



## Are you missing out?

Information kept by the government tells us that only 6 out of 10 people who are entitled to Pension Credit have made a claim.

Pension Credit is a benefit for people over state pension age. It is extra money that could top up your retirement income and help with the cost of living, but many people do not know about it. That's why we want to tell our older residents about their rights.

People who receive Pension Credit can also get free dental treatment and possibly help with Council Tax, Housing Benefit to help cover their rent and heating bills. You may be eligible, even if you have savings.

Even if you're not eligible for Pension Credit, you may still be able to claim other support. For example: Attendance Allowance, Carer's Allowance and help with energy costs.

You can **apply for Pension Credit by phoning** the Government's claim line on 0800 99 1234 (Monday to Friday, 9.30am to 6pm) **or online** <https://apply-for-pension-credit.dwp.gov.uk/start>.

If you would like more information about Pension Credit please call the Age UK Advice Line on 0800 169 6565.



## Are you over 75?

## Have you claimed for your FREE TV Licence?

Did you know that the Government stopped issuing free TV Licences for people over 75 from August this year? However, you can still receive a free TV Licence if you claim Pension Credit.

So if you – or someone you know – could do with more money, as well as continuing to get the free TV licence, now is a good time to claim.



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## The Furlough Scheme is ending.....

The Government introduced the furlough scheme (officially known as the Coronavirus Job Retention Scheme) to help businesses retain and pay their staff. The furlough scheme has been slowly winding down and is due to end on 31 October 2020 and we know that tenants who have been furloughed from their jobs are worried about what will happen next.

The Chancellor has announced that the Job Support Scheme will replace furlough. Whilst furlough was an emergency stopgap to protect almost all jobs during the lockdown, the Job Support Scheme is different in that it will only support those in “viable” jobs; that means jobs where there is a genuine need for and which aren’t just being propped up by the furlough scheme.

### What is the Job Support Scheme?

The Job Support Scheme is open to small and medium sized businesses and will run for six months from 1 November 2020. It will top up salaries in firms which can't take employees back full-time.

To be eligible, employees must work for at least one-third of their normal hours.

The employer will continue to pay its employee for time worked, but the cost of hours not worked will be split between the employer, the Government and the employee (through a wage reduction), and the employee will keep their job.

The payment will be based on an employee's normal salary, with the government contribution capped at £697.92 per month.

So, for example, if someone earning £2,000 a month was working half their hours, they'd get £1,000 normal pay. They would then get £333 extra from their employer and £333 from the government. So, in total they would receive £1666 a month.

### If you are made redundant

If you are not in a “viable” job it is likely that you may face redundancy and your employer should be having discussions with you if your job is affected. If this does happen, we encourage you to claim for benefits as soon as possible and to keep us informed of your change in circumstances especially if this has an impact on your rent payments as you are still responsible for this.

### Benefits you can claim

If you're getting less work or no work because of coronavirus (Covid-19), you might be able to claim a grant through the coronavirus Self-employment Income Support Scheme.

You may also be able to

- apply online for Universal Credit
- apply for New Style Employment and Support Allowance, if you have a disability or health condition that affects how much you can work

## Tenant vs. Occupant

### What's The Difference?



From time to time we have a query from people who live in one of our properties about their legal status so hopefully the following information will help clarify any confusion.

**The tenant** (or tenants if it is a joint tenancy) is the person who signs the tenancy agreement which is a contract between them and Odu-Dua as their landlord. The tenant is responsible for keeping to the terms of the tenancy agreement such as paying their rent, reporting repairs, providing access to their property when required, and giving notice to terminate the tenancy, etc.



**The occupant** is someone who lives with the tenant in the property as a member of their household or, in some cases (where it has been approved by Odu-Dua), as a lodger. In the majority of cases occupants will be the tenant's family members (husband, wife, partner, children, etc.) who we call household members. The name and details of occupants may be written on the tenancy agreement but this does not make them tenants. An occupant who moved into the property with their parents when they were a child and is now an adult is not a tenant.

The terms "tenant" and "occupant", or "household member" for that matter, are not interchangeable. An example to illustrate the difference is the obligation to pay the rent which is a part of the tenancy agreement the tenant has to sign before they move into an Odu-Dua property. The responsibility to pay the rent is solely the tenant's whether or not a household member helps them with this.

Occupants are authorised to reside in the property with our permission. That is why it is important that the tenant lets us know when there has been a change in who is living at the property. If you need more information please contact your Housing Officer.

## You've Got E-Mail!!



We are now increasing our use of email as a method by which to send you written information such as newsletters, rent statements and letters. It is quicker, cheaper and better for the environment. Please help us by sharing your up to date email addresses by emailing us at: [admin@odu-dua.org](mailto:admin@odu-dua.org)

## Service Status

As you will have heard on the news, the situation with Covid-19 is ever changing. Our priority continues to be ensuring our tenants and staff remain safe and we are continuing to follow the Government's advice. Therefore, our offices both at Kingsgate Road and at Lithos Road estate will remain closed to tenants and the majority of our staff will continue to work from home.

### If you need to contact us

- Phone us on 020 7625 1799
- Email us at [admin@odu-dua.org](mailto:admin@odu-dua.org)
- If you need to contact the Estate Services Co-ordinator to discuss matters concerning Lithos Road estate please ring the above number or email [estateservices@odu-dua.org](mailto:estateservices@odu-dua.org)

### Repairs

We have moved on from providing just an emergency only repairs service and have been doing more routine repairs and maintenance. We are also carrying out inspections where this is required. Details of how you can report repairs are on the back page of this newsletter.

Please do let us know if you are suffering from Covid, have Covid-related symptoms or are self-isolating. If we need to visit your home, staff will wear the necessary Personal Protective Equipment (PPE) and ensure that the social distancing rules are maintained and we would ask you to do the same.

### New legal duty to self-isolate

As Covid-19 cases are back on the increase across the country it is important that you and your household help reduce the spread of coronavirus.

You are now required by law to self-isolate if you test positive for Covid-19 or are contacted by NHS Test and Trace and told to isolate. This law has been introduced to encourage everyone to comply with self-isolation rules and reduce the spread of the virus in their communities.

If you do not isolate when told to do so you may be fined £1,000. This can go up to £10,000 for repeat offenders.

Those on lower incomes who cannot work from home and have lost income as a result will also be eligible for a new £500 Test and Trace Support Payment, which will be operating from mid-October.

There are three simple actions we must all do to keep on protecting each other:



### Staying Safe – When to wear a face covering

By law, unless you are exempt, you must wear a face covering in most indoor settings, for example:

- ✓ Public transport including buses, underground and over ground trains
- ✓ Taxis and private hire vehicles such as Uber
- ✓ Shops, supermarket and shopping centres
- ✓ Pubs, bars, restaurants, cafes (except when seated at table to eat and drink)
- ✓ Post offices, banks, building societies
- ✓ Hairdressers, barbers, nail salons
- ✓ Places of worship
- ✓ Libraries
- ✓ NHS settings such as hospitals, clinics and GP surgeries

You are expected to wear a face covering before entering any of these settings and must keep it on until you leave unless there is a reasonable excuse for removing it.

The above are examples and there are other places where a face covering is a legal requirement. For more information, go to [www.gov.uk](http://www.gov.uk) and search face coverings. The site will also show you how you can make your own face covering.

## The Good, The Bad & The Ugly - What do you think?



Do you have a  
compliment,  
suggestion or  
complaint?

Your experience of Odu-Dua matters, good or bad, we want to know. Let us know if you have any concerns or ideas, or want to make a complaint.

You can

- Telephone us 020 7625 1799
- Email us [admin@odu-dua.org](mailto:admin@odu-dua.org)
- Write to us Odu-Dua HA  
84-88 Kingsgate Road  
London NW6 4LA

## Repair Responsibilities

Odu-Dua is responsible for repairing and maintaining the structure of the home you live in. This includes all the external parts and any internal fixtures and fittings originally provided by Odu-Dua.

From time to time tenants phone up asking for repairs to be carried out that are not the responsibility of the landlord. In order to prevent confusion and unnecessary recharges to tenants we have listed below examples of repairs that should be carried out by you.

- Sink plugs, chains, toilet pull chains and toilet seats
- Replacement of light bulbs, including fluorescent tubes
- The bleeding and venting of radiators in self-contained central heating systems
- Internal door latches and door furniture, bolts, cupboard/unit handles and hinges
- Locks changes where keys are lost,
- Window glass in internal walls, doors or cupboards, easing windows after internal painting, window fasteners
- Draught excluders
- Floor tiles (except where affected by rising damp or defective floorboards);
- Easing and adjusting doors
- Gates, hinges and catches
- Clothes posts, lines and fittings
- All internal woodwork repairs (excluding defective floorboards, banister rails and fair wear and tear)
- Clearance of all toilet blockages and blocked wastepipes in individual dwellings only, i.e. excluding all flats, maisonettes and shared drains
- Cylinder jackets
- Fitting and replacing plugs and fuses to electrical equipment
- Internal decorations including minor cracking (and all internal decoration following flooding if it is caused by the tenant e.g. through an overflowing bath or washing machine)
- Washing machines and any attachments.

If you are unsure you should phone the office and speak to the Repairs Officer.

## Fire Safety

As the festive season approaches and the weather starts to get colder, people are spending more time in their homes. The government are highlighting the everyday accidents that can start fires in your home.

**Here are some tips and advice to help you keep safe.**

### Smoke Alarms

You're more than 8 times more likely to die in a fire in your home if there are no working smoke alarms.

Did you know that you should test your smoke alarms at least once a month? Or that you should have smoke alarms on every floor of your home? Or that your local fire and rescue service do free home visits to make sure your home is fire safe?

You can book a visit via their website or by the following methods

- call free on 0800 028 4428
- email [smokealarms@london-fire.gov.uk](mailto:smokealarms@london-fire.gov.uk)
- text/SMS 07860 021 319

### Kitchens

**Most fires start in the Kitchen**—never leave children in a kitchen cooking unattended – ideally, always stay in the kitchen, especially if you're cooking with fat, and **do not pour water** on to hot fat.

### Overloaded extension leads

Please make sure you have enough sockets for all the modern equipment that you have for your homes. There is no need to have everything plugged in at once, when an item is not in use, then switch off, and un-plug, as this will also save energy, and keep you safer.

### Portable Heaters

Ensure they are cleaned regularly (de-fluffed) and are not left unattended when going out of the room for long periods or when you leave the house—Switch off!

### Cigarettes

When you finish a cigarette make sure it is right out – take special care when putting out cigarettes on balconies – just because you are outside doesn't stop a fire starting.

### Burning candles

Put candles in a holder and keep them away from things that may burn – never leave them burning when you're not in the room.

### Escape Plan

You are encouraged to make sure that you plan an escape route which is practiced with people living within the home.

### Support

If anyone in your household has a sight, hearing, or mobility problem, you can contact the Local Fire brigade for useful advice and guidance around the home.

or further information go to: <https://firekills.campaign.gov.uk/>



## Housing Moves

Would you benefit from being nearer work or training?

Do you have spare bedrooms in your home?

Are you overcrowded in your home?

Would you like to live closer to family or friends?

Housing Moves offers Londoners living in social housing the chance to move home within the capital and want to move out their current borough. London boroughs and housing associations advertise homes available to social tenants in London on a dedicated Housing Moves website. Once you have registered, and your application has been approved by your landlord, you will be able to access the Housing Moves Website and bid for properties.



You can apply if you have

- a secure, assured or fixed term tenancy
- no rent arrears for at least 12 months prior to your application
- no history of anti-social behaviour
- no ongoing possession or eviction proceedings.

Housing Moves is not available for tenants living in temporary accommodation or tenants on an introductory or starter tenancy.

To find out more and to apply go to [www.housingmoves.org](http://www.housingmoves.org).

You can speak to your Housing Officer if you have any questions.

## Repairs - useful numbers

Type of repair	Who to contact
All repairs (except for gas related repairs)	Odu-Dua - 020 7625 1799 (During normal office hours) Top Maintenance - 020 8935 5614 (for an emergency repair outside normal office hours)
Gas boiler/ gas central heating breakdown (including an out of hours emergency)	K & T Heating – 020 8269 4500
Economy 7 storage heating system breakdown – for tenants at Banyan House, Iroko House, Mahogany House & Sequoia House	Odu-Dua - 020 7625 1799 (During normal office hours) Top Maintenance - 020 8935 5614 (for an emergency repair outside normal office hours)
Gas leak/smell	National Gas Emergency Service - 0800 111 999
Total loss of gas/ electricity supply	Contact your supplier i.e. British Gas / EDF etc. (Check your bill for details)
Total loss of water / external water leak	Contact your water board (Check your bill for details)