

Accessing Hounslow Homes Services

Communicating with you



Hounslow Homes Services

Who we are

Hounslow Homes was set up in 2002 to manage the borough's 16,500 Council homes. By improving the quality of housing in the borough we hope to meet the Government's 'decent homes' target by 2007.

What we do

We are here to manage, repair and improve Council homes and to work with others to make your communities safer and better places to live.

The London Borough of Hounslow continues to own the homes in the borough and is responsible for allocating homes to tenants and setting rents.

Accessing our services



Languages

Hounslow Homes is able to provide interpretations and translations for customers whose first language is not English.

Please contact 020 8583 2299 or minicom 020 8583 3122 if you require any information in another language quoting the reference number and the name of the leaflet/document.



Physical Access

Hounslow Homes has accessible housing offices, with ramped entrances for wheel chairs, prams and buggies, baby changing facilities and accessible toilets. Home visits may be arranged if you cannot visit our offices.



Loop-System

The housing offices at the Civic Centre, Chiswick Town Hall, Brentford and St Catherine's House in Feltham have rooms available with fixed loop-systems. Where a fixed loop-system is not available, then we can provide access to a portable loop-system. This is also available to staff who are visiting hearing impaired customers in their homes or at other sites. Please contact a member of Hounslow Homes staff if you need access to this facility.



Audio Tapes

Hounslow Homes can transfer information, contents of leaflets or written correspondence onto audio tape upon request.



Braille

Hounslow Homes is able to translate customer information and letters into Braille.



Sign Language Interpreters

Hounslow Homes is able to provide Sign Language interpreters (BSL and others) for customers.



Large Print

Hounslow Homes is able to provide information and letters in large print.



Type Talk (Minicom)

Hounslow Homes accepts TypeTalk calls. This is a confidential service between the textphone user and the hearing person, facilitated by an operator.

Please contact your local housing office if you require housing related information in another language or format. If you are visiting an office it will be helpful whenever possible to telephone Hounslow Homes in advance so that any specific arrangements you require can be made.

Contact your local housing office

East Area:

Chiswick & Brentford Office

Chiswick Town Hall, Heathfield Terrace, Chiswick W4 4JE
or

58-59 Brentford High Street, Brentford TW8 OAH

Tel: 020 8583 4220

Minicom: 020 8583 4390

Fax: 020 8583 4228

Email: info.housingeast@hounslowhomes.org.uk

Central Area:

Heston/Cranford & Hounslow/Isleworth Office

The Civic Centre, Lampton Road, Hounslow TW3 4DN

Tel: 020 8583 4382

Minicom: 020 8583 3959

Fax: 020 8583 3723

Email: info.housingcentral@hounslowhomes.org.uk

West Area:

Feltham/Bedfont & Hanworth Office

St Catherine's House, 2 Hanworth Road, Feltham
TW13 5AB

Tel: 020 8583 4383

Minicom: 020 8583 4387

Fax: 020 8583 4052

Email: info.housingwest@hounslowhomes.org.uk



Repairs Call Centre

Freephone: 0800 085 6575
Minicom: 0800 389 9821
Out of Hours/
Emergency repairs: 020 8583 2222

Linkline

Linkline enables you at the touch of a button to alert someone when you need help. Linkline staff are available 24 hours a day, 365 days a year via the telephone to help you live independently with peace of mind knowing that help is at hand. For further information contact: 020 8583 4400

Customer Complaints and Feedback

Tel: 020 8583 3737
Fax: 020 8583 4336
Minicom: 0800 389 9821
Email: complaints.team@hounslowhomes.org.uk

London Borough of Hounslow Emergency

Out of hours 020 8583 2222
or if Homeless 020 8583 3842 (9am to 5pm)

www.

Website

You can contact Hounslow Homes by visiting: www.hounslowhomes.org.uk

Interpretations and translations

If you require a copy of this booklet about how to access Hounslow Homes Services in another language or format please call 020 8583 2299 or minicom 020 8583 3122.

Albanian

Nese keni nevojë për kopjen e kesaj broshure ne ndonje gjuhe tjeter, me shkronja te medha, Braille (gjuhen e te verberve) ose ne ndonje format tjeter ju lutemi kontaktoni 020 8583 2299 ose minicom 020 8583 3122. Kjo broshure eshte lidhur me se si te perdorni sherbimet per vendbanime te Hounslow Homes.

Arabic

إذا كنت تحتاج للحصول على نسخة من هذا المنشور بلغة مختلفة أو مطبوع بالاحرف الكبيرة أو بلغة برايل أو باي شكل اخر الرجاء الاتصال على 020 8583 2299 او على المني كوم 020 8583 3122. هذا المنشور حول كيف يمكنك الحصول على خدمات اسكان هاونسلو هومز.

Farsi

اگر به این بروشور به زبان دیگر، چاپ درشت، با الفبای نابینایان و یا شکل دیگر نیاز دارید، لطفاً با شماره تلفن 020 8583 2299 یا مینی کوم 020 8583 3122 تماس بگیرید. این بروشور درباره چگونگی دستیابی به خدمات مسکن سازمان خانه های هانزلو می باشد.

Gujarati

જો તમને આ પત્રિકાની નકલ બીજી ભાષામાં, મોટા છાપેલા અક્ષરો, અંદાલિપિ (બ્રેઇલ) અથવા બીજી કોઈ રચનામાં જોઈતી હોય તો કૃપા કરી 020 8583 2299 અથવા મિનિકોમ 020 8583 3122. આ પત્રિકા હંસલો હોમ્સ હાઉસિંગ સર્વિસીસની કેવી રીતે સુગમતા- પ્રવેશ સાથી શકાય તે વિષે છે.

Hindi

यह पत्रक हाउंजलो होमज़ हाउंजिंग सर्विसिज़ की सेवाएं प्राप्त करने के बारे में है। यदि इस पत्रक की कॉपी आपको अन्य भाषा में, बड़े अक्षरों में, ब्रेल में या अन्य किसी रूपक में चाहिए तो कृपया 020 8583 2299 पर या मिनिकॉम 020 8583 3122 पर संपर्क करें।

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਇਕ ਕਾਪੀ ਪੰਜਾਬੀ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਸ਼ਕਲ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਤ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ: 020 8583 2299 ਜਾਂ ਮਿਨੀਕਾਮ ਕਰੋ: 020 8583 3122. ਇਹ ਪਰਚਾ ਹੰਸਲੋ ਹੋਮਜ਼ ਦੀਆਂ ਰਿਹਾਇਸ਼ ਸੇਵਾਵਾਂ ਸੇਵਾਵਾਂ ਤੱਕ ਕਿਵੇਂ ਪਹੁੰਚ ਕਰਨੀ ਹੈ ਇਸ ਬਾਰੇ ਹੈ।

Somali

Haddii aad u baahantahay koobbi warqaddan ah oo ku qoran luqaddaada, farta waawayn, farta loogu talagalay dadka indhaha la' ama ku qoran qaabkale fadlan la xidhiidh 020 8583 2299 ama minicom 020 8583 3122. Warqaddani waxay ku saabsantahay sida loo helo adeegyada guryaha ee Hounslow Homes.

Urdu

اگر آپ کو اس ایف ایٹ کی نقل اردو زبان، بڑے حروف، بریل (نابینا لوگوں کیلئے) یا کسی اور زبان میں درکار ہے تو اس نمبر فون پر کریں: 020 8583 2299 مینی کوم کیلئے نمبر ہے: 020 8583 3122 - یہ ایف ایٹ ہاؤسلو ہومز میں ہاؤسنگ سروسز سے رسائی حاصل کرنے کے بارے میں ہے۔

Hounslow Homes is fully committed to equality of opportunity for all people, with positive regard and fair treatment for all our communities regardless of age, colour, ethnic or national origin, nationality, race, religious belief, gender, marital status, sexuality, responsibility for dependants, disability, trade union or political activity, and any other disadvantaged group.



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