



Co-op cuts CO₂ by 60%

Sanford Housing Co-operative is going green. This co-op in South London is on track to cut its carbon emissions by 60% by the summer of 2007. "This is the first time in the country that an existing whole street has been refitted using sustainable energy," says co-op member Gail Bamford, who is a member of the C60 Project Team managing the £230,000 plan. The Energy Savings Trust is funding some of the cost.

There are three main projects: replacing gas heating with bio-mass boilers fuelled by recycled sawdust pellets; insulating cavity walls; and introducing solar water heating. Other green measures include replacing all light bulbs on the estate with more energy-efficient ones, changing traditional extractor fans in the kitchens to humidistat ones, and putting in new dormer windows with automatically controlled ventilation.

The C60 Project Team, made up of co-op members, is working with three contractors on the energy-saving works, which are being



New flues are being installed at Sanford.

managed by J3 Building Futures LLP, a firm of environmental architectural consultants. This is a bold, impressive, pioneering scheme from which other co-ops can learn.

The co-op is also spending another £220,000 on kitchens, windows, doors and general repairs, and all improvements are being done in as green a way as possible. Sanford will soon be a very green place to live.

For information, free consultancy advice, practical support and training on how your co-op can reduce carbon emissions, see The Co-operative Carbon



Gail Bamford and the Italian-made bio-mass boiler.

Challenge at www.cooperatives-uk.coop, on the website of Co-operatives UK, the umbrella organisation for all co-ops in UK.

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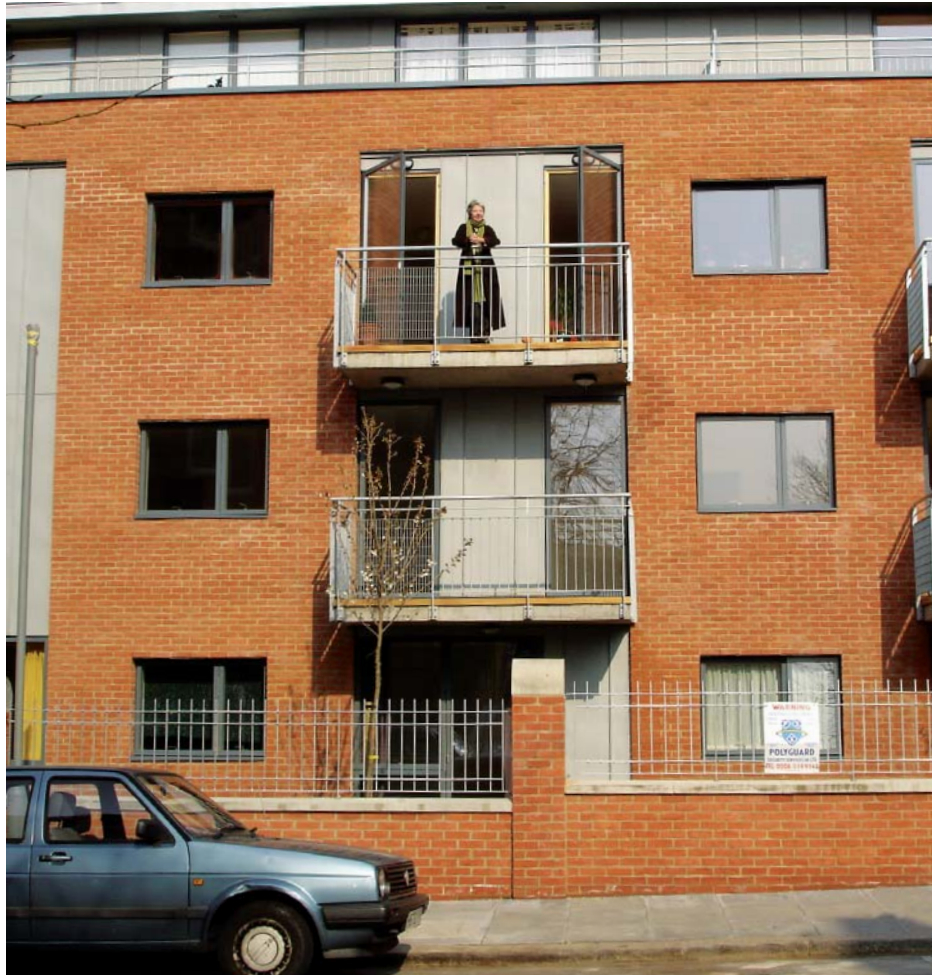
This newsletter and other documents can be made available in other languages or in large print or audio tape. Please phone the Help Desk for more information on 0845 450 8545.

এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

Well done, CRISH

The new-build part of the redevelopment on behalf of Camden Residents in Short Life Housing scheme (CRISH) in north-west London has, we are proud to say, been completed. At a cost of £2.8 million, with funding from the Housing Corporation, we have built 22 homes with a mix of one, two and three bedroom units. It was not an easy project, but we are pleased with the final result.

This is a well designed development on a prime site, minutes from the West End, with easy access to transport and other facilities. All units have private balconies or terraces, and either a rear garden or access to a landscaped communal garden.



CRISH's new block in Camden is built in brick, while the tower block has red cedar timber cladding.

Some of the homes are for affordable general needs housing and the nine units for shared ownership have already been snapped up. "The flats are really nice," says Dorothea Linder, one of the residents who has moved back in. We hope other residents also enjoy their new homes.

Want to exchange?

Visit www.homeswapper.co.uk to exchange homes. HomeSwapper is a new government scheme which has replaced moveUK.

Customer service standards

See how we have upgraded

With this newsletter you will find a copy of the new customer service standards we have introduced after consultation with our tenant/residents and tenants of our client co-operatives. For CDS tenant/residents only, we have also included amendments to *The Tenants' Handbook*.

Please remove pages 5, 6, 7, 8 and 37, and insert the new ones.

Do let us know what you think about these new standards and tell us about any other improvements you would like to see.

Best performers rewarded

One of the ways we have been trying to improve customer service is by introducing awards to recognise and encourage commitment to excellence in customer service amongst our staff.

Our *Individual Excellence in Customer Service Award* has been given to Sherrelle Samuels, who has won a £50 shopping voucher, for her excellent work in the development department, administering aids and adaptations.

Sherrelle (pictured) started at CDS Co-operatives five years ago as an administrator, before moving on to become a project



Sherrelle Samuels winner of the first individual Excellence in Customer Service Award.

manager, and she is currently studying for a university degree in building surveying.

The *Team Award* goes to the arrears team for reducing the level of arrears considerably. "It's not an easy job. We wish people could let us know as soon as they begin to experience financial hardship, rather than when it is too late. We are not insensitive and we would like to help people out of financial difficulties," says Temi Awolaja, the senior arrears control officer. The four people in the team celebrated with a lunch at a cost of up to £15 per head.

If you think any member of staff deserves an award, please

contact our administration manager, Stephen Brown, on 020 7397 5712 or e-mail stephen.brown@cds.coop. Nominations may be made by any customer, client co-operative, or member of staff.

Maxine is back

We are happy to announce that Maxine Ruddock has come back to CDS and has resumed her duties as tenant auditor. Her role is to help us assess our service from a tenant's point of view.

CDS People

Cyril Davenport, chair of the HSSC

“My mother was a member of the Co-op, and we had bread and milk delivered by them,” says Cyril Davenport, who is a member of the board of management at CDS Co-operatives and chair of the housing services sub-committee. “We shopped in the big Co-op store in Peckham High Street. My first suit came from that shop.”

Cyril spent the first 10 years of his life in a prefab home in Peckham, in South London. It was, he says, a great area for kids. “Later the council moved us to a new estate off the Old Kent Road. It was horrible. About two years later we moved again, this time to Forest Hill, into a council maisonette, which was much nicer. Later

again, we moved to a flat in Lee, where my mother still lives.”

It was 1989, when he and his family moved into their housing co-op home at Townshend Close in Footscray, Kent. Sadly, his wife, Anne, passed away in 1995. Cyril remarried last year, and he and Janice now live in Bexleyheath.

Cyril was originally a butcher, but his present work, as a project forwarder in the freight industry, has taken him as far afield as Russia, Kazakhstan and Poland. He still finds time to get involved with co-op issues. He would like to see more co-op members involved in their own co-ops and in CDS Co-operatives.



Join Cyril on the HSSC

As chair of the housing services sub-committee, Cyril appeals to all tenants of CDS Co-operatives and our client co-operatives to consider joining the sub-committee. It meets six times a year and makes policy recommendations to the board of management. If you are interested please contact Maria McCarron, the housing services manager, on 020 7397 5750 or email maria.mccarron@cds.coop.



Martin says goodbye to Les Haswell (left) and David Rodgers (right).

Martin Enthoven retires

After 17 years as a leasehold management officer for CDS Co-operatives, Martin Enthoven has retired. To mark the occasion, David Rodgers, CDS's executive director, presented him with a limited edition Wedgwood plate commemorating the Rochdale Pioneers, the English weavers who set up the first co-operative store in 1844. We wish him well.

Don't put up with domestic violence – we can help

Domestic violence is “threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are, or have been, intimate partners or family members, regardless of gender or sexuality”. It takes many forms. It is also very common. It will affect one in four women at some stage in their lives, regardless of age, social class, race, disability or lifestyle. And although women are more likely to experience

frequent and severe forms of violence, it happens to men too.

But, whoever it happens to, it is not acceptable. In almost all cases, it is also illegal. And you don't have to put up with it, no matter how frightened, ashamed, alone or confused it makes you feel.

Help is available. Your co-operative support officer can give confidential advice. The national domestic violence

helpline is one of many sources of practical and emotional support, advocacy and information.

If you are concerned for your own or someone else's immediate safety, ring the police on 999 or call the 24-hour National Domestic Violence Helpline on Freephone 0808 2000 247 run in partnership with Womens Aid and Refuge.

You break it, you pay for it!



Every year CDS Co-operatives spends hundreds of thousands of pounds on repairs to homes we manage and to the shared areas of housing estates and blocks of flats. Sometimes the damage has been caused by tenants, their families or their visitors – either deliberately or negligently.



Fixing such repairs costs money – money we would rather spend improving life for all our tenants. So, we have introduced a formal “rechargeable repairs” policy. If we think a repair is needed only because you or someone connected to you has damaged or neglected the property, we will ask you to pay for it, or arrange to have it done yourself.



We won't ask you to pay for repairs needed because of normal wear and tear, and our customer Helpdesk will continue to take your repair orders as usual.

For more details visit our website or call our Helpdesk on 0845 450 8545 or e-mail helpdesk@cds.coop.

Five-a-side for all



We are planning a five-a-side football tournament at the Maidstone Leisure Centre on Saturday, 16 June. Teams will be divided into three age groups – 5–10, 11–15 and 16+ – and both sexes can play in the same team. You can enter as many teams as you would like – you just pay £45 for each team, which covers the use of changing rooms and other facilities, and admission for spectators. There will be prizes for the winners of various groups.

There are many other facilities at the centre, so why not make a day of it? Bring a picnic – and the right clothes, such as gym kit or a swimsuit. For more details and an entry form, visit our website www.cds.coop or contact Chisanga Passwell, our education officer, on 020 7397 5737 or e-mail chisanga.passwell@cds.coop.

Get involved with the new website

Before we get our new website up and running, we would like to hear your ideas on the project. Would you like it to be interactive? Offer payment facilities? Have chatrooms? Feature education or training info? Let us know what you think by emailing Stephen Brown at stephen.brown@cds.coop or call 020 7397 5712 to join our focus group.

Keep us posted

Is anything happening in your co-op that other readers might want to hear about? We are always looking for news about community action, events or relevant projects, and about co-op people. We have a Freepost address for contributions, so you don't even have to pay postage. Send articles and photographs to: The Editor, CDS News, Freepost SW140, London SE1 1BP, or phone 020 7397 5737, or e-mail 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 العنوان المذكور في هذه النشرة.

যদি আপনার নিজ ভাষায় আবারো তথ্যাদি পেতে চান তবে দয়া করে এই লেখাতে দেওয়া ঠিকানায় আমাদের সঙ্গে যোগাযোগ করুন।

如果您想索取以你的语言写的更多的资讯，请按照本文件所示的地址和我们取得联系。

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

यदि आप अपनी भाषामें अधिक जानकारी चाहते हैं तो कृपया इस दस्तावेज़ 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.

آثرئسی اپنی زبان میں مزید معلومات حاصل کرنا چاہتے ہیں تو دیئے گئے پتے پر ہم سے رابطہ قائم کریں۔

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 விவரத்தில் தயவுசெய்து தொடர்பு கொள்ளவும்.

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

CDS Co-operatives,
3 Marshalsea Road
London SE1 1EP
Help Desk 0845 450 8545

Complaints

It is very important that 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 have to do to rectify it. So we do need them!

You can make a complaint by writing to us at 3 Marshalsea Road, London SE1 1EP

telephoning on 0845 450 8545
or emailing enquiries@cds.coop.