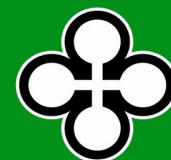


Tenants' Newsletter



ODU-DUA
Housing Association

December 2020



**ODU-DUA WISHES ALL OUR TENANTS
A MERRY CHRISTMAS & A HAPPY NEW YEAR**

CHRISTMAS AND NEW YEAR SERVICE OPENING TIMES:

FRIDAY 25 DECEMBER (CHRISTMAS DAY) - CLOSED

MONDAY 28 DECEMBER (BANK HOLIDAY) - CLOSED

29—31 DECEMBER - OPEN

FRIDAY 1 JANUARY (NEW YEAR'S DAY) - CLOSED

Our offices remain closed and on the days we are operating, there will be a reduced service. You can contact us on 020 7625 1799.

MONDAY 4 JANUARY 2021 - NORMAL SERVICE RESUMES

Repairs - Emergency Numbers

Type of repair	Who to contact
All repairs (except for gas related repairs)	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 & Halliwick Court Parade	020 7625 1799 (During normal office hours) Top Maintenance - 020 8935 5614 (for an emergency repair outside normal office hours)

Staying Safe under Tier 3

Although lockdown is officially over and we have had welcome news about vaccines for the coronavirus, we must all remember that all of London has been placed in Tier 3 (Very High Alert). This is to tell you what this means:

Tier 3 Restrictions

Who can I meet up with? You must not meet socially indoors or in most outdoor places with anybody you do not live with, or who is not in your support bubble, this includes in any private garden or at most outdoor venues

Non-essential shops, beauty services and hairdressers will be open.

Hospitality Venues including restaurants, bars and pubs, must close. They can still provide takeaway, click-and-collect, drive-through or delivery services.

School, nurseries, colleges and universities remain open. Everyone who can work from home should continue to do so.

Leisure centres and gyms remain open if they are COVID-safe and stop people mixing with others they don't live with. There can be no group exercises.

Places of worship will remain open but you must not socialise when there with those outside of your household or support bubble.

Weddings and funerals can go ahead with restricted numbers. Fifteen people can attend wedding ceremonies and receptions, while 30 people can attend funeral ceremonies.

Outdoor and indoor events will not take place.

Travel You should avoid travelling outside your area and reduce the number of journeys you make wherever possible.

We ask all tenants to be mindful of these restrictions when organising Christmas and New Year get togethers. Do not jeopardise your health and those of your family and friends by organising or attending events with more than the permitted numbers.

Please Remember

