

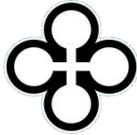


Tenants' Newsletter



September 2013

Odu-Dua Housing Association



Odu-Dua Housing Association
cordially invites you to

the Annual General Meeting 2013

It will take place:

**on 25th September 2013 at 18:00
at the Epworth Room, the Wesley,
81-103 Euston Street London NW1 2EZ**

Please RSVP your attendance
by calling office number: 0207 625 1799 or
by emailing to ylee@odu-dua.org

We look forward to seeing you!

Inside this issue...

You are invited.....p1

Keeping your appointments.....p1

Lost & found.....p1

Ease the bedroom tax burden.....p2

Keep calm and stop the noise.....p2

Get connected.....p2

Your voice count.....p2

Keeping your appointments

If you are unable to keep a repairs appointment, please contact us on 0207 625 1799 and we can re-arrange it with the contractor, or alternatively you can call the contractor directly. A missed appointment may result in you being charged for the call out.



Our contractors try their best to book appointments for tenants at suitable date and time for tenants.

It has come to our attention that our contractors are experiencing some difficulties in contacting tenants. When reporting your repairs, please make sure that you inform us if you have changed your contact number.

We have a large number of missed appointments. A missed appointment will result in you being recharged for the cost of call out.

When reporting a repair, please ensure:

- ⊕ You check who is responsible for the repair.
- ⊕ Your contact details are up to date.
- ⊕ You let us know any times you are available or unavailable.
- ⊕ You have a reference number for the job.

Lost & found

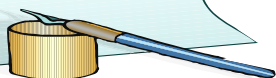


An amount of **£80.00** with the **slip number 503981** was received into our bank account on the **9th August 2013**. So far, we are not able to identify who has made this payment. If you believe that this is your payment, please provide the paying in slip as proof in order for the payment to be allocated to your account.

When you make payments, always include your name, address and tenancy number.

Ease the bedroom tax burden

In August, two of our tenants mutually exchanged their homes through HomeSwapper.



Since April 2013, some of your housing benefit may have been cut due to the charge of under occupation. For those of you who have one 'spare' bedroom, your housing benefit has been cut by 14% of your weekly rent. If you

have two or more spare rooms, you are losing 25% of the weekly rent.

If you don't pay the shortfall between your housing benefit and the rent, your rent arrears will increase. Examine your circumstances carefully and always prioritise your rent payments. If you feel that you will not be able to keep up with the shortfall, speak to the Housing Officer Akima as soon as possible. High rent arrears may

lead to losing your homes.

Downsizing your home could be an alternative to resolve the burden of the bedroom tax. Along with an internal transfer, you can also swap your home through HomeSwapper and House Exchange. The registration is free. Why not to have a look? You may find your dream home without further financial burden.



HomeSwapper

www.homeswapper.co.uk



House Exchange

www.houseexchange.org.uk

Keep calm and stop the noise



If you are suffering from excessive and intrusive noise from loud music, tv or radio or any anti-social behaviour during out of office hours, you can contact the local nuisance team in your boroughs. Your neighbour may not be aware that their noisy activities are affecting you. Before you call, you may want to speak to the person making noise to let them know that they are causing a noise problem.

Barnet Council

020 8359 2000

nuisance@barnet.gov.uk

Brent Council

020 8937 1234

ens.noiseteam@brent.gov.uk

Camden Council

020 7974 4444

Report online: www.camden.gov.uk/noise

Hillingdon Council

(01895) 250111

environmentalhealthepu@hillington.gov.uk



Get Connected

Do you have internet access at home or on your mobile? If not, you can always find places to get online in your communities. UK Online Centres provide access to the internet and help using it. Some centres also offer training courses. These services are usually free.

Some of the centres available locally are:

- Swiss Cottage Library
88 Avenue Rd, Camden, NW3 3HA
- Learning & Development Centre
71 Kingsgate Road, London, NW6 4JY
- Townfield Community Centre
Townfield Road, Hayes, Greater London, UB3 3EL
- Childs Hill Library
320 Cricklewood Lane, BARNET, London, NW2 2QE



To know more, call UK Online Centres on 0114 221 0410.

Your voice count

Healthwatch Hillingdon Launch Event

Event Details:

Date: Wednesday 18th September 2013

Time: 1.30pm – 4.30pm

Venue: Middlesex Suite Civic Centre,
High Street, Uxbridge UB8 1UW

Themes include:

- Healthwatch the new Patient Champion for Hillingdon
- How to play an active part in changing your community
- Working together to improve the quality of health and social care



For more information,
please call 01895 272997

