



Tenants' Newsletter



November 2013

Odu-Dua Housing Association

Protect yourself against eviction



In October one of our tenants was evicted due to high rent arrears. We do not want to take away your home from you.

However, if a tenant does not co-operate with us to clear their arrears, they will leave us no choice but to take legal actions.

You must pay the rent and service charges due for your home on time. On time means paying the rent when it is due on every Monday, not in arrears. Every month, we will send out Rent Arrears letters to inform



You must pay the rent and service charges due for your home on time. On

you of your outstanding balance. Even if your Housing Benefit pays towards your rent, you will receive these letters when your account is in arrears.

If you do get a letter about your arrears please act immediately. Contact your Housing Officer Akima on 0207 625 1799 to arrange a payment agreement. You can also ask for help and advice on housing benefits or debt management. If you make an arrangement to clear your arrears, it is important that you stick to it.

Take every action you can before the rent arrears become too high.

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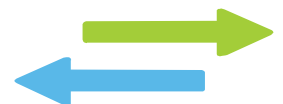
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Changes to the Board

Mr John Oke, the long standing Chairman and one of the founders of Odu-Dua, resigned from the Board in October along with another long-standing Board Member, Ms Efua Taylor. We thank them for their contribution to Odu-Dua and wish them well in their future endeavours.

Sandra Brown is the new Chair person with effect from 17th October 2013 and existing Board members John Coker and Leslie Laniyan, are to act as Vice Chair and Company Secretary respectively. Their profiles can be found on Odu-Dua's website at www.odu-dua.org.

Talk to us online



Odu-Dua's website offers you another way to contact your officers. No matter what the issues are, you can simply go online and send your messages through 'Rent Queries', 'Report a Repairs' or 'Give Us Feedback' using your smartphones. The messages will go straight to different officers' email inboxes and will be acknowledged within 24 hours during office hours. In the messages, you can also let us know how you would like us get back to you.

Haven't gone online yet? Check www.odu-dua.org. A lot of useful information including mutual exchange and anti-social behaviour can also be found on the website.

Important note!

Please do not report emergency repairs or emergency incidents online.

For emergency repairs, call **APM Maintenance on 0208 385 2133**. For emergency incidents, call **999** and report to the police immediately.

Stay ahead of condensation



Condensation occurs when warm air and steam is produced and hits a cold surface such as a window. Warm moist air can come from normal household activities including cooking, bathing/showering and drying clothes. It is in the air even if you cannot see it.

If you often see excess water on your

windows, toilet cisterns or behind the wardrobes, it means that there's condensation in your home. It is important to wipe the water away immediately and produce less moisture. If you don't, condensation can lead to mould growth which can contribute to health problems.



How to avoid condensation?

Tip 1. Cover pans when cooking and do not leave the kettle boiling.

Tip 2. Dry clothes outdoors or put them in the bathroom with the door closed and window open.

Tip 3. Keep kitchen and bathroom doors shut to stop moisture moving around your home.

Tip 4. After having a bath or shower close the door

and open the window until the moisture has gone to stop it reaching other parts of the house.

Tip 5. Use an extractor fan or open a window in the kitchen when cooking to let the moisture out.

Tip 6. If you have trickle vents above the windows, keep them open all the time.

Tip 7. Do not block up any air vents.

Get help with your childcare costs



Day nurseries are great for giving children a variety of organised activities and for fostering important social skills, like sharing. If you are working or studying during day time, day nurseries would be a good option for your childcare.

Some financial help might be available to you if you are at home, working or studying. Some possible options are listed below. To get more details and how you can access this help, please visit www.payingforchildcare.org.uk. Make sure that you claim all available help for your childcare costs.

General help with family expenses

Child Benefit Helpline:

0845 302 1444

www.hmrc.gov.uk/childbenefit

Child Tax Credit enquiries:

0345 300 3900

www.hmrc.gov.uk/taxcredits

Free early education for two-, three- and four-year-olds

The free part-time places are available throughout England for 15 hours per week during term time. Find out where they are offered in your area at findyourfis.daycaretrust.org.uk

Help with childcare costs for working parents

HMRC have created a tool to help you decide whether you would be better off receiving tax credits or taking childcare vouchers from your employer. Go online at www.hmrc.gov.uk/calcs/ccin.htm

Help with childcare costs for students

Your training providers might have childcare support available for you.
For further education students: **Learner Support 0800 121 8989**
For higher education students: **Student Finance 0845 300 5090**

Make a difference

CRIMESTOPPERS
0800 555 111
Call anonymously with information about crime

Are you, or is someone you know suffering from Hate Crimes? Hate crimes are any crimes that are targeted at a person because of hostility or prejudice towards their race or ethnicity, disability, and sexual relationship etc.

Reporting crimes can make a real difference to you, your family and the neighbourhood. If you do not want to talk to the police or fill in the reporting forms, you can report a hate crime by calling **Crimestoppers** on free number: **0800 555111** or via their website at www.crimestoppers-uk.org. What you say is confidential and you do not have to give your name. It is free to call.