



# Dudley Federation



of Tenants and Residents Associations

2020-21 Quarter 4 newsletter

February to April 2021

## DFTRA Update

19th March 2021 marked once year since we moved into our new office at St Giles Street, Netherton. We knew that it would be some time before we could settle in but no one expected it to be this long. Whilst it was an adjustment to switch over to virtual meetings, we are thankful that we have been able to keep helping others throughout this pandemic.

With vaccines being administered and the plan to ease out of lockdown underway, we hope that we can welcome you into our new office space soon.

## Repairs to Council Housing

You may have received a letter or text message recently from a third party company regarding repairs in your council home, and how you can claim compensation and get the repairs done more quickly.

Dudley Federation of Tenants and Residents Associations would urge you to contact the Council's Repairs Management Centre in the first instance on 0300 555 8283 to check on the status of your repair before considering this. Very often there are hidden fees and costs associated with using a third party company which you may end up being responsible for.

For more information and advice, or to raise a complaint about the services the Council provides please visit [www.dudley.gov.uk](http://www.dudley.gov.uk).

## Coffee & Catch up events

You may already be aware of these events, but if not then you are missing out! Held on a regular basis to discuss topics relevant to TRAs, it is a great way to connect with members of your own and other groups virtually as well as PD officers and DFTRA representatives.

The next session will take place on Wednesday 28th April with Laura Dickens from Creative Black Country and the June 15th session will feature Sandra Vaugh CEO of Mind LGBTQ+ and BAME.

Sessions run 1-2pm and 6-7pm. To sign up please contact the Participation Development Team on 01384 868 010 or [participation@dudley.gov.uk](mailto:participation@dudley.gov.uk).

Step 2 of the roadmap begins on 12th April with the opening of non-essential retail, outdoor hospitality, outdoor attractions as well as libraries and community centres. Full details on the new rules can be found here:

<https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do>

It is important to remember that the next steps can only be taken if everyone remains careful and follows the current guidance and planned dates will be subject to change should the rate of infection increase.

We can still be hopefully optimistic that some kind of normality is in sight. Please continue to wash your hands, wear your masks and keep a safe distance from others.

## Purdah

We are now in the Purdah period until 6th May when the local elections are due to take place.

As politically neutral groups, during this time Tenants and Residents Associations should be especially cautious about Local Councillors being present at meetings and events and being involved in any promotional activity. Committee members intending to stand as a candidate or who are actively involved in campaigning should stand down from TRAs. Roles can be resumed following the elections if the campaign has been unsuccessful.

If you would like more information or advice about any of the above please contact your Participation Development Officer or the Participation Development Team on 01384 815168.

## Support for tenants who may be struggling to pay rent due to Covid-19

The Coronavirus pandemic has had a detrimental impact on employment, wages and the income of people who are self employed.

The income team at Dudley Council can provide reassurance and support during this difficult time.

Please contact them if you are struggling financially and:

- Have Coronavirus, or are following guidance to stay at home;
- Have lost your job;
- Are self-employed and can't get work;
- Can't work because your workplace has closed.

You may be feeling worried during this difficult time - Dudley Council are here to help you and support you to maintain your tenancy.

☎ For queries and help on rent arrears please call the Rent Income Team on 0300 555 0010

☎ To set up, change or cancel a rent Direct Debit payment please call the Rent Direct Debit Team on 01384 81 5024

More information can be found on the [Dudley Federation website](#) or the ['paying your rent' section of the Dudley MBC website](#).

**Dudley Federation of Tenants and Residents Associations**

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