment

- As a Co-operative housing organisation tenant empowerment is at the heart of what we do.
- We have a published tenant involvement and empowerment policy and this is reviewed regularly by tenants and the Board.
- We provide feedback to tenants about the consultations we undertake.
- We offer tenants and leaseholders a wide variety of ways to be involved and these are set out in a “menu of involvement options”.
- We will always consult residents when we are considering changes to the way we deliver services.
- Every three years we will consult residents on the best way of involving tenants in the governance and scrutiny of the organisation’s housing management service.
- We report annually on how effective our tenant involvement and empowerment policy is in terms of satisfaction with the menu of options, numbers of meetings held etc.

Key Performance measures

- **Satisfaction with the tenant involvement and empowerment options**
 - **Numbers of estate meetings/roadshows each year**
 - **The % of our own stock where we have an active co-operative committee in place**
 - **The % of our stock which is managed under a Co-operative Management Agreement**
 - **An annual report on compliance with this standard**
-

CDS Local Service Standard for 2011-12

CDS Co-operatives will offer all residents a revised set of Service standards covering all areas of our work. This will be in the form of a CDS Service Standards publication.

CDS Co-operatives will offer all CDS residents a menu of involvement options to ensure that residents can influence the management of the estate. This menu will offer opportunities from being consulted through to taking over the management of the estate from CDS.

CDS Home Standard: our service promise

Rents

- We have a published rents and service charge setting policy. Rents are set in accordance with the Government's rent setting formula for rents and CDS Co-operatives sets its rents at 105% of the target rent.
- Where rents are above the 105% level we will decrease these in accordance with the guidance and where rents are below the 105% level they will be increased within the guideline limit of RPI plus ½ plus £2pw.
- Where rents are set by the Rent Officer applications for rent increases will be based on the rent guidance for assured tenancies but we will charge the lower of the CDS policy rent or the Rent officer rent.
- Service charges will be based on the actual costs of the services provided and there will be an annual consultation exercise with tenants on each estate to agree the services to be provided.

Key Performance measures

- **Rent levels for CDS Co-operative's tenants**
- **Numbers of tenants with rents above and below the 105% policy rent**
- **% of service charge consultations carried out each year**
- **An annual report on compliance with this standard**

Allocations

- We have a published allocations policy which sets out clearly how we let our homes to both applicants and tenants.
- The related procedure sets out how allocations decisions are taken and includes a clear application, decision making and approvals process.
- Where they exist we are involved in choice based lettings schemes.
- We have policies in place to assist tenants in overcrowded or under occupied properties.
- We participate in mobility and exchange schemes (Homeswapper) and provide advice to tenants on their housing options.
- We seek to minimise our void periods and have a target times for reletting voids which are reviewed annually.
- Our allocations policies have regard to those who have support needs and those whose first language is not English.
- We participate in recording letting details in the Continuous Recording of Lettings system.

Tenure

- We have a range of policies on tenant management which are agreed with tenants and reviewed from time to time.
- We seek to maintain tenants in their property through appropriate advice (especially in relation to debt management and anti social behaviour).
- We will only evict tenants as a last resort and all evictions have to be approved by the Housing Services Manager.
- We carry out regular audits of tenancies to make sure that illegal subletting is not taking place.

Key Performance measures

- **Rent arrears levels**
 - **Numbers of tenant under Notice for ASB and rent arrears**
 - **Numbers of tenant evicted**
 - **% of tenancy audit checks carried out**
 - **An annual report on compliance with this standard**
-

CDS Quality Standard: our service promise

Decent Homes

- We will ensure that every home it owns will meet the Decent Homes Standard.
- We will produce planned maintenance programmes in the following areas to ensure our stock meets the Decent Homes Standard:
 - Doors and windows replacement
 - Kitchen and bathrooms
 - Electrical rewiring
 - Heating
 - Insulation

Key Performance measures

- **% of homes meeting the decent homes standard**
 - **% of homes with young children/elderly persons with a boiler greater than 15 years old**
 - **Rolling 5 year planned maintenance programme**
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Repairs and Maintenance

- We aim to provide an effective servicing, maintenance & repair service that meets the needs of the residents of those properties that we own as well as for those independent co-operatives that have opted for this service within their management agreement.
- We will provide a comprehensive servicing, maintenance and repairs service 24 hours a day, 7 days a week. When our contractors visit you they will abide by our code of conduct.
- We will ensure that we comply with our Service Standards for repairs and Maintenance (as set out in the Appendix to this document).

Gas installations

- We will service your boiler and other gas appliances annually and issue a gas safety certificate before your current certificate expires and leave a copy of the gas safety certificate with you.
- Between 1st November and 30th April:
 - All central heating breakdowns are treated as an emergency and we will arrange for an engineer to visit you within 24 hours of you notifying us.
 - If you do not have an immersion heater; having no hot water will also be treated as an emergency and we will arrange for an engineer to visit you within 24 hours of you notifying us.
 - If your boiler stops producing hot water but you have an immersion heater then we will repair this within seven days of the contractor being notified.
- Between 1st May and 31st October
 - All central heating repairs will be attended within seven days of the contractor being notified.

- All hot water repairs will be attended within seven days of the contractor being notified.

Electrical testing

- Electrical testing is carried out normally when a property is void, however in properties over ten years old it may be necessary to carry out a test periodically.

Fire detection

- Where a scheme has a communal fire alarm or emergency lighting we will ensure that it is regularly serviced and maintained. We will arrange for it to be tested regularly and that this testing will be carried out in accordance with current legislation and best practice. We will ensure that there is a responsible person designated and trained to respond in the event of a false alarm.
- We provide heat / smoke detectors to all our properties. You are required to test these on a monthly basis and report promptly any faults that you may find.

Lifts

- We will regularly service your lift, stair lift or hoist and arrange for the appropriate servicing certificate to be issued and kept on file.

Communal water tanks

- We will ensure that all communal storage of water complies with the latest water regulations and legislation.

Key Performance measures

- % of repairs done right first time
- % of repairs completed within the agreed target times
- % of repairs carried out by an agreed appointment
- % of homes with a valid gas safety certificate
- Fire alarms and fire safety check performance
- % of homes meeting the decent homes standard
- % of homes with young children/elderly persons with a boiler greater than 15 years old
- Rolling 5 year planned maintenance programme
- Annual report on compliance with this Standard

CDS Local Service Standard for 2011-12

CDS Co-operatives will offer a number of repair enhancements to tenants in 2011-12 above those set out in the CDS Service Standards.

*** the ability for tenants to text repair requests to the Helpdesk;**

*** agreeing with our core partnering contractors a limited number of evening and Saturday appointments each month to assist those tenants who have difficulty getting time off work.**

At Dartford we will pilot a "Handyperson" service for residents to deal with minor repairs (either directly employed or employed via a contractor)

CDS Neighbourhood & Community Standard: our service promise

Neighbourhood Management

- We will keep the neighbourhood and communal areas associated with the homes that we own clean and safe.
- We shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.

Local Area Co-operation

- We will play our part in working with other agencies and local authorities to improve the neighbourhoods where our homes are managed. These arrangements will be set out in the Neighbourhood Management Plans where we will identify the roles we are able to play in these areas.

Anti Social Behaviour

- We have a strong commitment tackling ASB and have a policy, agreed with residents, which sets out how we work with relevant partners to prevent and tackle anti-social behaviour (ASB) in areas where we own properties.
- We ensure in our tenancy agreement and in our tenancy management and newsletters that tenants are made aware of their responsibilities and rights in relation to ASB.
- Our policy includes a strong focus exists on preventative measures tailored towards the needs of tenants and their families.
- We aim to take prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available.
- We ensure that all residents can easily report ASB via a variety of means, that they are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not.
- We provide support to victims and witnesses.

Key Performance measures

- **% of estates with local Neighbourhood Management Plans**
 - **Annual reports on performance in local Neighbourhood Management Plans**
 - **Numbers of cases of ASB**
 - **Numbers of NSPs, ASBOs in place**
 - **Number of evictions for ASB**
 - **An annual report on compliance with this Standard**
-

CDS Local Service Standard for 2011-12

CDS will provide a Neighbourhood Service Delivery Plan for each estate setting out details of:

- * estate cleaning standards and frequency**
- * estate gardening standards and frequency**
- * estate inspections frequency**
- * any local actions to tackle anti social behaviour**

CDS Value for Money Standard: our service promise

- We have a strong commitment to ensuring that we provide value for money in the way in which the organisation operates to ensure that we provide cost-effective, efficient, quality services and homes to meet tenants' and potential tenants' needs.
- We have a value for money strategy which we review annually.
- We have an annual plan for delivering value for money initiatives.
- We will consult residents on every estate on an annual basis about the costs of services provided through the service charge.
- We will carry out an annual Housemark benchmarking review.

Key Performance measures

- **Annual report on value for money**
 - **Number of service charge consultations**
 - **Housemark benchmarking review**
 - **An annual report on compliance with this Standard**
-

CDS Governance & Viability Standard: our service promise

Governance

- We have a strong commitment to effective and democratic governance in accordance with our co-operative principles.
- We have adopted the NHF Code of Governance and carry out an annual review of our compliance with it. Where we do not comply our annual report makes clear the reasons for any areas of non-compliance.
- We have a clear set of roles, responsibilities and accountabilities for their board, chair and chief executive and produce an annual assessment of the effectiveness of their arrangements.
- We submit all returns to the TSA within the deadlines set.
- We have an annual Board conference to discuss strategic issues affecting our organisation.
- We have regular Board tours of estates to ensure that the Board stays in touch with the co-ops it serves

Key Performance measures

- **Annual report on governance effectiveness**
- **Review of NHF Code of Governance**
- **RSR returns**
- **An annual report on compliance with this Standard**

Viability

- We will ensure that we are financially viable at all times to safeguard our assets and the services which we provide to our residents.
- We have a set of internal controls and procedures in place to ensure the security of assets and the proper use of public funds.
- We have established effective systems to monitor and accurately report delivery of our plans.
- We have identified and effectively manage the risks to delivery of financial plans.
- We produce a 3 year Corporate plan and annually review our 5 year Business Plan.
- We ensure through our business planning process and our cash flow forecasting that we have access to sufficient liquidity at all times.
- Our financial forecasts are based on appropriate and reasonable assumptions.
- Our planning sufficiently considers the financial implications of risks to the delivery of plans
- We monitor, report on and comply with our funders' financial covenants.
- We provide to the TSA accurate and timely statutory and regulatory financial returns and an annual report on any losses from fraudulent activity.

Key Performance measures

- **Corporate Plan**
 - **Annual review of the Five year Business Plan**
 - **Budgets and Management accounts**
 - **Risk Register and reviews of risks**
 - **Covenant compliance reports**
 - **Cash flow reporting**
 - **An annual report to the TA on losses from fraudulent activities (if any)**
 - **An annual report on compliance with this Standard**
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How we review performance against these Standards

- We will review performance against each of these Standards on a rolling basis throughout the year.
- The Residents Quality Services Committee will consider an annual report on each of the Standards and will hold the organisation to account. It is able to make representations on the draft report to the Board which need to be considered by the Board before the report is agreed.
- Local neighbourhood Plans will be agreed with residents committees/co-operative committees where they exist. In the absence of a Committee the Plans will be agreed in consultation with residents by post, email, roadshows or in specially convened meetings.
- An annual report on the progress with each Neighbourhood Plan will be made to residents by the end of July each year. A summary report on progress with local Neighbourhood Plans will be included in the report on the Neighbourhood and Community Standard to be considered by the Residents Quality Services Committee annually.
- An annual report to tenants will be produced each October which will include details of how CDS Co-operatives is performing against these Standard and any Local service standards. Tenants will be involved in the production of the report and it will be signed off by the Resident Quality Services Committee.

Redress

- In the event of the Resident Quality Services Committee not being satisfied with performance against the Standards it has the right to refer the matter to the CDS Co-operatives Board for their review. The CDS Co-operatives Board will review the matter and respond as appropriate to the Resident Quality Services Committee.
- Individual Co-operative committees who are dissatisfied with the services provided under the Standard can refer their concerns to the Residents Quality Services Committee for review.
- Individual tenants who are dissatisfied with the service being provided should make use of the CDS Co-operatives complaints procedure.

Appendix 1: Customer Service Standards

CDS Co-operatives' Service Standards

What you should expect from us

CDS Co-operatives aims to provide residents and others with the best possible service at all times. Our customer service standards set out the standard of service you can expect to receive. The standards apply equally to our own tenants, members of independent housing co-operatives, owners of properties to which CDS provides a management service and to anyone else who makes use of our services.

Contacting CDS - we will

- be polite and courteous when speaking to residents in person or on the telephone and will treat our customers and others with dignity and respect;
- be open for telephone calls and office appointments from 9.00 am to 5.30 pm Monday to Friday except on bank holidays;
- answer telephone calls within 12 seconds;
- introduce ourselves by name when we answer the telephone or meet residents;
- show an identification card when visiting residents in their homes;
- return voicemail messages by the end of the next working day;
- arrange for an interpreter from Language Line to assist residents who do not speak English as a first language;
- write in plain English;
- respond to letters and e-mails within seven days. If it is not possible to provide a full response within seven days, we will write to you to explain how long it will take to provide a full response;
- make an appointment for you to visit our offices to speak to someone by the end of the next working day;
- see you straight away when you visit our offices, although you may have to wait a short while to speak to a particular member of staff; and
- arrange to visit you the same day or the following working day about urgent matters. For less urgent problems, we will arrange a home visit within two weeks.

Informing and consulting - we will

- carry out regular surveys to establish residents' views on the quality of our services;
- consult you about any significant changes to our policies and on any other changes which may affect you as a resident;
- consult you about any major repairs or improvements we plan to carry out to your home or estate and, wherever possible, give you a choice of colours and fittings;
- make copies of all our policies, procedures and other standard documents available on request through the helpdesk and on the internet;
- translate key documents on request for residents who do not read English as their first language; and
- produce a newsletter at least three times each year and send it to every resident.

Working towards equality - we will

- not discriminate because of age, disability, gender, race, religion or sexual orientation;
- give you access to all the information we hold about you on your tenancy file and computer systems. If you want to see your records, we will make you an appointment within seven days; and
- not tolerate the use of foul or abusive language, inappropriate comments about disability, comments of a racist, sexist, homophobic or ageist nature, or harassment of other residents or of our staff or contractors.

Confidentiality – we will

- keep all the information we hold about you strictly confidential and only disclose information to competent authorities, such as the police and local council, who have a legal right to this information.

Putting things right – we will

- respond to complaints about our services within 14 days. If it is not possible to provide a full response straight away because we need more time to carry out an investigation, we will write to you acknowledging your complaint and tell you how long it will be before we can provide a full reply;
- offer you compensation if we have made a mistake which has cost you money or seriously inconvenienced you; and
- employ a tenant auditor to provide an independent perspective on the quality of our services and to advise residents who are dissatisfied with the service.

Paying your rent or service charge – we will

- send you a rent or service charge statement four times a year. If you want an additional rent or service charge statement, we will send you one within seven days;
- provide you with an annual service charge account which explains how your service charges have been spent;
- supply a rent payment card within seven days of your request;
- send you a receipt for postal payments (cheques and postal orders) within seven days; and
- give you advice on how to pay your rent and how to claim welfare benefits.

Moving home – we will

- process your completed transfer or housing application form and write to you with a decision within 21 days;
- give every new tenant a sign-up pack containing their tenancy agreement, our tenants' handbook and other useful information;
- offer assistance with applying for housing benefit; and
- offer to visit every new tenant within six weeks of moving in to check that they have settled into their new home and to offer any necessary support and advice.

Maintaining your home - we will

- provide safe, secure, efficiently heated and weatherproof homes with modern kitchens and bathrooms;
- offer an emergency repair service 24 hours a day, seven days a week;
- give you the job reference number, the deadline for completing the work and contact details for the contractor;
- complete emergency repairs within 24 hours, urgent repairs within seven days and routine repairs within 28 days;
- require our contractors to contact you to make an appointment before visiting to carry out any repairs you have requested; and
- require that our contractors provide identification and respect you and your home.

Managing our estates - we will

- inspect each of the estates we manage on a regular basis to make sure that common areas are clean, tidy, well maintained and safe to use;
- remove offensive graffiti from common areas by the end of the next working day and other graffiti within five days; and
- remove bulk refuse dumped on our estates within seven days.

Right to buy - we will

- send you a receipt within one week of receiving your completed notice claiming the right to buy (RTB1 notice);
- send you an offer notice (section 125 notice) within eight weeks if you are buying a freehold property and within 12 weeks if you are buying a leasehold property; and
- respond within one calendar month if we receive an initial notice of delay (RTB6 notice).

Value for money - we will

- offer residents value for money. We will regularly review the costs of providing our services and tell you how well we have performed compared to other similar landlords.

Appendix :2 Repairs Service Standards

CDS Co-operatives' Repairs Service Standards

Our service

CDS Co-operatives aims to provide an effective servicing, maintenance & repair service that meets the needs of the residents of those properties that we own as well as for those independent co-operatives that have opted for this service within their management agreement.

Our responsibilities to you

We will provide a comprehensive servicing, maintenance and repairs service 24 hours a day, 7 days a week. When our contractors visit you they will abide by our code of conduct and in particular will:

- be polite and behave professionally
- carry out their work quickly
- remove any rubbish or mess they make
- show an identification card

Your responsibilities

You will provide access to your home when requested to do so. When you report an emergency repair you will wait in for our contractor to attend.

When a contractor makes an appointment with you to carry out a repair you will make sure that you are at home at the time of the appointment or notify the contractor or Helpdesk well in advance if you cannot keep it. You may be charged the cost of a call out if you break a pre-booked appointment.

Responsibilities that we share

We will treat each other with respect and be considerate and polite. We can also help each other by:

- giving full and correct details
- giving more details if asked to do so
- being on time for appointments

Gas installations

We will service your boiler and other gas appliances annually and issue a gas safety certificate before your current certificate expires and leave a copy of the gas safety certificate with you

We will contact you by letter 6-8 weeks before your current gas safety certificate expires and advise you of which contractor will be carrying out the gas safety check as well as the date and time of the appointment.

If this appointment is inconvenient you will contact us to make an alternative appointment.

We take gas safety very seriously and if you do not allow us access to carry out the gas safety check then we will serve you with a notice to quit your home and, if necessary, go to Court to obtain a Court order against you.

Gas Heating systems

Between 1st November and 30th April:

- All central heating breakdowns are treated as an emergency and we will arrange for an engineer to visit you within 24 hours of you notifying us
- If you do not have an immersion heater; having no hot water will also be treated as an emergency and we will arrange for an engineer to visit you within 24 hours of you notifying us.
- If your boiler stops producing hot water but you have an immersion heater then we will repair this within seven days of the contractor being notified.

Between 1st May and 31st October

- All central heating repairs will be attended within five working days of the contractor being notified.
- All hot water repairs will be attended within seven days of the contractor being notified.

Electrical testing

Electrical testing is carried out normally when a property is void, however in properties over ten years old it may be necessary to carry out a test periodically. Should your property be due to be tested we will contact you via letter 6-8 weeks before electrical test is required and advise you of which contractor will be carrying out the test as well as the date and time of the appointment.

If this appointment is inconvenient you will contact us to make an alternative appointment.

We take electrical testing very seriously and if you do not allow us access to carry out the check then we will serve you with a notice to quit your home and if necessary, go to court to obtain a court order to allow us to enter your property.

Electrical Repairs

If you are without electricity to your whole home we will expect you to provide us with the following information when reporting your problem:

- if you live in a property that has a communal hallway / stair that the lights are not working
- if your neighbours are without lights
- if the street lights are not working
- If house alarms can be heard.

If you have a partial electrical failure of power sockets we will expect you to unplug all of your appliances and reset the trip switch to test whether the power failure has been caused by one of your appliances before we will send a contractor out to carry out repairs. If a contractor attends your property and establishes that the power failure has been caused by one of your appliances you will be recharged for the call out.

Fire alarms

Where a scheme has a communal fire alarm we will ensure that it is regularly serviced and maintained. We will arrange for it to be tested regularly and that this testing will be carried out in accordance with current legislation and best practice.

We will ensure that there is a responsible person designated and trained to respond in the event of a false alarm.

Emergency lighting

Where emergency lighting is provided at a scheme we will ensure that it is regularly serviced and maintained.

We will arrange for it to be tested regularly and that this testing will be carried out in accordance with currently legislation and best practice.

Smoke / Heat detectors

We provide heat / smoke detectors to all our properties. You are required to test these on a monthly basis and report promptly any faults that you may find.

Fire extinguishers

Where fire extinguishers have been provided at a scheme we will ensure that they are regularly serviced and maintained.

Repairs to Fire equipment

All repairs to fire equipment are treated as urgent and they will be responded to within seven days of the contractor being notified of them.

Lifts

We will regularly service your lift, stair lift or hoist and arrange for the appropriate servicing certificate to be issued and kept on file.

Lift Servicing

Where we have responsibility to organise servicing it will be carried out in accordance with current legislation and best practice.

Lift Repairs

All lifts, stair lifts and hoist breakdowns are treated as an emergency and we will arrange for a contractor to visit within 24 of you notifying us.

When you report a 24 hour emergency repair to equipment within your own home you will wait in for our contractor to attend.

Communal water tanks

We will ensure that all communal storage of water complies with the latest water regulations and legislation.

We will arrange for regular testing and that this testing will be carried out in accordance with current legislation and best practice.

Repairs to communal water tanks

We will respond to a lack of water problem as an emergency and we will arrange for a contractor to visit within 24 hours of you notifying us.

Repairs generally

If you are elderly, have children under the age of 3 or are disabled then we will ask the engineer for a speedier response to any repair.

Complaints

Should you feel that we have not met our standards of service there is a complaints policy and procedure you can use to report this. This is available from our web site

(<http://www.cds.coop/tenants/complaints-1>) or from our offices at CDS Co-operatives, Freepost SW140, London SE1 1BP.