

DFTRA News

Dudley Federation of Tenants and Residents Associations

September/October 2012

In this issue...

High Cost Voids

Changes to DFTRA

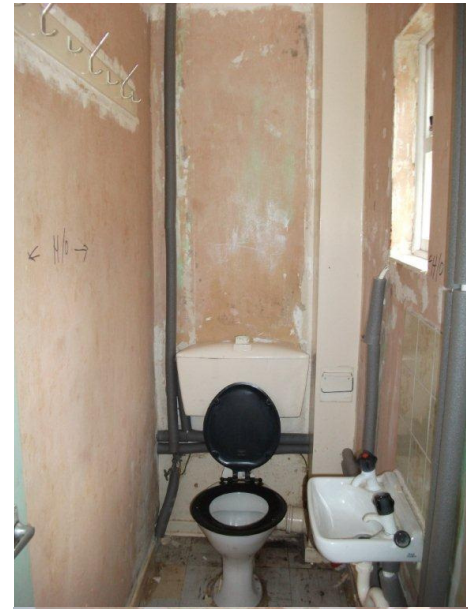
Bogus callers

BT Basic

High Cost Voids

In June Martin and Stan visited 2 properties in Halesowen that were classed as high cost voids. High cost voids are properties that have never been modernised and are in need of vast improvement. The average spend on high cost voids is between £25,000 and £50,000 which includes central heating, new kitchens, bathrooms and toilets, as well as re-plastering work.

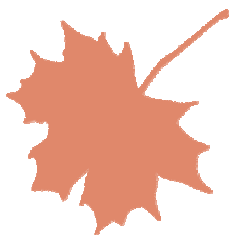
When they got to the properties they noticed that both of the houses needed considerable work doing to them and both Martin and Stan were shocked at the state of the properties. They were told that FHM were the contractors on the voids and that it would take about 8 weeks per property to modernise them.



When they went back to see the properties in September, both Martin and Stan were pleased at the transformation in both houses, there had been new bathrooms, toilets, kitchens, and in the one property central heating had been installed. Both houses also had had the back gardens cleared and had been re-plastered.



Martin and Stan said that FHM had done a fantastic job and that the tenants who were moving in had properties to be proud of.





.....
If you have any articles that you would like included in the DFTRA newsletter, please send them to caroline@dfta.org.uk or post to DFTRA, Ground Floor Complex, Booth Court, Lower Derry Street, Brierley Hill DY5 3QN.
.....

BT Basic

If you are in receipt of Income Support, Income-based Jobseeker's Allowance, Employment Support Allowance (Income related) or Pensions Credit and are the named account holder then you may be eligible to get BT Basic.

BT Basic costs £14.40 every three months and includes £4.50 to spend on calls. You also get free weekend calls to 0845 and 0870 numbers up to 60 minutes and have the ability to check how much you have spent since your last bill, free Call Barring and no minimum contract.



To Apply for BT Basic, call 0800 800 864 (8am-6pm Mon-Fri) to request an application form. More information and a link to the BT Basic guide can be found on the DFTRA website at www.dfta.org.uk.

Bogus Callers

As always, we encourage everyone to be vigilant and to report any bogus caller activity.

Common incidents in the last few months include: loft insulation, gardening work and people selling mattresses door to door.

Remember to always check the ID of anyone who is coming to your property to carry out work and if you have any doubts, do not allow them access to your home.

Changes to DFTRA

You may be aware that DFTRA are currently going through some changes, including a rejuvenated resource area.

As part of the changes, we will be doing a survey across our membership to find out what people think of the services we provide and where improvements can be made.

Other changes will include new opening times, giving our members the chance to use our facilities and talk to board members and other agencies about any issues.

We will be organising a re-launch event some time in the New Year and will keep our members updated on the progress.