

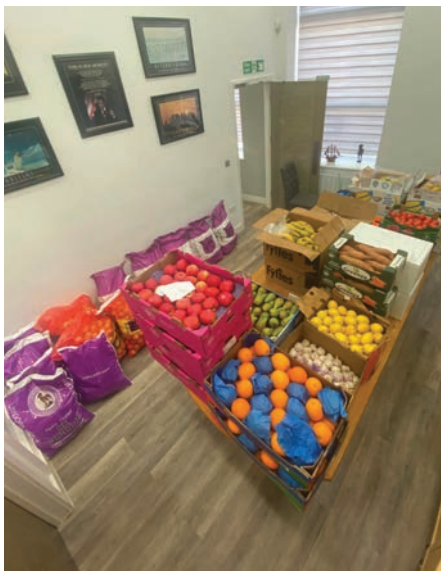
Southend here we come!

A day by the sea

Thirty-nine Odu-Dua and Shian residents have signed up for our trip to Southend on 12 August – ready to enjoy a fun day out with their families and neighbours.

Staff from both housing associations are looking forward to a day out with you all.

Please note that booking for this trip is now closed.



Summer food project

With the kids home for the holidays, we've been running a summer food project – providing residents with a free hamper of fruit and vegetables.

We were pleased to invite residents to our West Hampstead office to take up our offer at the end of July.

Contact details reminder:

When you need to send us an email, please use our repairs@odu-dua.org and housing@odu-dua.org email addresses. We no longer use our old admin@odu-dua.org address.



RENT

Are you paying the right amount?

Our rents rose by 4.8% in April – in line with this year's Government rent guidance.

Please make sure that you are paying the correct amount, so that you don't get behind.

Need help?

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

We can offer practical help and advice if you are struggling financially.

We can agree a plan to repay your rent arrears in instalments.

We subscribe to a welfare benefits checking tool, so we can quickly find out if you are eligible for additional benefits.

We can help with applications for a Discretionary Housing Payment or a grant from your local authority.

We can also signpost you to specialist services that can help with debt.

Remember: we take legal action when people don't engage with us by making a payment arrangement, or do not keep to their arrangement.



MyTenancy: have you signed up yet?

Residents who use our MyTenancy portal get access to our services 24/7 – but not everyone has signed up yet. We are currently contacting people to talk them through the process.

The MyTenancy portal gives you 24-hour access to our services and allows you to:

- report and check on repairs
- check your account and print out rent statements
- give us feedback
- update your tenancy details, and
- tell us about your particular needs and preferences.

We also send all our communications, letters, rent statements and repairs



orders to you via the portal – after texting or emailing to remind you to check.

To register for MyTenancy go to: <https://odudua.mytenancy.co.uk>

Remember always to keep your phone number and email address updated, so that we can contact you easily.

Tenancy liaison visits

We regularly make home visits to find out how things are with you.

Our visits give us the opportunity to get to know you and find out what you need from us.

We record your preferences and whether anyone in your household is vulnerable. We do this to make



sure that we are giving everyone equal access to our services.

We also check the condition of your home and – with the new emphasis around hazards – we look for obvious risks that might cause a trip, fall or accident.

Our visits have another important purpose, which is checking that the right people are living at the property. Under the Prevention of Social Housing Fraud Act 2013, it is illegal to move out and rent, or pass on, your home to someone else. We will always take action where we find this is happening.

Are you on our transfer list?

A small number of residents are still on our transfer list – hoping for a move to another of our properties. If this includes you, please contact us to update your circumstances and housing needs.

Be aware that very few of our homes become empty each year and most have to be let to someone nominated by the council. You are more likely to get a move by registering your home online for a mutual exchange at: <https://www.homeswapper.co.uk> (free for Odu-Dua tenants), or by registering with the council.

No access? What courts are saying

A recent county court ruling has provided much clearer guidance for landlords about how we can go about gaining entry to a tenant's home to carry out necessary safety inspections.

You have the right to quiet enjoyment of your home. But, as your landlord, we have legal responsibilities around health and safety. When residents don't give us access to their homes to carry out these inspections, it leaves us with a difficult problem.

In the past, courts have taken differing views on whether a landlord has the right to force entry to a home when a tenant has repeatedly failed to give access.

The new ruling by Judge Glen, who is a senior district judge, makes it clear that, in appropriate cases, we do have this right. He made this ruling on a recent case where he was asked to make a decision that would provide guidance to other civil judges in England.

However, before we get to the point

of forcing entry, landlords are expected to:

- make multiple attempts, giving at least 48 hours' notice, to get the tenant to provide access
- take full account of vulnerabilities of individual household members
- get permission from a court
- give 48 hours' notice before forcing entry, and
- pause this action if the tenant is at home on the day and actively opposes entry.

Judge Glen thought that forced entry was a better option than a court order, which could lead to a tenant being committed for contempt of court. It was also more proportionate than a landlord going to court to gain possession of the property.

Where a court agrees, we may also be able to reclaim our court costs.



Please give us access

By law, we have to arrange for regular health and safety checks in your home and at your scheme.

Whether it's your annual gas safety check, or a check on your electrics, water system or other items, these inspections are all extremely important.

When you get an appointment, remember that this is about the safety of your household and neighbours – not just about our legal landlord responsibilities.

So, please make sure you give our contractor access – or change an inconvenient appointment as soon as you can.

Keep rubbish tidy at your scheme

When you dispose of your rubbish, remember to:

- use the right bin – sorting out whether your items need to be in the general waste or recycling bins



- tie black bags securely and put them fully inside the bin, and
- don't leave bags piled up on or around bins.

Pictured is some of the disposed-of rubbish at one of our schemes. Leaving rubbish in this state attracts mice and rats, as well as heightening the risk of fire.

Remember that large items dumped at your scheme by residents or outsiders are not collected with the normal rubbish. We have to pay for a special collection.

We will recharge you if we identify you as the culprit. Otherwise we have to add this cost to the service charge paid by you and all of your neighbours.



Could you be an estate champion?

We're looking for some estate champions to work with us.

As an estate champion, you carry out informal checks at your scheme and report back to us.

To thank you for your time, we will give you shopping vouchers.

If you would like to take on this role, please contact us.

We are listening and learning

Thank you for taking phone calls from Acuity – our independent survey company.

PLEASE NOTE: They are now calling from a new number: **01273 004114.**

Remember:

- Tell us about your LAST contact.
- Let us call you back, so we can discuss why you're dissatisfied. (But note that we receive these reports up to six weeks later.)

Very dissatisfied with our customer service

"I have had nothing but gaslighting and uninformed information and it is all swept under the carpet.

"I experience blame and cancellations, I am really despondent and I've just come out of hospital again."

We have assisted this resident to apply for more suitable supported accommodation.

Neither satisfied nor dissatisfied with the repairs service

"One year ago there were a lot of mice in the house and they did come to sort this in the end, but there is still a hole.

"The report from the Pest Control mentioned that they need to fill this hole and we reported it many times."

We arranged for a contractor to attend to do a full day of pest proofing works.



Fairly satisfied with the repairs service

"Yes I am very satisfied. Nothing really much to say."

Fairly dissatisfied with the repairs service

"Lots of issues here and the door handles don't work properly and it's not part of their job they say. The door fell off its hinges as the wood is rotting due to the damp/mould."

We arranged for a contractor to reattach the door.

Very satisfied with our customer service

"The lady was very lovely and helpful. Sometimes you don't get such a good one."

Acuity: Customer contact survey	Apr-Jun 2026
Overall satisfaction	62%
Ease of gaining contact	62%
Felt fully informed	62%
Query handled satisfactorily	69%
Query resolved on first contact	54%
Easy to deal with	69%
Number of interviews	13

Acuity: Repairs survey	Apr-Jun 2026
Overall satisfaction	80%
Ease of reporting repair	82%
Worker's attitude, tidying up	90%
Quality of work	90%
Kept informed	73%
Right first time	90%
Easy to deal with	90%
Number of interviews	11

Key performance indicators: April to June 2026

Repairs	Number carried out	Target for 2026-27	Average days to complete	% completed on target
Emergency callouts	6	1 day	1 day	100%
Emergency repairs	11	1 working day	1.09 days	90.91%
Urgent repairs	66	5 working days	2.73 days	98.48%
Routine repairs	49	20 working days	6.12 days	97.96%
TOTAL	132			

Rent	Target 2026-27	April to June 2026
Rent arrears	<3.9%	3.85%
Rent collected	>100%	101.33%

Complaints update

Between April and June 2026, we received one complaint.

The complaint related to an infestation of rodents at one of our blocks.

We are now in the process of getting pest proofing works done and have a programme of pest control set up. While we do this, the case is still open.



Are you ready for our major works?

Odu-Dua's major works programme at Lithos Road is now underway.

The works include replacement windows and balcony doors for the homes at Iroko House.

Please make sure that you are available to give access to our contractors when it's your flat's turn.



Keeping people safe from domestic abuse

Everyone living in our homes has the right to feel safe.

Please let us know if you are being abused – or if you suspect this is happening to someone else.

Our safeguarding policy sets out the steps we will take if we hear that someone might be being abused. If you contact us, we will always treat what you tell us in confidence. We will take extra care where the victim is a child or a vulnerable adult.

Our staff and others are also on the look out for signs that something isn't right.

That might include:

- unexplained injuries
- a sudden or out-of-character change in someone's behaviour or wellbeing
- someone seeming fearful, unusually timid or withdrawn
- having no or hardly any control over their finances
- being unusually quiet or unwilling to chat to others, or
- an adult not being allowed out on their own.



Abuse can come in different forms

- It can be physical or spoken, sexual or emotional.
- It can involve mind games – controlling who you see or talk to, or tricking you into thinking you, or your mental health, are the real problem.
- It can be failing to act when help or support are needed.
- It can involve forcing or 'grooming' someone into sexual acts.
- It can be when someone, or a group of people, take over a vulnerable person's home – often to use it for criminal or drugs-related purposes. This is known as 'cuckooing'.
- It can be stealing, such as taking over someone's savings or benefit payments.

What you should do

If someone is in danger right now, call 999. Otherwise, you can call the police on 101, or your council's safeguarding team – there may be a separate number for adults or children. Please call us too, so we can take steps to make sure the person involved gets the right sort of support.

Don't investigate yourself

Be aware that you could make things worse – for example by alerting the perpetrator. It is better and safer to involve people with the right training.

Health and safety checks

Fire risk assessments

All our properties that have shared spaces are included in our ongoing programme of fire risk assessments. The assessments recommend the actions we should take.

Our assessors report that despite regular reminders, residents are still leaving personal belongings in shared spaces. Be aware that we will remove

these items to keep escape routes clear and to reduce the risk of fire.

Legionella leaflets

Specialist contractors carry out regular checks on our water systems to make sure they are free of the dangerous Legionella bacteria which causes Legionnaire's Disease.

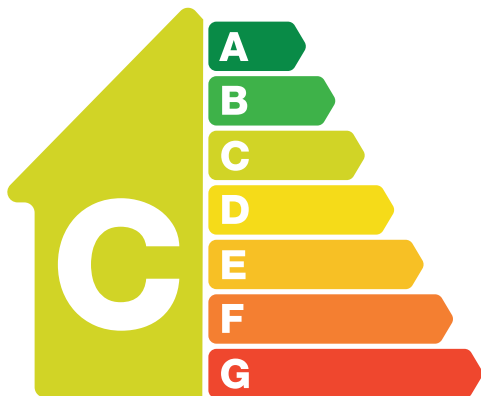
We have a water safety leaflet on



our website at <https://odu-dua.org/publications> and have recently sent copies to the MyTenancy portal.

Energy Performance Certificates

We've engaged a specialist consultant – Vibrant – to carry out EPC checks on your homes. When they call you to arrange an appointment, their number will show up as 01273 004114.



We're carrying out these checks because the Government has set a target for social rented homes to meet EPC Band C or an equivalent energy-efficiency standard by 1 April 2030, unless an exemption applies.

Homes are awarded an Energy Performance Certificate (EPC), which shows how energy efficient a property is, using a rating from A (most efficient) to G (least efficient). The new target is for social rented homes to reach an EPC C rating.



By improving your home's energy efficiency, we can help to reduce bills, as well as helping the Government meet its climate targets. We will use the information from the checks to plan future works.

If you would like to check your home's current rating, you can search on the Government's website at <https://find-energy-certificate.service.gov.uk/find-a-certificate/search-by-postcode>

		Type of repair	Who to contact
 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		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