

DFTRA - Dudley Federation of Tenants and Residents

Final update for 2016

Hi everyone

Please see below some useful and important information for the Christmas and Winter period. We would like to thank all our TRAs and supporters for their hard work this year and we look forward to next year.

DFTRA newsletter November - December 2016



The latest edition of the Dudley Federation newsletter can be [viewed or downloaded here](#).

Gritting and Snow Clearance



For up to date information on Dudley Council's gritting and snow clearance services, [see here](#).

Winter edition of Money Matters from Dudley MBC

Money matters

Be debt aware at Christmas

The greatest Christmas gift you can give your family is a roof over their heads, so make sure your rent is paid before shopping for presents. More than one family a week is evicted in Dudley for rent arrears. Don't let this happen to you.

Housing services will take action against the minority of people who choose not to pay their rent. This could mean ending up with a notice of seeking possession, or a court summons in the post along with the Christmas cards.

If you are struggling to pay, tell your rent arrears officer by calling 01384 811689. They are there to help and can agree an affordable repayment plan to pay back your arrears. They can also refer you to specialist organisations and teams who can support with any other debt issues. The earlier you contact them, the more options they have to help you.

For independent advice, call Citizens Advice on 01384 816222. If you are on a low income, you may be eligible for Housing Benefit, call 0300 555 8100.

To make a payment 24 hours a day, 7 days a week go online at www.dudley.gov.uk or call 0300 555 7000 (charges apply for credit cards).



Before the party starts...

have you remembered to pay your rent?

Make sure you keep your home, be sure to pay your rent on time.

If you need help or assistance

Please contact income management who can provide advice and support regarding your rent account by phoning 01384 811689.



Dudley received out on average 2 million every week last year. Most of these were for rent payments of rent which had not been received. Please make sure the money goes to the right place. If you need help or assistance contact income management on the number above.

Discretionary Housing Payments (D.H.P.)

Did you know that if you are experiencing problems paying your rent you may be eligible for discretionary housing payments?

These are payments made to people claiming Universal Credit/Housing Benefit who need help with their housing costs, if they are more than the amount of benefit received. Each case is reviewed individually and amount allocated depends upon circumstances. We cannot guarantee anyone applying will definitely receive it.

For more information go to www.dudley.gov.uk (search Discretionary Housing Payments).

View the latest edition of Money Matters above ^



Changes to waste and recycling over the festive period



Flyers should have been delivered to household detailing the changes to waste collections, here are the changes:

Monday collections: collections due on Monday 26th December will be collected on Tuesday 27th

Tuesday collections: collections due on Tuesday 27th December will be collected on Wednesday 28th

Wednesday collections: collections due on Wednesday 28th December will be collected on Thursday 29th

Thursday collections: collections due on Thursday 29th December will be collected on Friday 30th

Friday collections: collections due on Friday 30th December will be collected on 31st.

No changes to recycling and/or waste collections in the first week of 2017.

View the full article on the Dudley News [here](#).

Dudley Council Christmas services and opening times 2016

Dudley Council Christmas services & opening times

Dudley Council Plus
Dudley Council Plus will be closed December 23 to 27 and January 2.

Waste collections
Households will have altered recycling and grey bin collections between December 26 and December 31. Flyers detailing the changes are being delivered to all borough homes in the lead up to Christmas. Details of the altered collections are also available online at www.dudley.gov.uk/recycling or by contacting Dudley Council Plus at dudleycouncilplus@dudley.gov.uk or by calling 0300 555 2345.

Household waste recycling centre
The Household waste recycling centre will be closed on December 25 and 26 and January 1.

Leisure centres
Crystal
The centre will close at 6pm on 23 December. Closed December 24 to 26 and January 1. The centre will close at 6pm on December 27 to 31. The leisure pool will be closed from 11 December to 1 January for essential maintenance (subject to completion). The centre will close at 6pm on 2 January.
Dell Stadium
The stadium will be closed from December 23 to January 2.

Dudley
The centre will be closed from December 24 to 26 and January 1. The centre will close at 6pm on December 29 and 27 to 30. The centre will close at 4pm on 31 December.

Halesowen
The centre will be closed from December 24 to 26 and January 1. The centre will close at 9pm on December 23 and 30 and at 8pm on December 29. The centre will close at 4.30pm on December 31 and 6.30pm on January 2 and 3.

Park activity centres
The activity centres at Huntinglee Park, Mary Stevens Park, Netherliff Park and Silver Jubilee Park will close on 23 December at 4.45pm and re-open on 3 January at 8.45am.

Register office
Office will be closed from December 23 to 27 and January 2.

Libraries and archives
All libraries and the Archives Centre will be closed December 23 to December 27 as well as January 1 and 2 and will close at 4 pm on December 31.

Children's services and adult, community and housing services
Offices will be closed December 23 to 27 and January 2. To contact children's or adult care services in an emergency when offices are closed, call the emergency duty team on 0300 555 8574. Services including residential care and homework will continue to operate during the holiday period. The housing repairs management centre is closed December 23, 24 and 25 and January 1. Emergency repairs service only 23 - 27 December (inclusive) and 1 & 2 January. Please call 0300 555 6283 for out of hours emergencies or to report an emergency on a day that the repairs management centre is closed.

Bereavement services
The cemeteries and crematoria grounds are open throughout the Christmas period from 9am until 4.30pm with the Book of Remembrance room open from 9am to 4pm. The offices will be closed December 23, 26 and 27 December and January 2. Payment of council tax, business rates or housing rent. Payments can be made by debit or credit card by calling Callpay on 0300 555 7000.

Dudley
Dudley Borough Council

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Please see the poster above for the Dudley Council Christmas services & opening times over the 2016 festive period.



Donations to Operation Santa



The raffle money from our last general meeting was used to purchase gifts for Operation Santa, we were told that there was a shortage of gifts for girls aged 9 - 11 so that was our focus.

Thanks to everyone who contributed! You can view the [Operation Santa blog post here](#).

Merry Christmas and Happy New Year from all at Dudley Federation!



See you in 2017!

