

Could you be an estate champion at your scheme?

We're looking for residents who will work with us to keep your estates safe and in good condition.

As an estate champion, you will work in partnership with us by carrying out informal checks at your scheme and reporting back on your cleaning and gardening services, lighting faults, flytipping, vandalism and other developing problems. To thank you for your time, we will provide you with vouchers to use in shops.

If you would like to take on this role, phone Veronica on 020 7625 1799 by the end of May.

Below: Lithos Road residents enjoying our community funday last summer.



Tenants' Scrutiny Panel

We also want to strengthen tenant involvement across Odu-Dua by launching a Tenants' Scrutiny Panel. The panel's role will be to review our overall service performance and contribute to overall service improvement.

We will draw members from a broad range of residents, to get representative feedback. We will reward you for your time.

Please contact Veronica on 020 7625 1799 for more details.

About your rent



Rent rises in 2026

Odu-Dua's rents will rise by 4.8% from April 2026 – in line with the latest Government rent guidance.

The rise represents CPI inflation as recorded last September, plus 1%.

The Regulator allows us to raise rents so that we can continue to ensure that your homes are safe, meet legal standards and are well maintained, as costs keep rising.

Providers across the sector will be applying the full increase – aiming to balance affordability with service quality.

Applying the full increase means that we can:

- continue to comply with legal and regulatory requirements – including meeting high standards around health and safety
- ensure our long-term financial stability
- pay rising bills for materials and services
- keep homes in good repair
- continue to invest in major

improvements, including new kitchens, bathrooms and boilers – making sure our older properties meet Decent Homes standards

- improve energy efficiency to reduce long-term costs
- maintain the quality of our housing and tenancy services – including meeting the growing demand for support for vulnerable residents
- keep our estates clean, with well-maintained grounds, and manage anti-social behaviour, and
- continue to train and develop staff to keep standards high.

Rent payments – we can help

If you can't pay your rent on time, please let us know as soon as you can.

We know things are difficult for many people at the moment. You can count on us to be straightforward and sympathetic.

Our main aim will be to help you get back on track, to protect your home and tenancy.

We can assist by agreeing to a payment arrangement, so that you can repay your arrears in instalments.

We can also signpost you to specialist services that can:

- check that you are getting all the benefits you are entitled to
- work with you on better ways to manage your money, and
- give specialist debt advice.

Please do get in touch. We take legal action only in the last resort, when people don't engage with us.

Static rent arrears

Is your rent account clear?

If your rent account is never clear – even if you only owe a small amount – be aware that you are breaking your tenancy conditions.

Please pay what you owe, to save our staff from having to chase you. Remember that your rent and service charges are the income we use to provide you with a home and services.

Can we adjust things for you?

If you have a disability, do let us know, so that we can make sure we are giving you fair access to our services.

If you need this, we will pay for reasonable adjustments to a certain cash limit, or we will direct you to your local authority to claim a Disabled Facilities Grant.



Long breaks away from home

It is important that you tell us if you need to be away from home for more than a month – for example if you have to go into hospital or make an extended visit to friends or family.

Please give details about your trip, when you will return and how you will pay your rent. Tell us if someone will live your home in your absence and give us emergency contact details.

We're listening, learning and acting

Our most recent major satisfaction survey showed a 15% rise in your satisfaction levels. We are still listening, learning and acting.

We were pleased with our recent survey results – they show that we are on the right track. However, we aren't stopping there. As well as running our major surveys for us, Acuity also contacts residents who have recently used our services, to check your ongoing satisfaction throughout the year. Here are the results to February 2026 and some of the comments you made.



Thank you for taking these calls.

Acuity: Repairs survey	April 2025 to February 2026
Overall satisfaction	89%
Ease of reporting repair	82%
Worker's attitude, tidying up	97%
Quality of work	87%
Kept informed	82%
Right first time	82%
Easy to deal with	85%
Number of interviews	39

Acuity: Customer contact survey	April 2025 to February 2026
Overall satisfaction	74%
Ease of gaining contact	81%
Felt fully informed	77%
Query handled satisfactorily	74%
Easy to deal with	71%
Number of interviews	35

Very satisfied with customer service. "They've got new systems now and everything seems to get dealt with a lot quicker."

Very dissatisfied with customer service. "When I report any issues they send unreliable contractors or do not turn up and the issues are not resolved."
This communal repair is now fixed.

Fairly satisfied with the repair service. "They did a good job in terms of arriving on time/the service, but the issue is still persisting with the drain. They gave me a good answer on what is causing the problem and tried to do some stuff, but I am not sure if it has worked."

New policies and more transparency

We are currently working with Capsticks solicitors to review all of our policies, to bring them into line with new regulations and best practice.

The new policies will be available on our website from April 2026.

Introducing STAIRS

Our Regulator is also introducing a new consumer standard for social landlords to meet. It will be referred to as the standard for tenant access to information (or 'STAIRS').

From October this year, we will have to demonstrate that we are transparent and accountable, by giving you access to a wider range of information about our work.

We are being asked to group the information into a 'publication scheme' document, which will be uploaded to our website. We will be expected to keep it regularly updated.

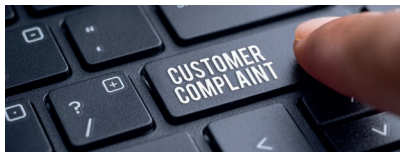
In future, if we are unable to provide information that a tenant has reasonably requested, they may have the option of raising this as a complaint with the Independent Housing Ombudsman.



Complaints update

From April 2025 to February 2026, we received a total of six complaints. We have reported on five of these in previous issues.

The most recent complaint related to a repair to a faulty gas boiler, which took too long to resolve. We offered an apology and compensation.



Make sure you can vote

The local elections will take place on Thursday 7 May 2026.

You can register to vote if you:

- are a British, Irish or Commonwealth citizen, a qualifying EU citizen or an EU citizen with Retained Rights, or
- if you have permission (or do not need permission) to enter or stay in the UK.

Go to: www.gov.uk/register-to-vote

Postal votes

You need to apply for a postal vote by Tuesday 21 April. The application forms are online at:



www.gov.uk/government/publications/apply-for-a-postal-vote

Vote in person

To vote in person, you will need to take some form of photo ID. This can include:


- your passport, or a passport or national identity card issued by an EEA state
- your photocard driving licence (UK, Channel Islands, Isle of Man or EEA state)
- your blue badge
- your TfL travel pass if you are older or disabled
- your PASS card (Proof of Age Standards Scheme)
- your biometric immigration documents, including eVisas, or
- an identity or veteran card issued by the Ministry of Defence.

You can also apply for a free voter ID certificate at: www.gov.uk/apply-for-photo-id-voter-authority-certificate – but you need to do this by 5pm on Saturday 28 April. You will need to be able to prove your identity and provide a digital photo.

Key performance indicators: April 2025 to March 2026

Repairs	No.	Target for 2025-26	Average days to complete	% completed on target
Emergency callouts	13	1 day	1 day	100%
Emergency repairs	58	1 working day	1 day	98.28%
Urgent repairs	264	5 working days	2.33 days	96.21%
Routine repairs	183	20 working days	7.72 days	96.21%
Total	518			

Rent	Target 2025-26	Achieved
Rent arrears	3%	3.85%
Rent collected	100.5%	101.58%

 <p>Phone: 020 7625 1799</p> <p>Email: repairs@odu-dua.org housing@odu-dua.org</p> <p>Office address: 84–88 Kingsgate Road West Hampstead London NW6 4LA</p> <p>Website: www.odu-dua.org</p>	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)	Contact Sureserve Compliance South direct on 020 8269 4500 and select option 1.
	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	