

Accessible Information for All Tenants

At CDS, we believe every tenant should be able to access the information and the services they need - clearly, easily, and in a format that works for them.



Our Commitment to Accessibility

We are committed to making our communications inclusive and accessible. This means:

- Large Print Versions available on request.
- Digital Formats for easy access on mobile and desktop.
- Translation & Interpretation Services for tenants who prefer information in another language.
- Website Accessibility Tools: Our website includes the ReciteMe Accessibility ribbon, which:
 - Reads documents aloud.
 - Translates content into dozens of languages.
 - Adjusts font size and contrast for easier reading.
 - Adjusts color contrasts for easier reading.

What You Can Expect

We provide accessible information about all services including:

- Your rights as a tenant.
- Rent and service charge information.
- Our legal obligations and safety standards.
- How to raise a complaint or request a service.
- Updates on repairs, maintenance, and service improvements.
- All publications.

What You Can Expect

If you have specific needs—such as visual, hearing, mobility, or speech impairments—please let us know. We'll work with you to adapt our services accordingly. You can call us on 020 4551 0080 to discuss.

Feedback Welcome

We're always looking to improve. If you have suggestions or need help accessing information, please get in touch using the contact information below.

How to Access Information



talktous@cds.coop



020 4551 0080



www.cds.coop



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