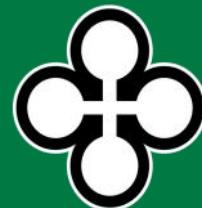




# Tenants' Newsletter



March 2013

## Odu-Dua Housing Association

### Your satisfaction is always our focus Our Customer Service Promise

Odu-Dua is committed to providing high quality and responsive customer service to our tenants. Lately, we have renewed our Customer Service Promise in order to better meet your requirements. Our core values of professionalism, customer focus and promoting diversity are central to the promise.

We promise that:

- ☛ You can get advice and information on all our policies and services that affect you.
- ☛ You can make an appointment with a named member of staff to discuss more complicated problems.
- ☛ Your opinions, complaints, suggestions and compliments are welcome by phone, in writing or by email, and will be used to improve our service to you.

#### To meet the diverse needs of our customers, we will always:

- ☛ ensure that you are treated with fairness regardless of differences of ethnic origin, nationality, gender, sexual orientation, marital status, pregnancy/maternity, disability, age or religion;
- ☛ provide a full range of information for you in different formats on request and ensure the information we provided is 100% trustworthy;
- ☛ provide a range of ways for you to access our services: in person, by phone, text, letter, email and fax;
- ☛ ensure your enquiries will be fully addressed and answered;

#### In the mean time, we expect you to:

- ☛ treat our staff with respect and in a non-violent (verbally or physically) manner;
- ☛ report any concerns to our staff as quickly as possible;
- ☛ provide us with the information we need to be able to assist you;
- ☛ update us on any changes in your circumstances to ensure that we have accurate information;
- ☛ give us reasonable notice if you are unable to keep an appointment;

If you feel that we have done things well, we welcome your compliments by phone, in writing or by email. If you have ideas or opinions for improving our service, let us know your thoughts. We are all ears! The full version of the new Promise is available upon request.



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### Join the talk @Talk London



Do you have any thoughts about London's young people, transport, safety, health, housing and other issues? Talk London wants to hear from you. In particular, the housing survey and the related discussion threads need your views.

Spread the word and get participating. Find the survey and discussion on [talklondon.london.gov.uk](http://talklondon.london.gov.uk). You can also join the conversation on Twitter [@talklondon](http://@talklondon)

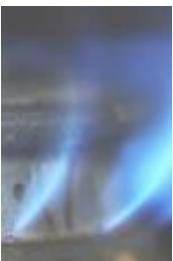
# Rents going up in April

The annual rent increases for Odu-Dua will come into effect for most tenants in April 2013.

Your rent will increase because the costs to provide you satisfactory repairs, maintenance and housing services have gone up.

We need to raise the rent in order to continue the highest quality of service. Some of the rent you pay goes towards new housing development projects, staff training and office expenses.

According to the regulation, your weekly rent



should increase by 3.1%+ £2. However, we understand that there are difficulties in the present economic climate for everyone. The Board has decided that your weekly rent will only raise by **2.1%+ £2**.

We have sent you a letter and notice of rent increase. The letter should have outlined how much your rent is put up exactly.

It is crucial for you that you always prioritise your rent payment. If you are facing any difficulties, contact the Housing Officer, Akima, on **0207 625 1799** immediately.

## Time for Gas Safety checks

Within the next four weeks, a contractor will contact all of you who have gas appliances to arrange an appointment to inspect your gas installations.

As your landlord, Odu-Dua is legally responsible for ensuring your gas supply and appliances are safe. As our tenants, you are

obligated to keep the appointment and provide access for the inspection. In the UK, about 50 people die from carbon-monoxide poisoning each year. However, as the symptoms and signs are often undetected, there might be a much larger number of people suffering from the poisoning.

The Gas Safety Checks can ensure that the gas stove, fires, gas boilers, gas pipes and other gas appliances are working properly. A check can not only make your home safe but also save you money due to the well-functioning appliances.

Odu-Dua only appoints

approved Gas Engineers who are on the Gas Safe register to legally work on gas appliances and pipe work. It is very important that you check the correct ID before the Gas Engineer undertakes the Safety Check of your property.



### Please note

- If you are using a pay as you go gas meter, you must ensure your meter is in credit.
- Once an appointment is arranged, you must be at home and provide access to the contractor.
- Under the conditions of your tenancy, you must allow the work to be completed.

## Is this yours?

We have received two payments, and we don't know who have made these payments.

### The Payments are:

Date	Amount	Location
09.01.2013	£500	Kilburn
01.02.2013	£260	Ealing

If you think that either of the payments above is yours, bring the receipt of the payment(s) or your rent book to our office so that we can credit the money into your account(s).

Please always remember to include the reference number, your name or address when you arrange a payment.

## Right Futures



Are you aged between 16 and 19? Right Futures can provide you free support to help you kick-start your career!

When you join Right Futures you'll get your own personal Adviser who'll help you work out where you're going and the best way to get there.

Get in touch and find out more from their website: [www.rightfutures.co.uk](http://www.rightfutures.co.uk), twitter @RightFutures and facebook: [www.facebook.com/RightFutures](http://www.facebook.com/RightFutures). You can also call them on 020 8274 4332 or email them at [right.futures@reed.co.uk](mailto:right.futures@reed.co.uk).