



# Clamping down on anti-social behaviour

Anti-social behaviour (ASB) can have a devastating effect on people's lives, and not just on the obvious victims. Recently, on a client co-operative, a dispute between a tenant's partner and another family turned violent. As a result, CDS Co-operatives obtained an exclusion order preventing the tenant's partner from living on or visiting the estate, and eventually evicted the tenant and her two young children.

Evicting people is not something CDS Co-operatives or our client co-ops want to do: we are in the business of housing people, not making them homeless, but we will not put up with anti-social behaviour, particularly where it involves violence, threats of violence, racial harassment or damage to property.

## Don't be a victim

Anti-social behaviour (ASB) is anything that causes nuisance or annoyance to others and interferes with their ability to enjoy their home peacefully, safely and without interference.



It can include using your home for criminal activities.

If you are experiencing anti-social behaviour, do tell your co-operative support officer. Keep detailed records of what happened, with dates and times of incidents. (We can provide incident sheets.) This information will help us to take action against people who behave anti-socially and also to prevent future incidents.

Like all social landlords CDS Co-operatives works with the



*Damage to property due to anti-social behaviour*

police, local authorities, social services, youth services and other agencies to act against those tenants and their families who behave anti-socially. Eviction is a last resort – first we do all we

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**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.**

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## Clamping down on anti-social behaviour

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can to support the families involved and keep them in their homes.

We do not wish to alarm you. We are fortunate that we do not see many cases of ASB on our estates. In the year ending 31 March 2008, CDS Co-operatives evicted six tenants for anti-social behaviour from our own estates or on behalf of client co-ops. Even though that is not a lot (about 0.2% of households), we take these cases very seriously, especially as some of them were families with young children.

### Help us deal with trouble-makers

We are currently reviewing our nuisance strategy, which details how we deal with cases of nuisance, harassment of all kinds, domestic violence and anti-social behaviour. This is in line with the government's guidance for social landlords to include parenting orders and other interventions in their anti-social behaviour policies. We are keen to hear views from all tenants and committee members. If you would like to help, please contact Maria McCarron, our housing services manager, on 0845 450 8545 or e-mail [maria.mccarron@cds.coop](mailto:maria.mccarron@cds.coop) For further information see [www.homeoffice.gov.uk/anti-social-behaviour/](http://www.homeoffice.gov.uk/anti-social-behaviour/)

# Know your landlord

**Even if you pay your rent to CDS Co-operatives or we are responsible for some services on your estate, this does not necessarily mean that your landlord is CDS**

**Co-operatives.** 'It's incredible, but some members of independent co-operatives for which we provide services – including some who have lived in their co-op for many years – still do not know that their co-op is their landlord, despite our efforts to make this clear,' says Les Haswell, the director of operations at CDS Co-operatives.

It's important to know who your landlord is, so you know where to go for information, action or other services.

CDS Co-operatives manages a number of housing developments (see list opposite).

- If you are a tenant in a development owned by CDS Co-operatives, then CDS Co-operatives is your landlord.
- Some co-operatives own their properties but have not yet set up a members' committee to



*Committee members*



*Les Haswell, the director of operations at CDS Co-operatives.*

take on the decision-making. In the meantime they are managed by the committee of 'founder members' that established the co-operative, and CDS Co-operatives is acting as the landlord's agent. People who live on these schemes are **not** tenants of CDS Co-operatives but tenants of the co-op.

- If you live in one of the many independent co-operative schemes, the co-op is your landlord, **not** CDS Co-operatives. This means that you need to contact the co-op committee for information, action or other services.
- On shared ownership schemes, CDS Co-operatives has some responsibilities for providing services to people who part-own their properties but also pay rent.

# Who is your landlord?

Your landlord is CDS Co-operatives if you rent a property at any of the following schemes:

Scheme name	Location	Scheme name	Location
Atwell	Milton Keynes	Hollymeadow	Bexley
Blackwood	Dartford	Manor Place	Dartford
Bradwell Common	Milton Keynes	Manor Road	Folkestone
CRISH	Camden	Moat Farm 2	Folkestone
Elliot	Canterbury	Normandy	Bexley
Fairfield	Dartford	Phoenix	Dartford
Forge Fields	Tonbridge	Riverdale	Bexley
Furbank	Welwyn Garden City	Rutherford Gate	Milton Keynes
Greendale	Colchester	Shellon Street	Folkestone
Halcyon	Hemel Hempstead	Sylhet	Tower Hamlets
Harold Campbell	Dartford	The Halt	Whitstable

The co-ops below own their properties but until they form their own committee CDS Co-operatives acts as the landlord on behalf of the founder members

Scheme name	Location	Scheme name	Location
Allnutt Mill	Maidstone	Golden Hill	Whitstable
Ashford Pavilion	Ashford	St. George's Church	Southwark
Blenheim	Folkestone	Lindsey	Barking and Dagenham
Delce Manor	Rochester		

The co-ops below own their properties and are independent. If you live in a property in one of these schemes your landlord is the co-op. CDS Co-operatives is *NOT* your landlord

Scheme name	Location	Scheme name	Location
Aquinas Street	Southwark	Oakapple	Maidstone
Barnwood	Guildford	Oast Wood	Maidstone
Bonham & Strathleven	Lambeth	Old Farm Park	Milton Keynes
Brighton Buildings	Southwark	Pearman Street	Southwark
Cheriton	Folkestone	Perryview	Bexley
Craymill	Bexley	Pine Tree	Canterbury
Darent	Dartford	Sanford	Lewisham
Edward Henry House	Southwark	Senacre	Maidstone
Elles	Farnborough	Shearwood	Bexley
Franklyn	Canterbury	Shenley Church End	Milton Keynes
Hazel	Bexley	Shorncliffe	Folkestone
Hourglass	Lambeth	Southward	Wandsworth
Lewisham Family	Lewisham	Swan Lane	Southwark
Lynsted	Sittingbourne	Townshend Close	Bexley
May Day Permanent	Lewisham	Warwick	Canterbury

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Scheme name	Location
Milldale	Deal
Minster	Minster
Moat Farm 1	Folkestone
Mulberry	Southwark/Lambeth
New Cut	Southwark

Scheme name	Location
Westree Road	Maidstone
Weybank	Farnham
Whitworth	Bexley
Wilfred East	Bromley

The schemes below are shared ownership schemes where CDS Co-operatives is landlord until the owner owns the property outright

Scheme name	Location
Alexandra	Farnborough
Baltic	Southwark
Colyers	Bexley
Gads Hill	Gillingham
Hatherley	Bexley

Scheme name	Location
Hillbury	Wandsworth
Lower Chantry	Canterbury
Nativity	Sittingbourne
South Street	Whitstable
Temeraire	Southwark

## Hourglass Housing Co-operative

CDS Co-operatives is about to sign a management agreement with Hourglass Housing Co-operative, an independent co-op in south London. Hourglass is based in Kennington, near the famous Oval cricket ground. The co-op was formed more than 20 years ago, and has 15 properties, mostly one and two bedroom flats in converted Victorian houses.

CDS Co-operatives will provide housing management, financial, and repairs and maintenance services. We welcome Hourglass as a new client and a new member of our Society.

### Did you know?

*The largest independent travel agency in the UK is a co-operative.*

## Notice to Quit

If you have a contractual tenancy agreement (that is, you live in an independent housing co-operative) and you are served with a Notice to Quit (NTQ), your tenancy will end when the notice expires. This is a very serious matter. After this date, in law, you are no longer a tenant but a *trespasser*. This means that even if you have not had a court order to leave, you have no legal right to occupy the property.

Once you become a trespasser, you can no longer be asked to pay rent, but the landlord is entitled to charge you for 'use and occupation' of the property. This is usually the same amount as the rent.

As a trespasser you no longer have the same rights as you had as a tenant. You lose the right to a fair rent (if you were a fair rent tenant), mutual exchange, succession of the property and certain repairs.

If you are served with a NTQ because you are in arrears with your rent (rather than some other breach of your tenancy) but you clear the arrears in full and pay the use and occupation charges on time for a period agreed by your co-operative, you can ask for a new tenancy agreement. However, you have no automatic right to a new tenancy, and you could still be evicted.

Don't risk losing your home: keep to your tenancy agreement, pay your rent and avoid a Notice to Quit.

# CDS People

## Chris and Debbie Plummer

The Plummers are two of the most active members of Moat Farm Housing Co-operative's management committee. Married for 26 years, with two grown-up sons, they have been members since 1990. Chris has been chair of the co-op on and off since joining the committee – like Debbie as co-op secretary.

Debbie was born in Ashford but grew up in Folkestone. 'My grandfather was a head baker with the Co-op bakers,' says Debbie. 'I can remember going with him to the warehouse to see the resident black cat. So my family have been involved with co-operatives for quite a while. I remember my Nan and Mum mentioning Co-op dividends and stamps.'



Chris also grew up in Folkestone, on a council estate, and they met when Debbie was studying to become a time and motion operative for Shepway district council. Since then she has been a teaching assistant and a care worker, and now works for a family estate agent in Romney.

Chris was an apprentice plumber, then an apprentice baker and is now a van driver.

Chris has also served on the CDS Co-operatives' board of management and on the housing services sub-committee. For many years the Plummers helped put together the CDS Co-operatives' annual conference newsletters, as well as Moat Farm's newsletter – one of the best for co-op members.

They would both like to see more people active in their co-ops. 'Take that first step and get involved,' says Debbie. 'It is only a few hours a month to show you care about where you live.' Chris agrees: 'Get up and get involved and make a difference.'

### ***Did you know?***

*Co-operatives provide more than 100 million jobs around the world, 20% more than multinational enterprises.*

## Peter Youles



CDS co-operative support officer Peter Youles has been with us for five years. After working with co-ops on the south coast – Folkestone and near Dover – he now works with co-ops in London, Surrey and Hampshire. Before

joining us, he was tenant participation officer with Circle 33 Housing Association and has also worked for Notting Hill Housing Group and Camden council.

One of the things he enjoys about his work is helping independent co-operatives to realise their goals. 'I am amazed and encouraged by the number of dedicated co-op members who volunteer to work on behalf of their community,' he says. 'Without them, co-ops would not work as well as they do.'

A Londoner by birth, Peter studied sociology and psychology at

Bradford University in Yorkshire. But it was on holiday in New York that his interest in co-ops was aroused by a visit to Co-op City in the Bronx, the largest co-operative housing development in the world, with 50,000 members.

Peter is also involved in the housing association branch of the Unison trade union, where he works with sister unions and organisations such as Amnesty International to promote international solidarity. He also teaches English as a foreign language to people from South America.

# Be safe in your home

## Energy-saving light bulbs



Energy-saving light bulbs have many advantages: they use five times less electricity than a standard bulb, save users money and reduce greenhouse gas emissions. **Used properly, they are perfectly safe.** However, because compact fluorescent lamps (CFLs) contain a tiny amount of mercury – smaller than the tip of a biro – there is some concern about what happens if they break.

CFLs are harder to break than traditional bulbs, and the amount of mercury they contain is most unlikely to cause any harm. But it makes sense to avoid unnecessary contact with mercury, and to dispose of used bulbs safely. Don't throw them in the rubbish bin, take them to a recycling centre for safe disposal. Ask your local council for details or look at [www.recyclenow.com](http://www.recyclenow.com).

If a bulb does break, leave the room and ventilate it for 15 minutes. Do not use a vacuum cleaner but clean up using rubber gloves, and avoid creating and inhaling airborne dust. Sweep up all bits, including the glass, and place them in a plastic bag. Wipe

the area with a damp cloth and put the cloth in the bag, then seal it and take it to a recycling centre for disposal. See: [www.defra.gov.uk/environment/climatechange/uk/household/products/cfl.htm](http://www.defra.gov.uk/environment/climatechange/uk/household/products/cfl.htm).

## Be alarmed

Smoke alarms give early warning of fires, preventing damage to people and properties, yet how many of us remember to check that the batteries are still fully charged?



- Make sure you have enough smoke alarms in your home and that they are correctly installed. You should have at least two, one downstairs and one upstairs.
- Test alarms every month to make sure they are in working order. Many aren't.
- Alarms are no use if they are not switched on. Some people disable smoke alarms when frying, burning toast, or using aerosol sprays – and forget to switch them on again.



## Immersion heaters

After two fatal accidents in which a tankful of near-boiling water poured through bedroom ceilings onto people sleeping below, the Health and Safety Executive issued a safety alert about a rare but potentially serious scalding risk. This applies to water-heating systems that combine a fixed immersion heater with a plastic cold-water storage cistern ('tank') in the roof space and are not protected by a secondary safety thermostat.

There will be obvious signs if an immersion cylinder is overheating. **Serious incidents like these are therefore likely to be extremely rare.** However, there are things you can do to reduce the risk.

- Be aware of the warning signs:
  - very hot water coming out of the hot-water taps;
  - excessive noise or 'bubbling' from the hot-water cylinder;
  - hot water coming out of cold-water taps (some storage cisterns also feed cold-water taps in the bathroom);
  - steam or moisture in the roof space.

If you notice these, switch off the immersion heater and alert your maintenance officer.

- Make sure plastic cisterns are

properly supported. In both the incidents mentioned the base of the tank hung out over the support.

- Check that your immersion heater has a secondary safety cut-out thermostat on the outside of the hot water cylinder. This will stop the water becoming dangerously hot if the internal thermostat fails.

The risk is greatest when cisterns are located above bedrooms.

This is most likely in houses built between 1945 and 1975 (most CDS properties were built later), especially if they have or once had a back boiler. If your hot-water cylinder is in a bedroom, the cistern is probably directly above it.

On CDS estates, this year's round of gas safety inspections will include checking immersion heaters, and secondary thermostats will be fitted if necessary. We have already done this at Greendale

Co-operative in Colchester, and recommended client co-ops to do the same.

If you are a tenant of one of our client co-ops, ask the management committee what it is doing to check hot-water thermostats.

**If you have any concerns about the safety of an immersion heater in your home contact our Helpdesk on 0845 450 8545.**

## An International Year of Co-ops?

The world needs to know more about the contribution co-ops make to economic and social development. That is the view of at least 46 countries in the United Nations, who submitted a resolution (UN Resolution A/RES/62/128) to the General Assembly last year, calling on the UN to: 'Consider effective ways and means for raising public awareness on the overall socio-economic impact of co-operatives including the desirability and feasibility of proclaiming an International Year of Co-operatives'. The International Co-operative Alliance (ICA), a worldwide body representing co-ops, will work with the UN secretariat in New York to undertake the



research and to define actions for building recognition of co-operatives.

Adapted from: *International Co-operative Alliance Digest*, no 60, March 2008

### Did you know?

*More than 800 million people in the world are members of a co-operative – 9.8 million in the UK.*

## On the road again

Road shows are one of the ways CDS Co-operatives exchanges information with its tenants, and they allow tenants and residents to comment on the services we provide.

Our road shows for 2008 start in May and end in July. We plan to visit Dartford, Furbank, Halcyon, Sylhet, Rutherford

Gate and Hollymeadow.

We will inform each estate well in advance of our visit.

If you have suggestions on making these visits more effective or interesting, please contact Maria McCarron, the housing services manager, on 0845 450 8545 or e-mail [maria.mccarron@cds.coop](mailto:maria.mccarron@cds.coop)



## Service check

By Maxine Ruddock, tenant auditor



For nearly two years now I have been testing the services provided by CDS Co-operatives to make sure that, as tenants, we get the service we expect.

I live in a housing co-operative and I am based at home, working one day a week, so I don't get to meet CDS staff on a regular basis, but I do try to pass on your comments, complaints and compliments in person. I can honestly say that your feedback to me always reaches the right person, either via myself or Maria, the housing services manager.

From now on, I'll be using this newsletter to tell you more about what I'm doing as tenant auditor. So far, I have made many estate visits (you may have seen me), I have carried out many telephone surveys (you may have spoken to me), I have 'mystery-shopped' staff (I hope they didn't recognise me!), and I have attended many meetings as a tenant representative.

If you see me on your estate, or I telephone you with a survey, I hope you will find time to tell me your views. I promise they will be passed on.

One thing that's very clear to me is that if you want your estate to be run your way, then you have to get together and **have your say!** CDS Co-operatives actively encourages tenant committees on its estates, so if there isn't one already, why not approach your neighbours about setting one up?

## Welcome on board

### New recruit

Kenya-born Munir Malik (pictured) was appointed to the board of CDS Co-operatives at the December meeting. A chartered accountant, with experience of both the public and private sectors, he has lived in London for more than 35 years, and is active in the wider co-operative movement, including the Co-operative Group and the Co-operative Party. Until recently he was an elected (Labour/Co-op) councillor in the London borough of Bexley, where he is a governor at a large secondary school and at a primary school for children with special needs. He also volunteers at a holiday scheme for youngsters with disabilities and is financial advisor to a women's refuge. We welcome Munir.



### We need you!

We currently have vacancies for tenant members – both from our own estates and from our client co-operatives – on the CDS Co-operatives' board. The minimum commitment is one evening every six weeks and a board conference once a year, plus any training you may require and – yes – we do pay expenses!

'Being on the board has been a huge benefit to my own co-op and to my own personal development,' says Lawrence Zollner, board member and chair of Bonham & Strathleven Housing Co-operative. Please contact Stephen Brown on 020 7397 5712 or [stephen.brown@cds.coop](mailto:stephen.brown@cds.coop) for more details.

This document is available in other languages, large print, audio tape or Braille on request.

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CDS Co-operatives, FREEPOST SW140,  
LONDON SE1 1BP Telephone 0845 450 8545

### Don't be afraid to complain

If you are dissatisfied in any way with our services, you must let us know. Your complaints show us where we are falling down and what we need to do to rectify the problem.

Write to us at: **3 Marshalsea Road, London SE1 1EP**  
Telephone **0845 450 8545** Email [enquiries@cds.coop](mailto:enquiries@cds.coop)