



# Tenants' Newsletter



September 2014

## Odu-Dua Housing Association



### You are invited

Odu-Dua Housing Association cordially invites you to the

## Annual General Meeting 2014

It will take place:

**on 24th September 2014 at 18:30  
at the Carlton Room, Marriot Hotel Maida Vale,  
Plaza Parade, Maida Vale NW6 5RP**

Please RSVP your attendance  
by calling office number: 0207 625 1799 or  
by emailing to [admin@odu-dua.org](mailto:admin@odu-dua.org)

We look forward to seeing you!

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## Your repairs responsibilities

We would like to remind you of your repairs responsibilities. When you report a repair we will tell you, where possible, whether it is something you are responsible for. If you are unsure, please refer to your Tenants Handbook. Below are some examples which are your responsibility:

### **🔧 If you smell gas**

Please call National Grid on 0800 111 999.

### **🔧 When you moved into your property**

Please check the Repair Handbook you received or call the repairs department if you are unsure what repairs you are responsible for. For example, we do not change light bulbs, toilet seats, pull cords, internal door fittings such as handles and locks.

### **🔧 If your electrics keep tripping**

Please check your appliances before you call our repairs team. If our engineers are called out to remedy a fault with your electrics and the problem is due to your appliance, you will be recharged for the call out.

### **🔧 If you have not yet obtained home contents insurance**

We strongly urge you to do so as your goods and belongings are your responsibility and will not be compensated or replaced by us.

### **🔧 If you have a prepayment meter and you experience a problem with your gas or electricity supply**

Please check you are in credit before calling the repairs line. If our engineers are called out to your property to remedy a fault and find the issue is due to lack of funds in your meter, you will be recharged for the call out.



# Rent payment references required

Putting a reference is essential when you make a payment over the counter in a bank. Without any references, we would not be able to allocate the money into the correct account. A reference can guarantee that your payment is allocated to your account correctly and promptly.

To date, we have more than £8,600 unknown and unidentified payments in our bank account. These were received without any references. We are unable to allocate them into the correct rent account.

It is best to use an Odu-Dua paying in book. If you use an over



the counter slip, it is very important that you put your tenancy number, name or

address as a reference. This is even more important if you are not paying in at a branch of Lloyds Bank.

When a payment cannot be identified, we will try to find out who made the payment. If we think you made the payment, you will be required to send the proof of payment to Odu-Dua before we can process the it. Please always check your rent statement to make sure that all

your payment are shown on the statement.

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. A paying in book is provided when you move in to your home. If you need a new one, just contact us and we will send one to you.



# 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 [admin@odu-dua.org](mailto:admin@odu-dua.org).

# Tell us what you think: repairs satisfaction telephone survey



We have started 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.