

Local Service Standards

Setting the standard for your local area



All social landlords, including CDS Co-operatives, are required by the Tenant Services Authority to ask residents what service standards they would like to see operating in their local area.

This questionnaire is intended to establish what standards residents of your estate (or neighbourhood) would like CDS Co-operatives to work to. This is the first part of the process of setting local standards.

The answers you provide will help us to tailor services to local needs.

Once we know what the residents in your area would like us to do, we will produce a formal proposal and then consult you again.

Local service standards must be agreed by **31 March 2011.**



Tell us what you think about the services we provide on your estate

Tell us how we can make services better

Tell us what other services we should offer

Tell us what we can do to make your neighbourhood a better place to live

About You

You do not have to tell us your name or give any other information about yourself except tell us the area in which you live. However if you can give us more information, it will help us to tailor our proposals for local service standards to meet the aspirations of all sections of your local community.

If you are able to provide a contact telephone number, we may contact you again in the future to ask you for your views on our proposals for local service standards, or we may invite you to sit on a panel to consider the standards.

Everyone living in your area will also receive a formal consultation document setting out the proposals.

Name:

Signed:

Date:

Address:
.....
.....

Telephone Number:

Age:

Please tell us how old you are

Ethnicity:

Please tell us how you would describe your ethnic origin (for instance "White British" or "Black African")

Please return this form to CDS Co-operatives. You do not need to use a stamp.

Maria McCarron
Housing Services Manager
CDS Co-operative
FREEPOST SW140
LONDON SE1 1BP

Where do you live?

You do not have to give your address, but please tell us the name of your estate or co-op.

Section 1 – Access to services

Q1	<p>All the services CDS Co-operatives provides can be accessed via the customer services helpdesk.</p> <p>How satisfied are you with the service provided by the customer services helpdesk?</p> <p><i>Tick one box only</i></p>	<p>Very satisfied <input type="checkbox"/></p> <p>Fairly satisfied <input type="checkbox"/></p> <p>Neither satisfied nor dissatisfied <input type="checkbox"/></p> <p>Fairly dissatisfied <input type="checkbox"/></p> <p>Very dissatisfied <input type="checkbox"/></p>
Q2	<p>CDS Co-operatives promises to answer calls to our helpdesk within 12 seconds.</p> <p>When you phone us, are you satisfied with the time it takes us to answer your call?</p> <p><i>Tick one box only</i></p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Not sure <input type="checkbox"/></p>
Q3	<p>Would you prefer to call the helpdesk or would you rather contact a specialist officer directly (e.g. arrears officer, maintenance inspector or co-op support officer)?</p> <p><i>Tick one box only</i></p>	<p>Call the helpdesk <input type="checkbox"/></p> <p>Call a specialist officer <input type="checkbox"/></p> <p>Don't know / no opinion <input type="checkbox"/></p>
Q4	<p>What would be your preferred means of contacting CDS?</p> <p><i>Tick as many boxes as you like</i></p>	<p>Telephone <input type="checkbox"/></p> <p>Email <input type="checkbox"/></p> <p>Letter <input type="checkbox"/></p> <p>Text <input type="checkbox"/></p> <p>Visiting a local office <input type="checkbox"/></p>
Q5	<p>Do you have any other suggestions as to how we can make it easier to access the services we provide?</p> <p><i>Please say what you think we should do</i></p>	

Section 2 - Decent Homes

<p>Q6</p>	<p>CDS Co-operatives aims to make every home a “decent home” as defined by the government’s <i>Decent Homes Standard</i>.</p> <p>How satisfied are you overall with the condition of your home?</p> <p><i>Tick one box only</i></p>	<p>Very satisfied <input type="checkbox"/></p> <p>Fairly satisfied <input type="checkbox"/></p> <p>Neither satisfied nor dissatisfied <input type="checkbox"/></p> <p>Fairly dissatisfied <input type="checkbox"/></p> <p>Very dissatisfied <input type="checkbox"/></p>
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<p>Q7</p>	<p>Which of the following components of your home do you think should be a high priority for improvements?</p> <p><i>Please tick the three components that are most important to you</i></p>	<p>Kitchen <input type="checkbox"/></p> <p>Bathroom <input type="checkbox"/></p> <p>Heating system <input type="checkbox"/></p> <p>Roof and wall insulation <input type="checkbox"/></p> <p>Windows and external doors <input type="checkbox"/></p> <p>Internal doors <input type="checkbox"/></p> <p>The exterior of your home <input type="checkbox"/></p> <p>Alternative energy systems (e.g. solar water heating) <input type="checkbox"/></p>
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<p>Q8</p>	<p>Do you have any other suggestions for improving your home?</p> <p><i>Please say what you think we should do</i></p>	
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Section 3 – Repairs and Maintenance

Q9	<p>How satisfied are you with the repairs and maintenance service provided by CDS Co-operatives?</p> <p><i>Tick one box only</i></p>	<p>Very satisfied <input type="checkbox"/></p> <p>Fairly satisfied <input type="checkbox"/></p> <p>Neither satisfied nor dissatisfied <input type="checkbox"/></p> <p>Fairly dissatisfied <input type="checkbox"/></p> <p>Very dissatisfied <input type="checkbox"/></p>						
Q10	<p>At present, CDS Co-operatives employs contractors to carry out repairs.</p> <p>Do you think we should employ our own maintenance staff (such as a handyman) instead of using contractors?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Not sure <input type="checkbox"/></p>						
Q11	<p>At present, our target response times for completing repairs are:</p> <p>Emergency repairs 24 hours</p> <p>Urgent repairs 7 days</p> <p>Routine repairs 28 days</p> <p>What do you think about our repairs completion targets?</p> <p><i>Tick one box for each section</i></p>	<table border="1"> <tr> <td data-bbox="906 785 1101 947">Emergency</td> <td data-bbox="1101 785 1385 947"> <p>Too quick <input type="checkbox"/></p> <p>Too slow <input type="checkbox"/></p> <p>About right <input type="checkbox"/></p> </td> </tr> <tr> <td data-bbox="906 947 1101 1108">Urgent</td> <td data-bbox="1101 947 1385 1108"> <p>Too quick <input type="checkbox"/></p> <p>Too slow <input type="checkbox"/></p> <p>About right <input type="checkbox"/></p> </td> </tr> <tr> <td data-bbox="906 1108 1101 1272">Routine</td> <td data-bbox="1101 1108 1385 1272"> <p>Too quick <input type="checkbox"/></p> <p>Too slow <input type="checkbox"/></p> <p>About right <input type="checkbox"/></p> </td> </tr> </table>	Emergency	<p>Too quick <input type="checkbox"/></p> <p>Too slow <input type="checkbox"/></p> <p>About right <input type="checkbox"/></p>	Urgent	<p>Too quick <input type="checkbox"/></p> <p>Too slow <input type="checkbox"/></p> <p>About right <input type="checkbox"/></p>	Routine	<p>Too quick <input type="checkbox"/></p> <p>Too slow <input type="checkbox"/></p> <p>About right <input type="checkbox"/></p>
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Routine	<p>Too quick <input type="checkbox"/></p> <p>Too slow <input type="checkbox"/></p> <p>About right <input type="checkbox"/></p>							
Q12	<p>At present, tenants can report repairs by letter or email, by telephoning the helpdesk, or by logging on to the website.</p> <p>Would you like to be able to use your mobile phone to report repairs by text?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Not sure <input type="checkbox"/></p>						
Q13	<p>At present, our repairs contractors usually only arrange appointments on weekdays.</p> <p>Would you find it convenient if more repairs appointments are made at the weekend?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Not sure <input type="checkbox"/></p>						
Q14	<p>Do you have any other suggestions for improving the repairs and maintenance service?</p> <p><i>Please say what you think we should do</i></p>							

Section 4 – Estate services

Q15	<p>How satisfied are you with the estate services (e.g. cleaning, gardening and estate lighting) in your local area?</p> <p><i>Tick one box only</i></p>	<p>Very satisfied <input type="checkbox"/></p> <p>Fairly satisfied <input type="checkbox"/></p> <p>Neither satisfied nor dissatisfied <input type="checkbox"/></p> <p>Fairly dissatisfied <input type="checkbox"/></p> <p>Very dissatisfied <input type="checkbox"/></p>
Q16	<p>Which aspects of the estate services do you think need to be improved?</p> <p><i>Tick as many boxes as you like</i></p>	<p>Block cleaning <input type="checkbox"/></p> <p>Grass cutting <input type="checkbox"/></p> <p>Gardening <input type="checkbox"/></p> <p>Litter picking <input type="checkbox"/></p> <p>Parking scheme (if any) <input type="checkbox"/></p> <p>Estate lighting <input type="checkbox"/></p> <p>Other (please describe): <input type="checkbox"/></p> <p>.....</p>
Q17	<p>Bearing in mind that more frequent visits will mean a higher service charge, would you like to see more visits or fewer visits by the grounds maintenance contractor?</p> <p><i>Tick one box only</i></p>	<p>More frequent visits needed <input type="checkbox"/></p> <p>About right at the moment <input type="checkbox"/></p> <p>Fewer visits needed <input type="checkbox"/></p> <p>Not applicable <input type="checkbox"/></p>
Q18	<p>Bearing in mind that more frequent visits will mean a higher service charge, would you like to see more frequent visits by the cleaning contractors?</p> <p><i>Tick one box only</i></p>	<p>More frequent visits needed <input type="checkbox"/></p> <p>About right at the moment <input type="checkbox"/></p> <p>Fewer visits needed <input type="checkbox"/></p> <p>Not applicable <input type="checkbox"/></p>
Q19	<p>Do you think that parking arrangements on your estate are satisfactory?</p> <p><i>Tick one box only</i></p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Not sure <input type="checkbox"/></p> <p>I don't drive and have no opinion <input type="checkbox"/></p>
Q20	<p>Do you have any suggestions for improving estate services?</p> <p><i>Please say what you think we should do</i></p>	

Section 5 – Antisocial behaviour

Q21	<p>In your personal experience, is antisocial behaviour (e.g. vandalism, rowdiness, robbery, burglary or car crime) a significant problem on your estate? <i>Tick one box only</i></p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Not sure <input type="checkbox"/></p>
Q22	<p>Please tell what you think the major issues are on your estate (e.g. crime, noise, rowdiness). <i>If you think there are no significant problems in your area, please do tell us.</i></p>	
Q23	<p>Which of the following statements do you agree with? <i>Tick as many boxes as you like</i></p>	<p>The police should be primarily responsible for dealing with antisocial behaviour and should prosecute the perpetrators. <input type="checkbox"/></p> <p>The most effective way of tackling antisocial behaviour is for the landlord to evict the perpetrators. <input type="checkbox"/></p> <p>Antisocial Behaviour Orders (ASBOs) are an effective way of tackling antisocial behaviour. <input type="checkbox"/></p> <p>Providing support to the perpetrators (and their parents) is an effective way of reducing antisocial behaviour. <input type="checkbox"/></p>
Q24	<p>Given the choice, who would you prefer to take your call about antisocial behaviour? <i>Tick one box only</i></p>	<p>Police <input type="checkbox"/></p> <p>Council <input type="checkbox"/></p> <p>Landlord <input type="checkbox"/></p> <p>Not sure / no opinion <input type="checkbox"/></p>
Q25	<p>Together with other agencies such as the council and the police, CDS Co-operatives is responsible for tackling antisocial behaviour on your estate How satisfied are you with the way that CDS responds to antisocial behaviour? <i>Tick one box only</i></p>	<p>Very satisfied <input type="checkbox"/></p> <p>Fairly satisfied <input type="checkbox"/></p> <p>Neither satisfied nor dissatisfied <input type="checkbox"/></p> <p>Fairly dissatisfied <input type="checkbox"/></p> <p>Very dissatisfied <input type="checkbox"/></p> <p>No opinion / don't know <input type="checkbox"/></p>
Q26	<p>Do you have any other suggestions for improving the way that CDS Co-operatives responds to antisocial behaviour? <i>Please say what you think we should do</i></p>	

Section 6 – Involvement and participation

Q27	Which methods of providing information and consulting tenants do you think are the most effective? <i>Tick as many boxes as you like</i>	Circular letters <input type="checkbox"/> CDS website <input type="checkbox"/> Meetings <input type="checkbox"/> Road-shows <input type="checkbox"/> Newsletters <input type="checkbox"/>
Q28	How often do you use the CDS Co-operatives website? <i>Tick one box only</i>	Frequently (at least once a month) <input type="checkbox"/> Occasionally (a few times a year) <input type="checkbox"/> Rarely (once a year or less) <input type="checkbox"/> Never <input type="checkbox"/>
Q29	How do you think we can improve the website? <i>Please say what you think we should do</i>	
Q30	Would you like the tenants on your estate to take responsibility for managing housing services and repairs? <i>Tick one box only</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure <input type="checkbox"/>
Q31	Have you made a complaint to CDS Co-operatives within the past five years? <i>Tick one box only</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure <input type="checkbox"/>
Q32	If you answered “Yes” to question 31, how satisfied were you with the way we handled your complaint? <i>Tick one box only</i>	Very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Fairly dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/>

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