

Community fun at Lithos Road

Lithos Road residents got together on 25 July for a community fun day organised by Odu-Dua, Notting Hill Genesis and Clarion.

With games and prizes, a bouncy castle, food truck and ice cream van, residents had an enjoyable time getting to know each other.

The estate has had problems with anti-social behaviour recently, so the event was designed as a positive reset for residents. We got some great feedback about the day:

"Lovely inclusive day. Kids had a brilliant day. Very well organised."

"Great opportunity to meet new neighbours and for the kids to make new friends."

"Fantastic event. Sooo nice to see the kids having a great time."

"Lovely community spirit. Amazing community get together."

Pictured top right: estate children take part in a game. Below right: staff from Odu-Dua and Shian alongside staff from Notting Hill Genesis and Clarion.



Come with us to Legoland!

For our first-ever summer outing we're taking residents from Odu-Dua to Legoland, together with tenants from Shian Housing Association.

The trip will take place on Tuesday 19 August and 33 people have already booked to come with us.

Legoland is mostly designed for children aged two to 12 – but is fun for all ages. Contact the office to book places for your family.





Complaints update

From April to June 2025, we received three complaints.

Two of these complaints were resolved at stage 1 and one at stage 2.

A resident who complained at stage 1 about communal cleaning, and to stage 2 about delays to the repair of a balcony door, received an apology, a plan for action and a small sum in compensation.

A second resident complained at stage 1 about a balcony door repair and also received a plan of action and a small sum.

We apologised to a third resident who complained about a blocked toilet and a window that needed replacing.



Odu-Dua's Community Support Fund

If you are facing unexpected financial problems, you can apply for a grant from our Community Support Fund.

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

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

Take part in our survey

Since June, Acuity has been contacting residents about our latest major survey. Don't miss your chance to pass on your views.

This is our second major survey to use the Tenant Satisfaction Measures launched by our regulator in 2023.

To invite you to take part, Acuity will:

- email you, or
- post you a questionnaire, or
- phone you (if you miss their call, it will show as 01273 093939, which has a Brighton area code).

Please take the time to complete the survey. We value your feedback.

Complaint claims

If you aren't happy with our handling of your complaint, we will be happy to work with you if you go to the Housing Ombudsman – but **please don't hire a lawyer**.

Recently, an Odu-Dua tenant got compensation of £3,000, while their lawyers tried to claim £30,000 in fees. We negotiated this down to £18,000 – the cost of three kitchens.

Meanwhile, a tenant who went direct to the Housing Ombudsman, got a settlement of £6,000 – with no legal fees involved.

Beware too of scam texts from 'no win, no fee' lawyers – as well as people turning up at the front door. **Stay safe. Don't respond.**



The Met (London's police service) is transforming its approach to community crime fighting.

A new website at metengage.co.uk allows you to meet your local officers, report concerns and keep up with what's happening in your area. Sign up to find out more.

We're listening and learning

Acuity is continuing to contact a sample of residents who have used our services, to check ongoing satisfaction levels.

Acuity: Customer contact survey	April 2025
Overall satisfaction	67%
Ease of contact	100%
Felt fully informed	100%
Query handled satisfactorily	67%
Query resolved on first contact	67%
Number of interviews	3

They now do this for us throughout the year and here are the results from April.

Acuity: Repairs survey	April 2025
Overall satisfaction	86%
Ease of reporting repair	86%
Worker's attitude, tidying up	100%
Quality of work	86%
Kept informed	83%
Right first time	100%
Easy to deal with	86%
Number of interviews	7

Following up arrears is not harassment

Some residents react strongly when we contact them about rent arrears. Please understand, we are not harassing you.

We're under an obligation to let you know if you're in arrears. Our regulator expects us to follow up missed payments and we have to report our rent collection performance to them every year.

When we remind you about any rent you owe, we are not trying to shame you. If you are getting behind with payments, we are

ready to offer you support, or a referral for external help if you need it. In short, we are trying to save your tenancy.

Remember that if you are struggling to pay your rent, the sooner you talk to us, the quicker we can help you to get back on track.



Want to pay monthly?

Here's how to calculate your monthly payments.

1. Multiply your rent by the number of weeks in the year. This year there are 52 weeks.
2. Now divide that figure by 12 to find your monthly payment.

So, for a rent of £120 per week:

- Multiply £120 x 52 = £6,240.
- Divide £6,240 by 12 = £520.

Your rent is £520 per month.

Your succession rights

When an Odu-Dua tenant dies, who can continue living in their home?

Succession is the legal right for someone to take over a post-1989 assured tenancy* after the tenant dies.

The tenant must have lived at the property as their only or main home.

Who can succeed?

- A surviving joint tenant
- A spouse or civil partner living in the property at the time of death
- A cohabiting partner or close family member (for example, a son, daughter, brother or sister) – but only if the tenancy agreement allows it and they

have lived in the home for at least the last 12 months

How many times can a tenancy be succeeded?

- Only once by law (statutory succession)

Important note: Please be aware that when the final joint tenant passes away, other family members do not have the right to succeed.

Who qualifies?

To succeed:

- You must have lived in the property at the time of the tenant's death.
- You must be able to prove your relationship to the tenant.
- If you are not the tenant's spouse or partner, you will need to prove you lived there for the past 12 months.

To make your claim, you will need to provide:

- The tenant's death certificate
- Proof of your relationship (eg, a marriage or birth certificate)

- Evidence that you lived there (for example, utility bills, medical records, council tax bill)

What if I don't qualify?

- You will be asked to leave.

Under-occupation

If the property is larger than you need, you may be offered a move to a more suitable home, so that we can offer the larger property to a family.

How to apply

- Tell your housing officer about the tenant's death.
- Ask to succeed to the tenancy. Provide the documents that prove your status.
- Wait for us to give you a decision.
- Our written decision will either confirm your right to stay, or advise you on your options.

If you need more information, phone us on 020 7625 1799, or email us at housing@odu-dua.org

***Note:** If you have a different sort of tenancy, your succession rights may be different. Contact us for details.



Damp and mould

When your home has been treated for damp and mould, we will stay in contact with you.

We take damp and mould very seriously and are committed to fully resolving your problem.



Key performance indicators:

April to June 2025

Rent	Target 2024-25	Performance Apr-Jun 25
Rent arrears	3.25%	4.48%
Rent collected	100.5%	101.42%

Repairs	How many	Target 2024-25	Achieved Apr-Jun 25
Emergency call outs	6	1 day	100%
Emergency repairs	24	1 week	100%
Urgent repairs	51	5 weeks	86.27%
Routine repairs	47	20 weeks	95.74%
TOTAL	128		

Summer heat tips

As the temperature rises, it's important to keep your body hydrated.

Dehydration can lead to headaches, fatigue and even more serious health issues, especially for children, older adults and people with certain health conditions.

Top tips to stay hydrated

- **Drink water regularly:** don't wait until you are thirsty. Drink more if you're sweating or active.
- **Add flavour:** add slices of lemon, cucumber, mint or berries to your water if you find plain water boring.
- **Eat water-rich food:** fruits like strawberries, watermelon, oranges and cucumbers are over 90% water.
- **Carry a reusable bottle:** always have a bottle of water with you when you're out and about.
- **Cut down on caffeine and alcohol:** these can make you more dehydrated, so balance them with plenty of water.
- **Stay cool:** wear light clothing and stay in the shade or indoors during peak sun hours.



Signs of dehydration

- Dry mouth or lips
- Headaches
- Feeling dizzy
- Feeling tired
- Dark yellow urine

If you, or someone around you, shows signs of severe dehydration, such as confusion, rapid heartbeat or fainting, you should seek medical help immediately. They may have heat exhaustion or, more seriously, heat stroke.

For further information about the signs to watch out for, go to the NHS website at: <https://www.nhs.uk/conditions/dehydration>



Don't forget sun cream and sun hats!

Melanoma skin cancer rates have increased by 32% over the past 10 years and non-melanoma skin cancer by 42%.

Be aware that while people with white skin are at much higher risk, people who are brown or black can also get these cancers.



ODU-DUA
Housing Association

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

Type of repair

All non-gas repairs during normal office hours

Non-gas emergency repairs outside office hours

Gas boiler/gas central heating breakdown (including an out-of-hours emergency)

Gas leak/smell

Total loss of gas/electricity

Total loss of water/external leak

Who to contact

Email repairs@odu-dua.org, OR phone 020 7625 1799 (option 2) to be directed to the team at Shian HA

Phone 020 7625 1799 (option 5) to be directed to Pinnacle

Phone 020 7625 1799 (option 3) to be directed to K&T Heating, OR 020 8269 4500 (direct line)

Phone the National Gas Emergency Service on 0800 111 999

Call your energy provider

Call Thames Water on 0800 316 9800