



# Tenants' Newsletter



August 2014

## Odu-Dua Housing Association

### Pay your rent in advance



You will have signed a Tenancy Agreement when you moved into your property, which states that the payment of your weekly rent is due in **advance** of the Monday of each week.

This tenancy clause has always existed; the difference is that we are now enforcing this. Some tenants have already been served with a Notice because of this.

Unfortunately there are too many tenants paying in arrears and as we rely on income generated by rents to pay for services such as maintenance, cleaning, and gardening, etc. We are asking all tenants to fulfill the terms of their tenancy by paying up front.

You are required to have a clear rent account every week which means that you should pay at least

one week in advance; if you pay monthly then you should pay one month's rent in advance.

If you are making monthly payments, please remember that this is not the same as 4 weeks' worth of rent payments which will get you into arrears. For monthly payments please multiply your weekly rent by 4.35, this gives an average monthly rent to take account of the five week months during the year.

**The requirement to pay your rent in advance applies whether or not you get full or partial Housing Benefit towards your rent. If you have not already done so, you need to start paying an extra amount until you are at least a week in advance if you pay weekly (or more if you pay less frequently).**

If you are not sure how much rent you should be paying, contact your Housing Officer, Diana Duncan for advice and assistance.

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### Thank you for your feedback

Our Satisfaction Survey 2014 has now closed. Thank you very much to all those who have completed the form. We received 48 responses in total.

The prize draw winners have been drawn on 1st August. We will be contacting the winners shortly to let them know they have won and which prize. The results of the survey will be published in following newsletters.



### Inspiring young people



In July, a student from Haverstock School, Rachel Corpe joined us for two weeks work experience placement.

Here is what she says...  
"The best thing about working at Odu-Dua was being in an professional environment. I enjoyed worked in the office as well as went out and about. I have learned a lot in here such as using outlook and sending emails. Even though I had to do a lot of filing, I learned more than I expected. I also challenged myself to work with finance and worked under pressure. Finally, I just want to say a bit thank you to all the staff for teaching me so much, and I wish the placement could be longer."

# Make a difference in money management

Why not to consider having secure savings accounts & low costs loans with credit unions?

“I’d encourage others to think about opening a savings account for holidays to avoid running up an overdraft or credit card bill. If you do need to borrow a little to clear the bills then I’d recommend the Credit Union ‘Saver Loans’ as a cheap way of borrowing.”  
— a member of the Credit Union

The Credit Union is a not for profit savings & loans co-operative that offers a secure savings and low cost loans service with 24 hour online access plus text balance checking. The cheap loans service provides an alternative to people who otherwise rely on credit cards, overdrafts, or even payday loans or other overly expensive ways of borrowing.

If you live in Camden and Barnet, you can contact London Capital Credit Union Ltd on 020 7561 1786 (24 hours service). If you live in Brent, My Community Bank can be reached on 020 7389 0911. For tenants living in Hillingdon, please contact Hillingdon Credit Union Limited on 01895 250958.

## Consulting you about gas servicing and repairs



### The way we service and repair gas boilers in changing...

Towards the end of the year, Odu-Dua will be introducing different arrangements for boiler breakdowns, annual servicing, and Landlords’ Gas Safety Record checks.

We’re getting together with five other housing associations to arrange a new three star gas servicing contract. A specialist gas contractor will provide all planned visits to your home and responsive repairs 365 days a year 24/7. The contract will be let via a tender process and interested companies will have to tell us how they will meet tenants’ expectations as part of their bid.

Consequently we are asking all tenants to get in touch with us if they have a story to tell about a boiler repair or servicing whether your experiences were good or bad. We will use what you tell us to inform the tender process and ensure that winning bidder’s service offer matches your priorities.

You can get tell us your stories by sending us a message via your feedback contact form at [www.odu-dua.org/contact-us/your-feedback/](http://www.odu-dua.org/contact-us/your-feedback/). Alternatively, you can also send an email to Ying at [yilee@odu-dua.org](mailto:yilee@odu-dua.org).

## Pay less for your energy

**Paying too much for your energy? Don’t have time to compare energy price?  
Think switching energy supplier is a hassle?**

Energy prices change all the time and suppliers are constantly offering new energy tariffs so it is recommended checking every 6 to 9 months. There are some schemes available to help you reduce your energy bills and get the best price for your energy.

The services are free, fast and simple. The majority of people have been able to save at least £50 to £200 per year compared to their existing bills. It is your turn to save on your energy bills.



**The Big London Energy Switch** find cheaper deals on gas and electricity through collective consumer power. So the more people join, the greater your bargaining power and the lower the energy prices that the companies will offer. Visit [biglondonenergyswitch.org.uk](http://biglondonenergyswitch.org.uk) for more information



Alternatively, sign up with **My Home Energy Switch**. It is a free to use independent service showing you all tariffs from all suppliers that are available in your area. All you need to do is to enter your information, and the team will sort out the paperwork for you. For more, visit [nhf.billscutter.com](http://nhf.billscutter.com).