



# Tenants' Newsletter



June 2014

## Odu-Dua Housing Association

### Your feedback, our promise

#### The value for money of rent & service charges



In May, we sent you the Value for Money

Satisfaction Survey. The survey asks you what you think about the value that

rent and service charges provide. Your feedback is important to us. With the result, we aim to deliver the best possible services to you.

The questionnaire is divided into two sections. The first section is to find out your overall satisfaction towards all areas of our services. The second section focuses on your satisfaction towards the value

for money of rent and service charges. An Equality and Diversity Monitoring form is also attached. All your answers will be kept completely confidential and no individual responses will be identified. The results will only be used to improve services.

If you have not yet sent it back to us, please take the time to fill this out and return to us by 18th June.



**Ten minutes of your time and you could win:**

£50 One4all Gift Card x 1 winner

£30 One4all Gift Card x 3 winners

£10 One4all Gift Card x 6 winners

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### Tell us what you think: repairs satisfaction telephone survey



From June, we will also start the repairs satisfaction telephone survey. The purpose is to understand what you think about the repairs process from reporting, arranging appointments to resolving the problems. Your opinions are crucial for us to improve our repairs procedures.

The Repairs Volunteer, Nadine, will call you once the repairs work is deemed to be completed. The 11 questions she will ask you include 'was it easy to report the repair?', 'was the appointment made within a reasonable time?', 'did the contractors work in a professional manner?', 'Are you satisfied with the standard of work?' and others.

You can also tell her any other comments with regards to the repairs work.

### Welcome to the team



Nadine Bunting has joined Odu-Dua in May as Repairs Volunteer. Her main duty is to

assist Sharon with repairs admin works. She will soon be in touch with you and conduct the repairs satisfaction telephone survey.

Nadine's working days are every Tuesday and Thursday. With this new role, we aim to provide more efficient and effective repairs and maintenance services.

# Resolving the disputes with your neighbour

It is often said that you can't choose your neighbours. But you can choose how you address any disputes that arise between you. You may have tried talking to your neighbours, but if this has failed, mediation may be a good alternative.



Neighbourhood disputes are common. Many people will from time to time come into conflict with a neighbour over an issue to do with:

- Noise from DIY, car maintenance, music, children, pets, visitors
- The times of day that different people work, socialise, and sleep
- Problems arising from extensions, hedges & trees, fences, or the locations of boundaries

Mediation is a face-to-face meeting where a neutral mediator helps the two sides to come to an agreement. It provides a good opportunity for each of you to hear what the other has to say, and to be properly heard yourself.

Mediation is voluntary, so no-one can be forced to take part. What you and your neighbour say to each other also remains private, and no information will get passed on to anyone else. The solution you decide on will be one that you and your neighbour agree on. It won't be imposed on you by anyone else.

Odu-Dua is aware that there are some issues in dispute between neighbours at some of our properties. We strongly suggest that mediation meetings should be held and all involved tenants should attend the meeting at the earliest stage as possible. If you feel that there's an issue that you cannot resolve with your neighbour, talk to your Housing Officer. We will arrange a meeting with consents from both sides and help you to rebuild your relationship with your neighbours.

## Tips on how to communicate effectively

- ☞ Listen carefully to what everyone is saying.
- ☞ Try to speak clearly and calmly.
- ☞ Take turns when speaking, don't interrupt the other party or speak over them.
- ☞ If there is something you need to respond to, write it down.
- ☞ Make sure that you understand exactly what is being said.
- ☞ Ask questions if you don't understand something.
- ☞ Maintain appropriate eye contact with the person you are addressing.
- ☞ Stay positive.

## Messages from Sharon

### Using the correct bins for your household waste

It is important that all household waste is deposited inside the bins and not outside. All recycling rubbish should also be left in the correct bins as specified.

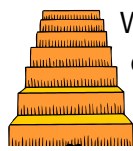
The rubbish will not be collected if it is not thrown in the designated bins or if it is thrown in a incorrect bin. Inappropriate disposal of rubbish can cause serious health and safety hazard.



### Keep communal area safe and free of hazard

We would like to encourage all our tenants to call us about communal repairs that may need to be carried out.

To avoid any health and safety risks, it is also important that no rubbish or bulky items to be left in communal area. Let's work together to create a pleasant environment in and around your property.



## HomeSwapper Swap to a new home

Last year, two of our tenants mutually exchanged their homes through HomeSwapper. Whether you are looking to downsize, move from upstairs to ground floor or simply want to change a location, HomeSwapper can help you find the right one.

Odu-Dua is now a partner of HomeSwapper. This means that you can register with it for free. Log on to [www.HomeSwapper.co.uk](http://www.HomeSwapper.co.uk), enter you details, and HomeSwapper will start to match you to possible home swaps.

