

PROPERTY SERVICES UPDATE

JULY 2025

After a busy few months and end to the year at CDS, we would like to share some key facts and information with you all.



Our current resident satisfaction rate is at 65% and while we have seen progress, we recognise that more must be done.

We acknowledge that residents frequently mention issues with communication, repairs and instances of antisocial behaviour in some areas. Residents complained to us they were not always informed or that they were frustrated by confusing or delayed updates.

Our staff have been given additional training and we have tighter monitoring controls to help with faster solutions.

We are happy to report that, on average, we are completing your repairs in under 11 days since the start of April. We completed 95% of all emergency repairs within 24 hours.



We take considerable pride in the fact that we still maintain 100% compliance in our homes. Ensuring the safety of our residents in their homes is a top priority for CDS.

ONLINE REPAIRS SYSTEM

We also launched our new online repairs system in March 2025 to address issues and delays. The portal was created to give users another straightforward way to report non-urgent maintenance.

It sends the user frequent updates on the status of the repair, including appointment details via email and SMS, as soon as a repair is reported. Why not try it. Click on the link here and let us know if you have any questions, we can help.

<https://cds.activehousing.co.uk/repairs-postcode-picker/>

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Residents are telling us our services are becoming easier to access and that they feel more supported by our team. These are encouraging signs and just the beginning of what we aim to deliver.

A few areas we are proud of this year ...

- Over the next 2 months, our team will call all residents to discuss any outstanding repairs or discuss improvements.
- We have received a lot of data from our surveyor on the condition of our stock! Bear with us, we are using the data to plan improvements.
- We remain 100% compliant with all safety requirements. Not an easy affair with over 2500 checks done annually. Thank you for supporting us with access.
- We are partnering with a new Damp and Mould specialist ahead of the colder months and we have high expectations.
- All emergency repairs are checked daily, within the 24 hours window for completion. Our emergency work partner is doing well!



Thank you for continuing to share your experiences and insights with us. We need your feedback to continue improving our services at CDS.

Your voice is central to everything we do and helps us shape a more customer driven service.

