



Dudley Federation

of Tenants and Residents Associations

2020-21 Quarter 3 newsletter

November 2020 to January 2021

DFTRA Update

As we come to the end of a difficult year, we hope that better times are coming in 2021. As a board we look forward to some normality returning and of course being able to be in our new office.

Whether you are able to see family over the Christmas period or not, we hope that you enjoy yourself safely.

Dudley Federation will be closed from 18th December 2020 until Monday 4th January 2021, emergency information for Dudley MBC services is listed below.

We would like to wish everyone a very Merry Christmas and a Happy New Year - see you next year!

Christmas opening times and emergency contacts

Dudley Council Plus - The walk-in centre at Castle Street, telephone and online services will be closed 24 to 28 December and 1 January.

The Repairs Management Centre will be closed between 24 to 28 December and on 1 January. Only emergency housing repairs will be undertaken from 24 December through to 1 January inclusive.

Waste Collections - Households will have altered waste and recycling collections between 19 December and 2 January. Flyers detailing the changes will be delivered to all borough homes in the lead up to Christmas. To find out more visit www.dudley.gov.uk/recycling.

The full list of Dudley Council opening times can be found [on the Dudley Council website](http://www.dudley.gov.uk).

Emergency Contacts

-  Emergency housing repairs 0300 555 8283
-  Dudley Council plus 0300 555 2345
-  Callpay 0300 555 7000
-  Children's and adult care services emergency duty team 0300 555 8574



Latest Coronavirus news

As of Wednesday 16th December, Dudley Borough remains in tier 3.

Following recent changes, in tier 3 you can choose to form a Christmas bubble only on Christmas Day with up to two other households. If you do plan to do this then unnecessary contact with anyone outside your immediate household should stop at least 5 days before you meet with your bubble.

You can read all of the Christmas rules [here](#).

We ask that you continue to stick to the rules, remember hands, face, space.

Residents warned to be aware of rogue traders

Dudley Council's scams unit is warning residents to be aware of rogue traders who might be trying to cash in on energy saving grants.

Often they will falsely claim they can carry out work such as cavity wall or loft insulation, at a reduced price through the use of energy savings grants but fail to do it, having taken advance payment or complete it to a poor standard.

The government will provide a voucher up to £5,000 that covers up to two-thirds of the cost of energy efficiency and low carbon heat improvements, including insulation and double glazing, but only approved and checked traders can carry out the work requested to meet the criteria.

The concern is that illegitimate traders may exploit the trust of consumers who want to access a voucher to get home improvements made cost-effectively.

To avoid being targeted by these kinds of scams, residents are urged to take their time, research the company that's contacted them and if in doubt don't.

More information can be found on the [Dudley MBC website](#).

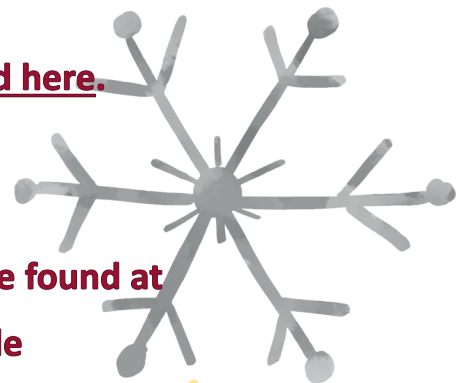
Winter Wellness for Older People

Winter can be challenging for a lot of people and Covid 19 has made things more difficult. This leaflet is packed with information on financial support, loneliness, safety and wellness.

The [Winter Wellbeing guide](#) can be viewed [here](#).

For more information can be found at
dudley.gov.uk/winterwellbeing

Specific coronavirus information can be found at
dudley.gov.uk/coronavirusolderpeople



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