

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).

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).



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 needed out an average 2 million every week last year. Most of these were used to pay rent arrears. If you can't pay your rent, contact income management on the number above to get help.

Manage your payments the easy way by signing up to Direct Debit



Pay your rent by Direct Debit and be entered into our monthly free prize draw pay on the 8th, 14th, 21st or 28th of the month.

Terms and conditions apply, for details visit www.dudley.gov.uk/hc

Lucky winners to date:

July 2016
Mrs Gupta from Dudley
August 2016
Mrs Gbonds from Sedgley
September 2016
Mrs Taylor from Halesowen

Dudley DIRECT DEBIT Call now on 01384 815024

View the latest edition of Money Matters above ^



Dudley Council Christmas services and opening times 2016



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

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!

