



# Tenants' Newsletter



May 2014

## Odu-Dua Housing Association

### Pay your rent

#### Don't let it end in arrears!

As a tenant you are responsible for keeping your rent payments up to date. Your rent is due on Monday every week. Being repeatedly late with your rent could lead to eviction. As a result, you may lose your home and tenancy. If you are already in rent arrears, you will need to pay not only the weekly rent but also the arrears.

If you are having problems paying your rent, talk to your Housing Officer, Diana Duncan, as soon as possible. Whether the problem is due to a change of circumstances, a budgeting problem or a cut in benefits, there are key steps to help get yourself back in control and avoid eviction.



Here are a few questions you can think about if you are falling behind the rent.

- Why would you be late with the rent?
- Are you late with any other bills and payments?
- Do you need some extra time to solve the problems? And how long?
- What do you plan to do to address the problem and to help ensure it won't happen again?

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Some organisations also provide free money and debt advice. They can help you to set up a budgeting plan.

- Shelter 0808 800 4444
- Citizens Advice Bureau 03000 231 231
- Money Advice Service 0300 500 5000

### Lost & found

When you make payments, please always remember to include your name, address and tenancy number.



An amount of **£100** was received on the **11th April 2014**, which was made into Lloyds TSB **Hampstead** branch. By far, we are not able to identify who has made this payment. If you believe that this is your payment, please bring the paying in slip as proof to Odu-Dua office in order for the payment to be allocated to your account.

A simpler way of making the payment is to use the paying in book which provides giro credit numbers. It will guarantee that your payment can be identified and allocated correctly. If you require one, contact the office.

### Free baby & child first aid training

Here's a simple way to learn basic first aid skills to help keep children and babies safe.



Arhag Housing Association organises a free training which will be run by British Red Cross. Register your interest by simply contacting Arhag at the details below.

**Time: Friday 9 May 2014, 9am to 3pm**  
**Location: Euston**  
**Contact: Komal Doan**  
**Book a place: [kdoan@arhag.co.uk](mailto:kdoan@arhag.co.uk);**  
**020 7424 7381**

**Places are limited, be quick!**

# Tackling tenancy fraud

Do you know that sub-letting a social housing property is a criminal offence with a possible two year prison sentence or a severe penalty? There is a huge waiting list for social housing across the UK, and it's not fair if someone who no longer needs their home is sub-letting it - it needs to go to someone else in need who is on the waiting list.



Tenancy fraud means that housing association and council homes are occupied by someone who shouldn't live there or have obtained the tenancy unlawfully.

The most common types of tenancy fraud are:

- ⊗ Unlawful subletting to third parties
- ⊗ Key selling to third parties
- ⊗ Advertising properties to let e.g. on the internet or shop windows
- ⊗ Obtaining properties by deception or by providing false information e.g. names and national insurance numbers
- ⊗ Unauthorised assignments of the tenancy to those not entitled or where permission has not been obtained
- ⊗ Wrongly claimed succession on the death of a tenant
- ⊗ Non-occupation once the tenancy has been signed up
- ⊗ Multiple occupation i.e. where tenants falsely occupy two properties
- ⊗ Over occupation (non disclosed) i.e. where a tenant states only he/she lives there but where others move in sometimes also paying rent to the tenant.

Odu-Dua has a duty to make best use of public resources and ensure its housing stock is properly managed. We take tenancy fraud very seriously and will take action to regain possession of properties wherever we find evidence of the fraud. Our Housing Officers will carry out regular unannounced tenancy visits as part of housing management activities.

If you suspect that someone is committing tenancy fraud, we like to know about it. All the given information is treated in the strictest of confidence. You don't have to give your name or reveal any details about yourself if you do not wish to.

## Get bulky items collected



Some items are too large for the usual domestic waste collection service. It is important that you do not dump them anywhere on the street or in the communal areas.

Most councils offer a bulky item collection service to help you get rid off large household goods. The service can be a doorstep service from your home or a recycling centre where you can take items to. The service and charges are varied between councils. But even if there is a charge and you are claiming benefits, you may be able to have them collected for free.

Call your councils, if you would like to find out more.  
Camden 020 7974 4444  
Brent 020 8937 5050  
Barnet 020 8359 4600  
Hillingdon 01895 556000

You can also ring a charity called Bulky Waste. They refurbish, recycle and reuse items where possible. Contact **01772 566 556** or book online at [www.bulkywaste.org](http://www.bulkywaste.org).

Please note that if we have to remove bulky items from our properties, the cost will be recharged to the tenants. Please respect your neighbours and be responsible to the environment.

## Let's talk about mental health

*"It has been good to come and meet people who are going through the same experience..."*



Mental health service users, their carers, relatives and friends sometimes have a hard time talking about their issues or seeking help advice.

As part of the services at Brent Mind, Wellbeing Engagement of Brent provides carers support groups, peer support groups, human libraries and others. Contact now to find out more.

**WEB Community Engagement worker:**  
Adriana Santos-Davila  
Office: 0207 604 5183  
mobile: 07794 033 002