



2020/21 2nd Quarter August—October 2020 newsletter **Including Annual report 2019 - 20**

Dudley Federation Update

We continue to follow the Government advice to work from home if possible (which it is for us) and although we can't provide face-to-face support we are available by email and telephone from 9am-5pm daily. If there is no answer please leave a message and we will get back to you as soon as possible.

We know that some groups are holding online meetings and if you would like a DFTRA representative to join in please let us know.

Benefit Update

The latest factsheets on benefit entitlement for those affected by Covid 19 are available on the [Dudley MBC website](#).

DMBC's covid helpline - 01384 815002 (open Tues and Thurs 9.30 – 1:00 and 2.00 – 4.30).

The helpline offers benefit checks and advice for anyone who has been affected by financial changes as a result of Covid 19 (e.g. reduction in hours; redundancy; or the need to isolate).

Coronavirus Update

At the time of publishing, Dudley is set to move into Tier 2 of the newly announced Tier system, also acknowledged as Alert Level High. If we are going to avoid entering the highest Tier, everyone will need to play their part in preventing the spread of the virus. Clear information on what you can and can't do can be found at www.dudley.gov.uk/localrestrictions.

Please also remember:

- ▶ Regular hand washing is still vital
- ▶ Keep a safe distance from others (2 metres where possible)
- ▶ Continue to limit your contact with other people
- ▶ Wear face coverings over your nose and mouth to protect yourself and others

H A N D S , F A C E , S P A C E

Dudley Federation Annual Report 2019-20

Partnership meetings were attended throughout 2019-20, where issues from tenants were raised and information from meetings was fed back to groups. Details on meetings attended and by whom can be found on our website.

Enquiries

sent to DMBC via the enquiry procedure totalled 5 during 2019-20. Of these 3 were repairs related, 1 was regarding ASB and 1 was to do with Asset Management.

39 enquires were dealt with directly by a DFTRA representative,

16 Personal Independence Payment and 10 Employment Support Allowance cases were assisted with and won.

Financial Reports and DFTRA Board meeting minutes are available to view online.

You can view our full end of 19/20 report on our website

Our plan for 2020-21

Support tenants, residents and TRAs with issues in any way we can, throughout the challenges that Covid-19 brings.

We have moved into our new office and although we can't welcome you in just yet, we look forward to a time when we can.

Educate Board members and staff on any relevant topics, starting with ensuring a Covid-19 safe workplace.

The satisfaction survey has once again been placed on hold but we look forward to receiving feedback once this can be completed.

Keeping members informed of important information will - as always - continue to be a top priority for Dudley Federation.

Encourage TRAs to apply for Discretionary Bids up to £100 is available for groups to purchase items to assist them in running their TRAs.

Take part in TRA meetings when required - please let us know if you would like a DFTRA representative to virtually attend your meeting.

Support the set up of new TRAs and Forums alongside the Participation Development Team.

Dudley Federation of Tenants and Residents Associations

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