



Let's Get Your Repair Sorted

If something has gone wrong in your home, such as damp and mould, a leaking roof, a broken boiler or another repair, please let us know as soon as possible. Keeping your home safe and in good condition is our responsibility, and we want to work with you to put things right quickly.



Our Promise to You

- ✓ We will listen and take every repair report seriously.
- ✓ We will respond as quickly as reasonably possible.
- ✓ We will keep you informed throughout the process.
- ✓ We will work with you to find practical solutions.
- ✓ We will treat you with respect, fairness and understanding.



Why early reporting matters

Repairs can be stressful and disruptive. Reporting problems early helps us act faster, reduce inconvenience and stop issues from getting worse. Our preference is always to resolve repairs directly with residents wherever possible.



Being Open About the Costs

Over the last two years, five disrepair claims handled through solicitors have cost Odu-Dua Housing Association a total of £52,484*.



An average payout to date for tenants from disrepair cases is £250.



These costs could have been used to invest in your homes and community.



By working together and reporting issues early, we can resolve problems sooner and avoid unnecessary costs.

**Figures are provisional as one case is still being finalised.*



What Could £52,484 Pay For?

Approximately

8-10

kitchen replacements



Approximately

10-12

bathroom replacements

Every pound spent on legal fees is money that cannot be invested in improving residents' homes. We share this information to explain why early communication benefits everyone – not to discourage anyone from exercising their rights. These figures are approximate comparisons based on the same cost benchmark.

How You Can Help

If you notice a repair, please contact us straight away. If you have already reported a repair and feel it is not progressing, please contact us again so we can review it and keep you updated. Keeping a note of when you contacted us and who you spoke to can also help.



MyTenancy via odudua.mytenancy.co.uk



Email: repairs@odu-dua.org.uk



Telephone: 020 8985 7120 or 020 7625 1799



WhatsApp (photos and videos only): 07703 882701

What Happens After You Report a Repair?

1

We receive your report

We log your repair request and assess how urgent it is.

2

We arrange the repair

We arrange an inspection or appointment with one of our contractors if needed.

3

We keep you updated

If there are delays or further work is required, we will keep you informed.

4

We complete the repair

Our aim is to make your home safe, secure and comfortable as quickly as possible.

5

If you are unhappy

You can make a formal complaint through our complaints procedure.



Understand the Possible Costs

You have the right to get legal advice and take legal action. Before signing with a solicitor or claims company, ask them to explain:

- ✓ what fees you may have to pay
- ✓ what may be deducted from your compensation
- ✓ whether you could pay costs during or after the case
- ✓ what would happen if the claim is unsuccessful

Legal fees can sometimes be higher than the compensation a tenant receives. Uninformed decisions can cause financial hardship. These options do not affect your right to seek legal advice.



Your Rights

Nothing in this newsletter changes your rights. You always have the right to seek independent legal advice, make a complaint or contact the Housing Ombudsman if you believe a repair issue has not been dealt with appropriately. We are simply asking that, wherever possible, you give us the opportunity to resolve the issue first.



Working Together Works

Open communication can often lead to quicker, more positive outcomes for everyone involved. By working together, we can focus on resolving repairs and invest more of our resources in improving residents' homes.

Thank you for helping us keep your home safe, comfortable and well maintained.



The ODU-DUA Housing Association Team
Here for you, here for your home.