



# ODU-DUA HOUSING ASSOCIATION

## SPECIAL EDITION NEWS



DECEMBER  
2013

***Merry Christmas & a happy New Year  
to all our tenants.***



### Christmas & New Year Office Closing Times

All our offices will be closed from **12pm, Monday 23<sup>rd</sup> December 2013** and re-opened at **9am on Thursday 2<sup>nd</sup> January 2014.**

For emergency repairs over the Christmas period, please ring **APM Maintenance 020 8385 2133**

\*Please note that the number is for emergency repairs only.



#### Emergency cover during the Christmas Break

Our contractor, APM Maintenance will be on standby to deal with **EMERGENCIES only** while the Odu-Dua office is closed. They have been specifically instructed not to undertake urgent or routine repairs.

Please consult your tenants' handbook (pages

10 & 11) for examples of those repairs which are classified as emergencies.

**When you call APM Maintenance you must quote the authorisation code GREENHOUSE 13. If this code is not quoted the emergency repair will not be carried out.**



#### What is emergency?

Emergencies are those repairs which are likely to be a danger to health or life, or those which could immediately affect the safety of the building.

##### Examples of emergency repairs:

- ① Total loss of power that is not due to a failure in the supply to the block or area.
- ① Total loss of water.



- ① Total loss of gas supply.
- ① Leaking water pipe, tank or cistern.
- ① Unsafe electrical light socket or fitting.
- ① Insecure window, door or lock after a break-in (the break-in must be reported to the police and the crime reference number obtained).