



## 30 years of co-operation

In July CDS Co-operatives celebrated its 30th anniversary with a reception in the Strangers' Dining Room at the House of Commons. Lord Graham of Edmonton, our honorary president, hosted the event, which was attended by politicians from all parties, members of our staff past and present, tenants from our client co-ops and other well-wishers. Speakers, who included Lord Graham, David Drew (Labour and Co-operative MP for Stroud) and Nick Raynsford (Labour MP for Greenwich & Woolwich), congratulated CDS Co-operatives for its success in promoting and servicing housing co-operatives for 30 years and pledged their continued support for co-operative housing solutions.

To mark our anniversary, Nationwide Building Society made a generous donation to the appeal by our representative body, Co-operatives UK, for funds to help rebuild communities affected by the tsunami in the Indian Ocean.



## Customer services standards

In July 2005 CDS Co-operatives introduced formal customer service standards. These standards are a promise to you from us, telling you what you can expect us to do for you. We have developed these standards after studying responses to the survey we carried out earlier this year, asking what services you wanted from us and how you would like us to deliver those services.



*CDS staff – committed to delivering quality services*

You will by now have received a leaflet giving a brief description of our customer standards.

If you live in a co-operative which provides you with services, it may have its own service standards. If you are not sure whether it is CDS Co-operatives or your co-operative that is responsible for a particular service, please contact our Help Desk, 0845 450 8545, and we will be happy to explain.

Please let us know if we are achieving our service standards – and do send us suggestions for other things we could do to help you. We aim to keep improving our service.

**This newsletter and other documents can be made available in other languages or in large print or audio tape. Please phone the Help Desk for more information on 0845 450 8545.**

এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

# CRISH – our latest development

CDS Co-operatives is proud to be involved in the redevelopment of two properties in north west London – Claremont House and Gainsborough House in Lithos Road – on behalf of Camden Residents in Short Life Housing Scheme (CRISH).

We were unanimously chosen by the residents of these properties as the organisation best qualified to demolish, build, redevelop and refurbish these properties

For many years the local authority had allowed these properties to be used as short-life housing. Their structural condition was so poor that without scaffolding they were in danger of collapsing, so the two properties were stripped out and demolished in July.

This is one of the most complex and diverse redevelopment schemes undertaken by CDS Co-operatives in recent years. We have successfully negotiated the



*Demolition is now complete and the project is on track*

purchase of the properties from Camden Council and the planners have agreed our application for a 22-unit mixed redevelopment scheme. This will provide both general needs and shared ownership housing for eligible CRISH residents and for others nominated by Camden Council. In

addition, six street properties, also previously used for short-life housing, will be modernised and converted into 17 flats.

The scheme is being funded by a mix of social housing grant from the Housing Corporation and commercial loans. The residents have formed a steering group and we have agreed a package of financial support to allow them to find alternative accommodation during the redevelopment period.

Throughout the entire design process we and our architects, Pollard Thomas Edwards, have had extensive consultations with the residents to ensure that where feasible their wishes were incorporated into the design and layout of their new homes. We have also kept the tenants



# Development

informed of progress at all stages of the development programme.

Our plan is for the street properties to be completed and handed over by Kingsbury Construction Ltd on a rolling programme in about seven to eight months with the 22 new build homes, being built by Roof Construction, being finished in November 2006

When completed this will be a ground-breaking development for CDS Co-operatives and will deliver a unique re-housing scheme in the London Borough of Camden. Watch this space for news of the project's progress.



*The work involves refurbishment and rebuilding*

# Make poverty history

**The Co-operative movement fully supports the United Nations' ambitious target of reducing world poverty by half by the year 2015. As part of the drive to raise awareness of this issue, we sent a copy of Can Co-ops Save the World?, a special edition of the UK government's Developments magazine, to all tenants and co-op members with the last quarter's rent statements. We hope you found it interesting.**

Did you know that more than a billion people (that's 1,000,000,000 human beings) on our planet live in absolute poverty? They have to survive on less than 75p a day – what you might spend on a soft drink, or a few calls on your mobile, or half a sandwich. Most of those people do not have access to clean water, sanitation, or even basic medical care. Poverty, and the diseases associated with it, kills millions of children every year before they reach the age of five. Most of these diseases could easily be cured.

There are many ways in which you can be involved in reducing world poverty. First, find out as much information about world poverty as you can.

You can make a very direct contribution to tackling global poverty by buying Fairtrade products when you do your shopping. For example, in the



*Raising awareness about poverty*

UK, we drink 31 billion cups of coffee a year, but only a tiny proportion of what we spend on it – about 1.5 pence per cup – goes to the people that produce it, the small coffee farmers in developing countries. Buying Fairtrade coffee makes a huge difference: the farmers receive more money for their product because the middleman is excluded and less money goes on corporate spending.

The Co-op is Britain's leading retailer for Fairtrade products, and all its own-brand coffee and chocolate is Fairtrade. Most major supermarkets and some other retailers also sell Fairtrade products. The quality of Fairtrade products is good and the price is increasingly competitive.

The Co-operative College has produced a booklet called Make Your Town a Fairtrade Town, which describes things you can do to increase the market for fairly-traded products. If you would like a copy, contact Jane Cameron on 020 7397 5711 or email her at [jane.cameron@cds.coop](mailto:jane.cameron@cds.coop)

# Getting tough on anti-social behaviour

Anti-social behaviour, whether by individuals or groups, is becoming a major issue for many of our tenants and those of our client co-operatives. Anti-social behaviour can take many forms, from nuisance problems, such as disturbance from loud music, to serious acts of violence and harassment. All such behaviour is unacceptable and we aim to root it out.

Like all registered social landlords, CDS Co-operatives and its client co-operatives are required by the Housing Corporation to publish summary statements of their policy and procedure for dealing with anti-social behaviour. We sent a copy of our summary to all our tenants and tenants of our client co-operatives with the last rent statement in April 2005. This information is also on our website, [www.cds.coop](http://www.cds.coop).

Our policy commits us to take action where a tenant's behaviour interferes with another individual's or household's right to quiet enjoyment of their home, or where their behaviour adversely affects the quality of life in the housing communities where they live.

In some cases we may need to involve the police, social services or other agencies to help us resolve the problem. Where it is our responsibility, we will take firm action against tenant members, if they or their family members or

visitors cause a nuisance to other tenant members.

Our policy only applies to the properties we own. If you are a tenant of one of our client housing co-operatives, your co-operative will have its own policies and procedures. If you are experiencing anti-social behaviour, you should contact your co-op or speak to your co-operative support officer.

## Making a complaint of anti-social behaviour

Complaints can be made to us via our Help Desk:

- by e-mail – [helpdesk@cds.coop](mailto:helpdesk@cds.coop)
- by telephone – 0845 450 8545 or 020 7397 5705
- by post – 3 Marshalsea Road, London SE1 1EP
- by fax – 020 7407 4697

Tenant members of co-operatives can also make complaints directly to their co-operative. Where we are authorised to act on behalf of a co-operative, we will apply the same procedures as we do for our own tenant members.

Recently CDS Co-operatives took action on behalf of one client co-operative in Kent, in a serious case of anti-social behaviour that included harassment and violence. The people targeted by this aggression were brave enough to speak out and allow us to give evidence, on their behalf, which resulted in the perpetrators being evicted.

## WANTED – Tenant Auditor (temporary position)

We would like to appoint a temporary tenant auditor to inspect the services provided by CDS Co-operatives.

We are looking for someone who is persistent, enjoys solving problems, and is willing to probe deeply to get to the bottom of things.

If you would like the opportunity to make recommendations about our services and ways to improve them, then this could be the job for you.

This is a temporary part-time post (7-10 hours a week) paying £7.50 an hour.

You can apply if you are a tenant of CDS Co-operatives or a tenant member of an independent housing co-operative. This post is not open to anyone on the CDS Co-operatives board or housing services sub-committee. Tenants who are in rent arrears or are currently in dispute with us are also excluded.

If you are claiming welfare benefit, please be aware that taking up this post may affect your entitlement.

For further details please contact Maria McCarron, housing services manager, on 020 7397 5750 or email [maria.mccarron@cds.coop](mailto:maria.mccarron@cds.coop). An application form is available by contacting the Help Desk on 0845 450 8545.

# Co-ops in bloom



Clockwise from above: Elliot, Westree Road, Senacre, New Cut

## What is the housing services sub-committee?

My name is Lawrence Zollner and I have been a tenant of Bonham & Strathleven Tenants Co-operative for 11 years. We are a small independent co-op with 39 units in Brixton, south London. For the past seven years I have been an active member of the co-op's management committee. Currently I am secretary to the committee and one of three maintenance officers. As you can imagine, co-op work keeps me busy.

Over two years ago, my co-op management committee nominated me as a representative

to CDS Co-operatives' housing services sub-committee (HSSC). This sub-committee meets six times a year, to make recommendations to CDS Co-operatives' board of management. With members from a wide range of co-ops and backgrounds, the HSSC has lively discussions on such topics as policy matters, rent arrears cases, maintenance issues and neighbour disputes.

During my time on the sub-committee I have visited some of CDS Co-operatives' client co-ops

and been impressed by the variety of their structures and the big differences between them.

I feel I now have a more rounded understanding of the co-operative housing movement as a result, which I can bring to my work with my own co-op. I have found this very useful and can strongly recommend it to any co-op member interested in joining the housing services sub-committee.



**Lawrence F. Zollner**  
Housing services sub-committee

# Innovation awards – more chances to win

Now is the time to submit entries for the Innovations Awards 2005. There are three prizes worth £500 each, and £1,000 for the overall winner, and this year we are making it easier for you to win an award, by considering projects that have not even started yet. So if you have an idea that is innovative, realistic and would be of value to your members, we want to hear all about it.

You will need to show how you developed the idea, provide detailed plans, a budget or costs, and explain how the scheme was/will be achieved and who benefits from it.

There are three broad categories:

- projects to do with communication between the co-op and its members (and the outside world) and activities and events that encourage people to be involved in the co-op.
- projects that improve the environment or encourage members to be more conscious of environmental issues.
- projects that bring the co-op in contact with the local community. We would like to see more co-ops joining in local events, groups and activities.

The closing date for receiving entries is 31st December 2005. The awards will be made at the board meeting in January 2006.

For further details please contact Chisanga on 020 7397 5737 or e-mail [chisanga.passwell@cds.coop](mailto:chisanga.passwell@cds.coop)

If you would like more information in your own language, please contact us at the address or telephone number shown on this document.

إذا رغبت في الحصول على المزيد من المعلومات بلغتك الأم، يرجى مراسلتنا على لغوان المذكور في هذه الفشرة.

यदि आपनाम् निज भाषाय अदरा ब्यासि पेटक छान बव द्या कट्टर अई लेखकक नेछा ठिकमानाय आबदपर गद्व योनादयान कयन।

如果你想索取以你的语言写的更多的资讯，请按此文件所示的地址与我们联系。

જો આપને આપની પોતાની ભાષામાં વિશેષ માહિતી જોઈતી હોય તો આ દસ્તાવેજમાં જણાવેલ સરનામે અમારો સંપર્ક કરો છો.

यदि आप अपनी भाषामें अधिक जानकारी चाहते हैं तो कृपया इस दस्तावेज में लिखे हुए पते पर हम से संपर्क करें।

日本語での詳しい情報は記載住所までご連絡下さい。

한국어로 된 정보가 더 필요하시 경우 이 문서에 있는 주소로 연락해 주십시오.

آترئس این زبان مزج بیور معلومات حاصل کرنا چاہئے اور تمہیں ہرانی دے۔ آل اہم اے تیکے ہونے پتے تے رابطہ کر۔

ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਖੋਲੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਦਸਤਾਵੇਜ਼ ਤੇ ਦਿੱਤੇ ਪਤੇ ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

உங்கள் மொழியில் மேற்கொண்ட தகவல்களைப் பெறவிரும்பினால் எம்முடன் இப்பத்திரத்தில் தரப்பட்டிருக்கும் விலாசத்தில் தயவுசெய்து தொடர்பு கொள்ளவும்.

آکر آپ اپنی زبان میں مزید معلومات حاصل کرنا چاہتے ہیں تو دیکھیے گئے پتے پر ہم سے رابطہ قائم کریں۔

Information is also available in large print, braille and tape.

CDS Co-operatives  
3 Marshalsea Road  
London SE1 1EP

Help Desk 0845 450 8545

## Get it off your chest!

Come to the free One Day Conference

on Saturday 15th October  
in London

at the Thistle Hotel (Westminster)

At no cost to you

Please send your booking form back to us now