

Key performance indicators: Apr to Dec 2024

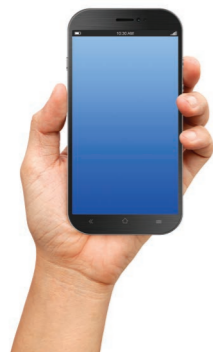
Rent	Target 2024-25	April to Dec 2024
Rent arrears	3.25%	4.82%
Rent collected	100.5%	99.23%

Reminder: we're introducing text messaging

Before Christmas, we shared some exciting news with you – about how we are introducing text messaging as a new way to stay in touch with you.

We can now send important updates and reminders directly to your mobile phone.

Please save our text messaging number – 07462 380 047 – to your phone, so that you know when it's us sending you messages.



Also: don't forget to tell us if your own contact details, including your mobile phone number, change.

Please use the right email address

Email is a great way to reach us for enquiries, service requests, or for updates about your tenancy.

HOWEVER – to ensure we can assist you quickly and accurately, it's essential you use the correct email address. By doing that, you will reach the right team more quickly and there is less risk that your email will be missed.

- For tenancy, housing and rent enquiries, email our team at: housing@odu-dua.org
- To report or follow up on repairs, email: repairs@odu-dua.org
- **Please don't email admin@odu-dua.org – this is our old address.**

Introducing Sureserve (Formerly known as K & T Heating)

Our gas and heating contractor is now known as Sureserve Compliance South.

Although the name is new, our tenants can rest assured that:

- the same experienced team will continue to handle all heating and boiler services
- there will be no changes to the level of care or response times, and
- existing appointments, contracts and warranties will remain unchanged.



TENANT NEWSLETTER

January 2025

Happy New Year from Odu-Dua

We'd like to take this opportunity to wish you and your loved ones a happy, healthy, and prosperous 2025.

As we enter the New Year, we remain committed to providing you with the best possible support and service.

Best wishes for the year ahead!



Aids and adaptations

If you or someone else in your household is elderly, frail, or has a physical disability, we may be able to offer you aids or adaptations to help you live more comfortably and safely.

If your home is suitable, it could be adapted to include:

- a level access shower unit
- a shower seat
- external ramps
- a door entry system
- grab rails, and/or
- outdoor tubular handrails.

You would need to contact your local council to arrange for an occupational therapist (OT) to visit you, to assess your needs and recommend adaptations.

For a major adaptation, you might be able to apply to the council for a Disabled Facilities Grant to cover the cost. The council would contact Odu-Dua and we would work together to get things set up.

If you have any questions, contact our housing team at 020 7625 1799 or email us at housing@odu-dua.org

Protect your belongings with home contents insurance

Our buildings insurance only covers the structure of your home. It doesn't cover your personal belongings such as furniture, decorations, carpets, or appliances.

If there's a leak from your neighbour's flat, a break-in, or even a fire, your items won't be covered. That's why we strongly recommend getting your own home contents insurance.

We recommend shopping around for an insurance provider that is suitable for your individual needs.


You might want to include checking out Thistle Tenant Risks, who have teamed up with the National Housing Federation to provide specialist contents cover for social housing tenants. Their My Home contents insurance covers your contents and personal belongings against loss or damage from events such as fires, theft or escape of water. It covers most

household goods and contents in your home, including furniture, TVs, clothing, carpets, electrical items and general household goods.

You can pay in instalments either fortnightly or monthly.

To find out more and get a quote, just call the My Home Team, or go to: www.thistlemyhome.co.uk



	Type of repair	Who to contact
	All non-gas repairs during normal office hours	Email repairs@odu-dua.org , OR phone 020 7625 1799 (option 2) to be directed to the team at Shian HA
	Non-gas emergency repairs outside office hours	Phone 020 7625 1799 (option 5) to be directed to Pinnacle
	Gas boiler/gas central heating breakdown (including an out-of-hours emergency)	Phone 020 7625 1799 (option 3) to be directed to Sureserve, 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

Phone: 020 7625 1799

Email: repairs@odu-dua.org
housing@odu-dua.org

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

Website: www.odu-dua.org



Getting into debt? Get advice

If you are struggling to stay on top of your rent, bills or debt repayments, remember that you're not alone; there is help available.

Here are some steps to take if you're struggling with debt.

Assess your situation

Look at your income, expenses and debts. Create a simple budget to understand where your money is going. Knowing the full picture will help you take control and decide where you can make changes.

Prioritise your payments

Missed payments for your rent, utilities and council tax can have serious consequences – so you should pay these bills first. If you're finding it hard to pay your rent, please contact us as soon as possible. We're here to work with you to find a solution.

Seek professional advice

There are free, confidential organisations that specialise in debt advice. They can support you and negotiate with creditors for you.

Some trusted services include:

- Step Change Debt Charity (online at: www.stepchange.org, or phone: 0800 138 1111)

- Citizens Advice (online at: www.citizensadvice.org.uk – check your local branch for contact details)
- National Debtline (online at: www.nationaldebtline.org, or phone 0808 808 4000)

Consider affordable repayment plans

If you're unable to pay the full amount owed, many creditors will be willing to work with you to arrange a repayment plan. Debt advisers can help you to approach creditors to negotiate manageable terms.

Access local support services

Depending on your situation, you may be eligible for grants, benefits, or other forms of financial assistance. Our team is happy to guide you to the right resources.

Take care of your wellbeing

Dealing with debt can take an emotional toll. Reach out to friends, family or support groups, and don't hesitate to contact mental health services if needed. Remember,

addressing financial difficulties is a positive step toward peace of mind.

Having trouble paying your rent?

If you're struggling to keep up with your rent payments, we're here to help. Please contact your Tenancy Services Officer, Veronica Mathurin, as soon as possible. You can phone her on 020 7625 1799, or email her at housing@odu-dua.org

Changes to our compensation policy

We recently updated our compensation policy to better reflect the needs and expectations of our residents. The updated policy is on our website.

We recommend reading it, so that you know how it works and how you would make a claim if needed.



Cost of living Get the support you need

As energy prices remain high and colder weather sets in, it is important to make sure you are getting all the benefits and support available to you this winter.

Check your benefits

Check if you could be getting extra money. There are millions in unclaimed benefits every year. You could be missing out on thousands of pounds of support.

For example, over £2 million in Pension Credit is going unclaimed. This is a life-changing benefit for people over state pension age, which we covered in detail in our last newsletter. You can view or download another copy of this newsletter from our website at: odu-dua.org/publications

To check your entitlement to a range of different benefits, go online to: benefits-calculator.turn2us.org.uk

If you need further help to check and claim benefits, call us on 020 7625 1799, or email housing@odu-dua.org

Get help from your local authority

If you need help with everyday essentials, or you're facing short-term financial problems due to an emergency, you can apply for help from your council.

Every council has a pot of money from central government to help people who are struggling to buy food, pay their utility bills, buy household essentials or other items. These funds have different names in different areas.

To find out more go online to your own council's website.

- **In Barnet**, go to: www.barnet.gov.uk/benefits-grants-and-financial-advice/barnet-resident-support-fund

- **In Brent**, go to: www.brent.gov.uk/residentsupportfund
- **In Camden**, go to: www.camden.gov.uk/cost-of-living-crisis-fund



Odu-Dua's Community Support Fund

If you are facing unexpected financial problems, you can apply for a grant from Odu-Dua's Community Support Fund.

Call us on 020 7625 1799, or email us at housing@odu-dua.org to find out more.

Your application will be carefully reviewed by our Tenants' Panel.

