

CDS PHOENIX PLACE NEWSLETTER

Keeping you up to date with CDS News



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HELPING YOU TO ADAPT TO THE 'NEW NORMAL'

As ever, the safety of you and your family is our number one priority. As we all adapt to the 'new normal' we are doing everything we can to keep you safe. Guidance is changing quickly, however, one thing we are certain of is that Coronavirus, and the danger it presents, is not going anywhere. We are making decisions with this in mind and our service will continue to reflect this risk.

Working Remotely

We are continuing to offer our services remotely. Our teams have worked hard to ensure that we can continue to provide great customer service in this setting. We will continue to work remotely for the foreseeable future.

Reporting a Repair

We are delighted to let you know that now restrictions have relaxed, our Repairs Service is able to carry out all repairs once again.

We will carry out a risk assessment on each repair to ensure that we are able to keep both you and your family, and our contractors, safe. Social distancing and hygiene measures will be in place to keep you safe. All our contractors will wear appropriate PPE. For details about how we are working with our contractors to keep you safe if a repair or an inspection is required in your property, have a look [here](#). To report a repair

T: **03333 21 30 30** E: **talktous@cds.coop**

Letting Properties

The majority of local authorities we work with have resumed their lettings and so we are now once again able to offer our lettings service. Due to social distancing, our lettings service has altered. To ensure your safety, viewings will be done virtually, using video, and any sign ups will be done over phone. We are not currently offering mutual exchanges, however, we are working hard to ensure this option is available again soon.

CDS COMPETITION

Prize Draw - £20 Amazon Voucher

COMPLETE OUR FEEDBACK SURVEY TO BE IN WITH A CHANCE OF WINNING A £20 AMAZON VOUCHER

Your feedback is important to us. To make sure this newsletter is useful and enjoyable we want to hear from you!

Follow the link below to let us know what we are doing well and where we could improve in the next copy of our Newsletter. You will then be in with the chance of winning a £20 Amazon Giftcard. The prize draw will take place on the 14th of August 2020.



Take our Newsletter Feedback Survey **here** to enter our prize draw today.

CDS ADVICE

31st July Tax Credit Deadline



MAKE SURE YOU DON'T MISS OUT!

Tax Credits are government payouts that give extra money to people who need it, including people on low incomes, people looking after children, and people with a disability . There are two types of tax credit: child-tax credit and a working-tax credit. The deadline for both types of tax credit is the 31st of July 2020.

Unlike other benefits, tax credits must be renewed annually as the amount you receive is based on the amount you have earned the previous year. Like your earnings, your tax credits will vary from year to year.

This means that if you do not apply to renew your tax credits then your payments will stop, even if you are still entitled to them. We can help you find out more about renewing your tax credits. Get in touch with our Welfare and Benefits Adviser, Maureen Bello.

T: 07818 017830

E: maureen.bello@cds.coop

Useful Links to learn more about Tax Credits:

- [Government Advice Page](#)
- [Which? Article:](#) How to Renew
- [Citizens Advice Tax Credit Calculator](#)

CDS EVENTS

You're Invited! Phoenix Place Q+A 30th July 2020

We know that the restrictions of lock down have meant that you have had fewer chances to see the CDS team face to face over the past couple of months. We want to fix this, whilst keeping you safe. To make sure you are still getting a chance to see us, we are holding regular online sessions for our residents.

Join us on Zoom on the 30th for a chance to get your questions answered by our team.

As part of our new programme "Phoenix: Safe and Satisfied", we will have 'Safe and Satisfied' Officer, Dave Brand, Housing Officer, Vivien Okonkwo, and Welfare and Benefits Adviser, Maureen Bello, available to meet you and answer your questions. Our Safe and Satisfied programme aims to ensure that everyone at Phoenix Place is happy in their home and feels connected to the community around them.

If you have a question about your home, benefits, budgeting, or any other issue, or if you just want to say hello then drop by any time between 4 and 5. We will also be offering private sessions during this hour so if you have something to discuss that is more sensitive in nature then let us know and we can schedule this for you.

To access the Q+A, simply follow [this link](#) at 4pm on the 30th. If you want to know more, or need assistance in accessing the Zoom, Dave will be happy to help. You can call Dave on **07818 017818** or [email him](#).



What is Zoom?

You might have heard the word lots over the past couple of months... It is safe to say that Zoom has taken the world by storm. It is a tool that allows you to meet virtually using video conferencing.

Zoom is free and straightforward to use - you don't even have to make an account! As long as you have a phone or an internet device (e.g. a smart phone, tablet or laptop) you will be able to attend. If you have a device with a camera (e.g. a phone or a laptop) then other attendees will be able to see you if you choose this option. Simply click the link below at the time stated and you will be able to join.

**[Click HERE to access the
Zoom Q+A at 4 p.m. 30.07.20](#)**

Meet Phoenix Place Caretaker, Matthew Reach

Matthew has been the caretaker at CDS since early 2019. He has been on site at Phoenix Place through out lock down making sure we are able to continue to keep you and your families safe at this time. We caught up with Matthew to learn more about him, his work, and how his role has adapted over the last couple of months.

Tell us a bit about your role at CDS...

I have worked at CDS for about 17 months now. I am the Caretaker at Phoenix Place and spend most of my time on site. I enjoy being on site and seeing our tenants on a daily basis. Before lock down I spent one day a month at the CDS offices in central London which allowed me to stay well connected with my colleagues. Now that we are all working remotely I am able to keep in touch with my other colleagues through regular video calls. It is amazing how technology has allowed us to adapt!

How has your role changed in the past few months?

I have continued to work on site at Phoenix throughout lock down. The way I work and the steps I take to keep myself and our tenants safe has changed. Like everybody, social distancing has become something I need to consider daily in my work. I also must ensure that communal areas like lifts and stairwells are sanitised more often than before to keep these areas clean and safe. I focus particularly on areas tenants are likely to touch like banisters, door handles and lift buttons. It is a big responsibility and I feel proud to have played a part in keeping our residents safe over the last couple of months. Overall, my purpose remains the same: to keep our tenants safe and happy on a daily basis.



What do you like most about your job?

I like doing my best for our tenants and making sure that the service they get at Phoenix Place is consistently great. I also like working at CDS as an organisation – I like working alongside my colleagues and being part of the team at Phoenix alongside Dave (Brand – 'Safe and Secure' Officer) and Vivien (Okonkwo, Housing Officer). Finally, I am a family man and it is important to me to be able to provide for my family so that is always something that motivates me.

How do you see the future for the residents, yourself and CDS?

I think that with Dave joining the team at Phoenix Place we will be able to offer service that more directly meets the needs of tenants. 'Safe and Satisfied' is an exciting project and is an opportunity for us to make our service better. I think we can listen, adapt and improve and I am confident that tenants will feel the benefit of this.

PHOENIX NEWS

Fly Tipping at Phoenix Place

In recent months there has been a repeated problem with fly tipping at Phoenix Place. We know that you will be keen to keep your surroundings and communal areas neat and tidy and fly tipping will be impacting you on a daily basis. We want to make sure that everyone is aware of how the issue and its impact.

Items have been left at the communal bins and outside blocks. We are aware that tenants may have been doing this innocently. We want to stress that this is not the proper way of disposing of items and leaving items in this way is fly tipping. Only black sacks of rubbish should be left in the bins or by the bins if they are full. Please ensure that all other items are disposed of responsibly.

Why is fly tipping a problem?

Fly tipping is an issue that impacts the whole community. It is a problem for several reasons:

- Fly tipping, or the illegal dumping of waste, is unlawful.
- Having excess items or rubbish lying around the estate looks untidy and this is unfair and unpleasant for other tenants who also call Phoenix home.
- In order to remove the items from the estate, we have to arrange for costly private pick up. This has an impact on service charges on the estate.
- Items left in this way are a potential fire hazard. Help us to keep you safe by ensuring that no additional items are left around the estate.



We are aware that some local refuse services are operating in a restricted way and this may be causing you difficulties. If you have rubbish to dispose of and are unable to take it to the local centre then you can contact the council who can arrange for a collection. This can be done via their [website](#). If you have any issues and concerns about fly tipping, or want support to dispose of your rubbish responsibly, please contact Dave Brand today.

T: 07818 017818 **E:** dave.brand@cds.coop



Twitter: [@cdscooperatives](https://twitter.com/cdscooperatives)



Facebook: [@cdslondon](https://www.facebook.com/cdslondon)

CDS ADVICE

CDS Welfare and Benefits Advice Available

Paying Your Bills and Rent: How we can help today

We know that things are challenging for many families and individuals at the moment. We want to help. If you are uncertain about keeping up with your rent payments or are struggling with bills, or are worried about doing so in the future, please get in touch today. There is support available and if we are not able to help you directly we will make sure that we connect you with those who can.

Maureen Bello, our dedicated Welfare and Benefit Advisor (*pictured right*), is on hand to make sure you know what you are entitled to and how you can claim it. She will help you understand the Benefits system and can help you to claim any benefits you may be entitled to, including Universal Credit. She also offers support with bills and budgeting and will be able to help you to make sure that you are informed and empowered. If you have questions or concerns about anything related to money, then get in touch with Maureen today. She will be happy to talk through your options and possible next steps.

Our Welfare and Benefit Service will also help to ensure that you are able to stay on top of other payments, such as your utility bills.



In line with government advice, energy suppliers have put measures in place to help customers facing financial hardship as a result of the impact of Coronavirus. The help companies are offering varies but most companies are offering some support. Help includes emergency prepaid gas and electricity cards and discretionary payments paid directly into customers accounts. If you are struggling with your utilities bills, there could be help available. To find out more, have a look at government advice [here](#) or get in touch with us today.

We will not know that you are facing financial hardship, or possible financial hardship, unless you let us know. Please help us to help you by reaching out today – remember, the sooner you ask, the quicker we can help! To access our Welfare and Benefit Support Service get in touch with us today:

T: 07818 017830 **E:** maureen.bello@cds.coop

Anti-Social Behaviour Policy: We need you!

Our ASB Policy is Being Reviewed and We Want Your Input...

We have reviewed and redrafted our Anti-Social Behaviour (ASB) Policy and are looking for feedback from you on what you think of the changes.

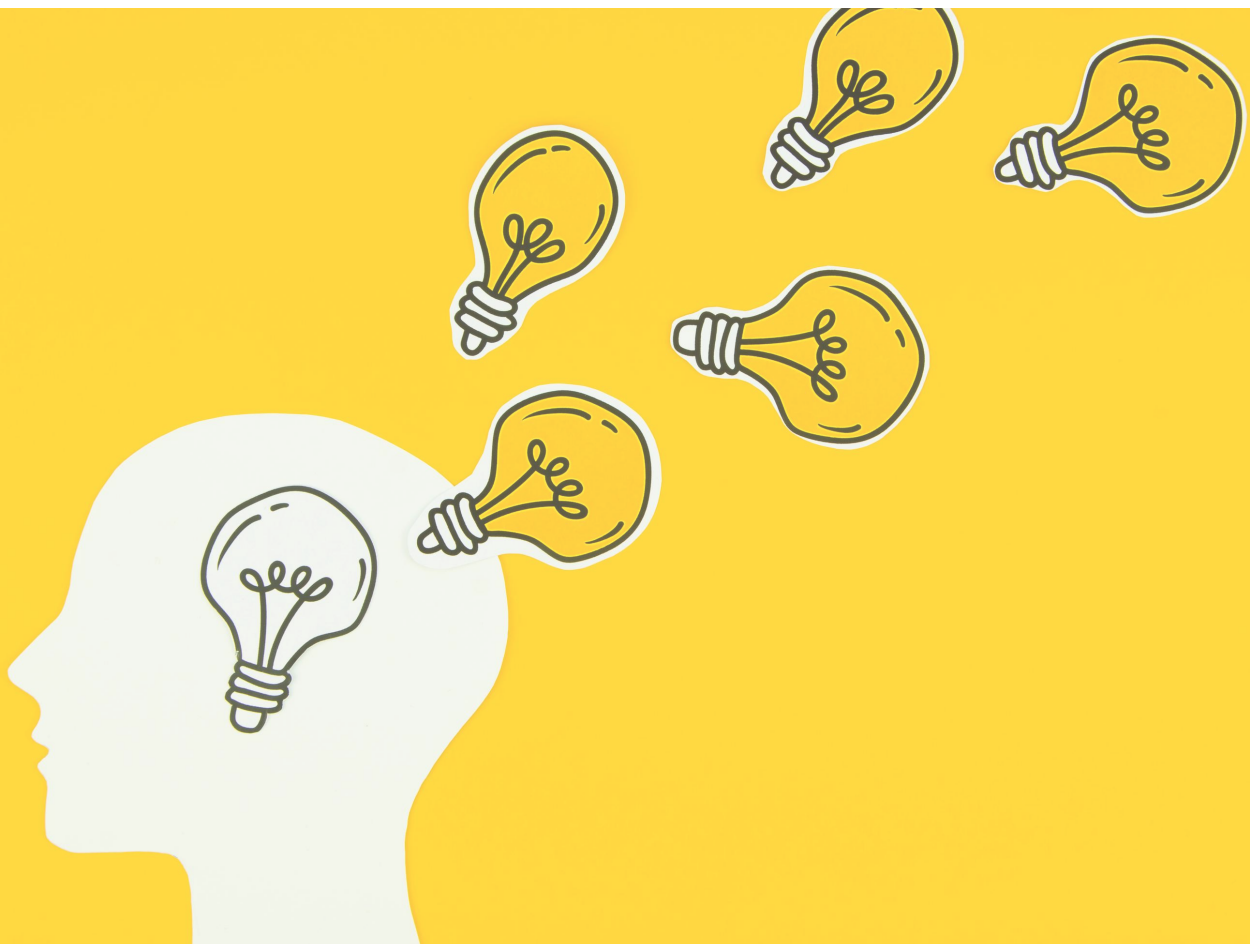
We take ASB seriously and we aim to not only take action when it happens, but take steps to stop it happening in the first place.

We recognise that if ASB is allowed to persist, it can significantly affect your quality of life and your happiness in your home. Our aim is to ensure our residents enjoy a peaceful and safe environment in which to live and we know that ASB may stop this.

The policy has been created with your safety, security and happiness in mind and we hope that it is helpful for our residents when they are faced with challenging behaviours.

*The consultation will remain until the **7th of August 2020**. To contribute your views, simply have a look at the draft document and email any ideas, or amendments to **consultation@cds.coop**. You can also contribute over the phone by ringing **03333 21 30 30**, just let us know when you call that you want to contribute to the ASB Policy Consultation.*

To access the Draft Policy, please follow this link: **[CDS Draft ASB Policy](#)**



CDS NEWS

Keeping Your Kids Entertained This Summer

The six weeks of school summer holidays can sometimes feel endless for parents, grandparents and carers. Whilst they may fly by in the blink of an eye for kids, the long, empty days waiting to be filled with activities can sometimes feel daunting for those responsible for looking after them. This is especially true this year with the holidays and lock down colliding and merging into one long break from school for most kids. We have put together a couple of ways to keep the little ones entertained over the next few weeks. We hope they are useful, and might even give you a couple of hours peace and quiet!

Visit a Museum (from the safety of your own home!)

Whilst some museums have now begun to reopen, we know that you may still be nervous about being out and about in this way. Most museums have now made some online content available and so you can browse from the comfort (and safety) of your own home!

Have a look [here](#) to find out more. [The Warner Brother Studios](#) have also put together a range of Harry Potter themed activities to help you bring Hogwarts into your home this summer.

Get baking!

Now that flour is back on the shelves at most supermarkets, it is a great time to get baking! Have a look [here](#) for some easy recipes – the owl cupcakes are particularly cute!

Back Garden Science

This is a [great list](#) of fun, easy science experiments to keep you kids' brains engaged over the summer break. They can all be done in your house or garden, using things you may already have to hand.

DISCLAIMER: we are not responsible for any mess caused by these experiments (see 'paint pendulum' for further details...)

For more ideas and tips, have a look at this [article](#) by the Green Parent for near endless inspiration...

