

SURVEY 2023

Still time to give us feedback

Don't miss your chance to pass on your views about Odu-Dua Housing Association



An independent research company, Acuity, should have contacted you about this year's resident satisfaction survey.

You still have time to complete it!

Help us to improve your services

Our 2023 survey asks you to tell us how satisfied you are with:

- your home
- your neighbourhood, and
- the services we provide.

The questions take into account the recommendations in the Social Housing (Regulation) Act 2023, as well as the new Tenant Satisfaction Measures that were launched by the

Regulator of Social Housing in April this year.

The questionnaire also includes questions based on Housemark's STAR survey. This is a form of survey that landlords have been using for a number of years.

How Acuity contacted you

To remind you, Acuity will have got in touch:

- by sending you an email – inviting you to complete the survey online

- by posting you a questionnaire – so you can send us a paper version in the freepost envelope supplied (no stamp needed), or
- by phoning you between 9am-8pm on weekdays, or 10am-6pm on Saturdays – if you missed the call it would show up as 01273 093939, which has a Brighton area code.

However you choose to respond, please take the time to complete the survey. Your feedback is very important to us.



Keeping communal areas safe

We carry out fire risk and health and safety checks, and do repairs to keep you safe – but we need your input too.

We recently had a number of Fire Risk Assessments carried out by independent assessors. They advised us that we must stop residents keeping personal items in communal areas. This is because we have to keep communal corridors and stairwells free from possible obstructions and fire hazards.

We have written to all our residents about this before. In future, we will be enforcing our rules more strictly.

To be clear – you must not leave out any personal items, including:

- doormats
- shoes
- bicycles
- plants
- pushchairs, and
- clothes airers.

Your belongings should be kept in your flat and not by the stairs, under the stairs, or any cupboards in communal areas, or outside your flat door.

We have instructed our staff and contractors to remove any items they find in the communal areas during their visits to your block. They will do this without giving you notice.

Why we have this rule

Keeping things in stairwells, walkways and corridors could:

- make it difficult for someone to escape in an emergency – or cause someone an injury
- block escape routes and fire doors
- start fires, particularly if items can catch fire easily
- cause toxic vapours or smoke if they catch fire, and
- make it harder for the fire service to do their job.

Help us to keep you, your family and your neighbours safe by keeping all your belongings inside your home, where they belong.

Don't leave items like these in communal areas:



Odu-Dua's new Community Support Fund will assist our tenants

We are pleased to announce that we are introducing a Community Support Fund for residents who could benefit from some financial assistance.

You can apply to the fund if you need to buy essential items of furniture or household appliances for your home.

We have set up the fund because we want to be able to make a contribution when you have been

unable to get funding elsewhere – or where you need a top-up payment to help you meet the cost of buying essential items.

The maximum we can give to one individual is £200 and our funds are limited.

We will not fund items that are not essential e.g. personal audio equipment, decorating, or driving lessons.

Wherever possible, we will pay the supplier direct.

Resident panel

We plan to set up a panel of residents to agree these awards.

We will ask them to prioritise applications for tenants who are vulnerable, older, unemployed or young people. They will expect you to provide evidence.

For full details about our fund, please contact the office.



Free school meals for primary school children

The Mayor of London has said that no child should go to school hungry. He is providing emergency funding to support families with young children, because so many are struggling with the cost of living.

Since start of term in September, all primary school children in state-funded schools in London have been getting free school meals. This will continue until the end of the school year. It means that all primary school children will get at least one nutritious meal a day.

Your child will be getting their free school meals automatically and, depending on how schemes operate in your borough, you may also be entitled to other benefits like food vouchers during the holidays.

If your children qualified for free school meals under the Government's existing scheme, you should continue to apply for free school meals, so that you don't miss out on extra support.



Book your booster vaccines

With a new COVID-19 variant spreading, the Government is encouraging people to book their autumn booster jabs. This will boost your immunity and protect people who are at greatest risk of severe illness and hospitalisation.



Who qualifies for free vaccines?

You can get free flu and COVID-19 jabs if:

- you are 65 years old or over
- you have particular health conditions, or
- you have a learning disability.

We recommend taking up the vaccines if you are invited to do so. They will make sure that you are protected ahead of the winter.

It is safe to have both vaccines at the same time.

Where you can get your vaccines

Many eligible people will have both their jabs at their normal GP surgery. However, you can also book your Covid-19 vaccine:

- by calling 119 (free)
- by using text phone 18001 119, or
- by going online to www.nhs/book-covid

Please note that you currently cannot buy a COVID-19 jab privately. So, if you are asked to pay for a COVID-19 vaccine, it is definitely a scam. Do not pay anyone or give your bank details.

People over the age of 18 can also opt get their flu jab at a

local pharmacy. Pharmacies can give you your vaccine for free if you are in the eligible group.

If you are not eligible, you can opt to pay to have the flu vaccine – or your employer may offer you this option.

Key performance indicators: April to March 2023

Rent	Target 2023-24	April 2023- June 2023
Rent arrears	3%	2.87%
Rent collected	100.5%	95.38%



Phone:
020 7625 1799

Email:
repairs@odu-dua.org

Office address:
84–88 Kingsgate Road
West Hampstead
London NW6 4LA

Type of repair	Who to contact
All non-gas repairs during normal office hours	Phone Odu-Dua on 020 7625 1799 (option 2)
Emergency repairs outside office hours	Phone Odu-Dua on 020 7625 1799 (option 5). Please do not call Top Maintenance yourself
Gas boiler/gas central heating breakdown (including an out-of-hours emergency)	For K & T Heating, phone 020 7625 1799 (option 3), OR 020 8269 4500 (direct line)
Gas leak/smell	Phone the National Gas Emergency Service on 0800 111 999
Total loss of gas/electricity	Call your energy provider
Total loss of water/external leak	Call Thames Water on 0800 316 9800