



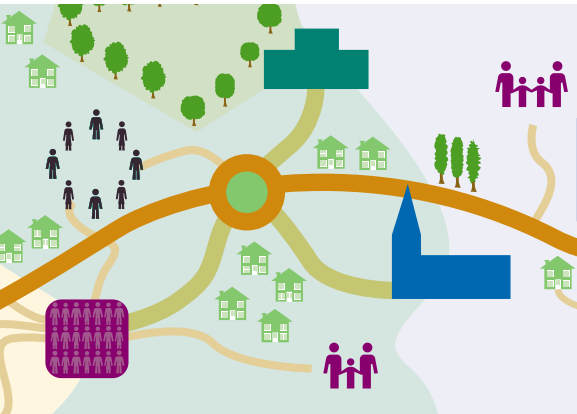
# GETTING INVOLVED AND HAVING YOUR SAY

Hounslow Tenant Participation Compact

An Agreement between tenants,  
Hounslow Homes and Hounslow Council.



## a shared vision



If you require a copy of this booklet in large print or Braille, please contact us on 020 8583 2299 or minicom 020 8583 3122.

## Tenants\*, Hounslow Homes and Hounslow Council

- We recognise that tenant involvement is fundamental to achieving excellence in housing management.
- Together we plan to build on the progress we have made since our first compact.
- We will further develop the confidence, the capacity and the skills of as many tenants as possible to make our shared vision a reality.
- For the first time we aim to create real partnerships between tenants and housing managers. This will ensure that tenants enjoy proper influence and involvement in the management of their living environment.

\* The term 'tenant' refers to tenants and leaseholders where used in this document.

compact: to make an agreement:  
1 An agreement or contract made between two or more parties



## What have we achieved through tenant participation?

A lot has happened since the introduction of Hounslow's first Tenant Participation Compact.

### We all got better at talking to each other

Tenants work with staff to produce a monthly newsletter called Hounslow Homes News. The newsletter tells everyone about changes and how Hounslow Homes is doing in meeting your needs.

You can share your views and make your voice heard through a range of surveys, focus groups, questionnaires and other activities.

### You have been more involved in decision making

We have been jointly reviewing performance and planning for the future. We have done this through:

- ➔ Tenants sitting on a range of committees and forums.
- ➔ Tenants taking part in Best Value Reviews of Housing Management, Repairs, Council Support Services and Capital Programme and Planned Maintenance.
- ➔ Four representative tenants and one leaseholder have been selected to be on the Board of Hounslow Homes.

### Dave's story

Dave is a father of two and works for Hounslow Community Transport. He has been Chair of his local Tenants Association off and on for 10 years and during this time he has been a member of the West Area Housing Management Forum.

*"Being on the Forum has meant that I could help with the introduction of secure entry systems over the west area of the borough."*

*"This is something tenants have wanted for a long time."*

## the triangle of involvement

### Getting involved

Your level of involvement is completely up to you - you decide.

The diagram here shows how you can play your part.

Most people are happy to receive information from Hounslow Homes or the Council but some people decide to get involved in actually making decisions that affect their homes and community.



### Dinesh's story

Dinesh bought his flat 3 years ago and is very interested in home ownership issues. He is a member of the Leaseholder Forum.

*"Like many other people, I think we pay too much for our service charges and I have helped to improve the level of accuracy making things fairer for all of us."*

## what are we going to do with your help?



Here are some of the things that we are going to do with your help...

### Your Potential

- ➔ We will recognise your voluntary contribution and always provide you with feedback.
- ➔ We aim to provide better training and give you the help you need to gain new skills.

### Your Community

- ➔ We will try and involve people from every community in our activities.
- ➔ We will make it easier for younger people and those with disabilities to take part.
- ➔ We will identify a calendar of events that celebrate our different communities.
- ➔ We will involve community groups in a joint approach to tackling:
  - Crime
  - Racial Harassment
  - Anti-Social Behaviour

### Your Partnership

- ➔ We will try new ways of extending the role and powers of the Housing Management Forums to make them work better for you.
- ➔ We will make sure that tenant representatives always take part in reviews and projects and that this becomes standard practice.
- ➔ We will make sure that everyone has the right training to be able to build partnerships that work.

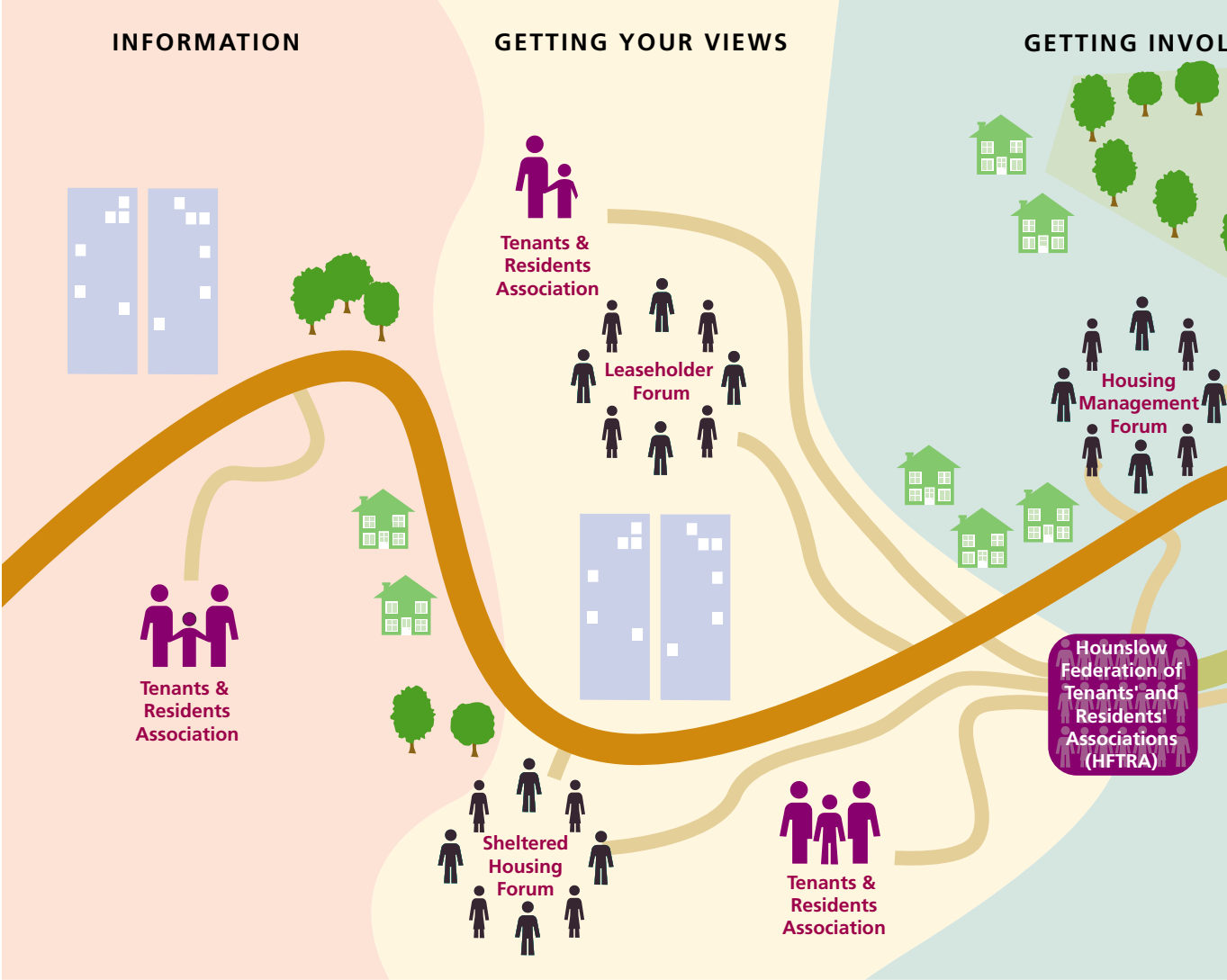
### Safija's story

Safija has recently been trained in 'How to Set Up a Tenant Group' and she is also undertaking vocational training in Youth Work.

*"The training I have been given has helped me in many different ways.*

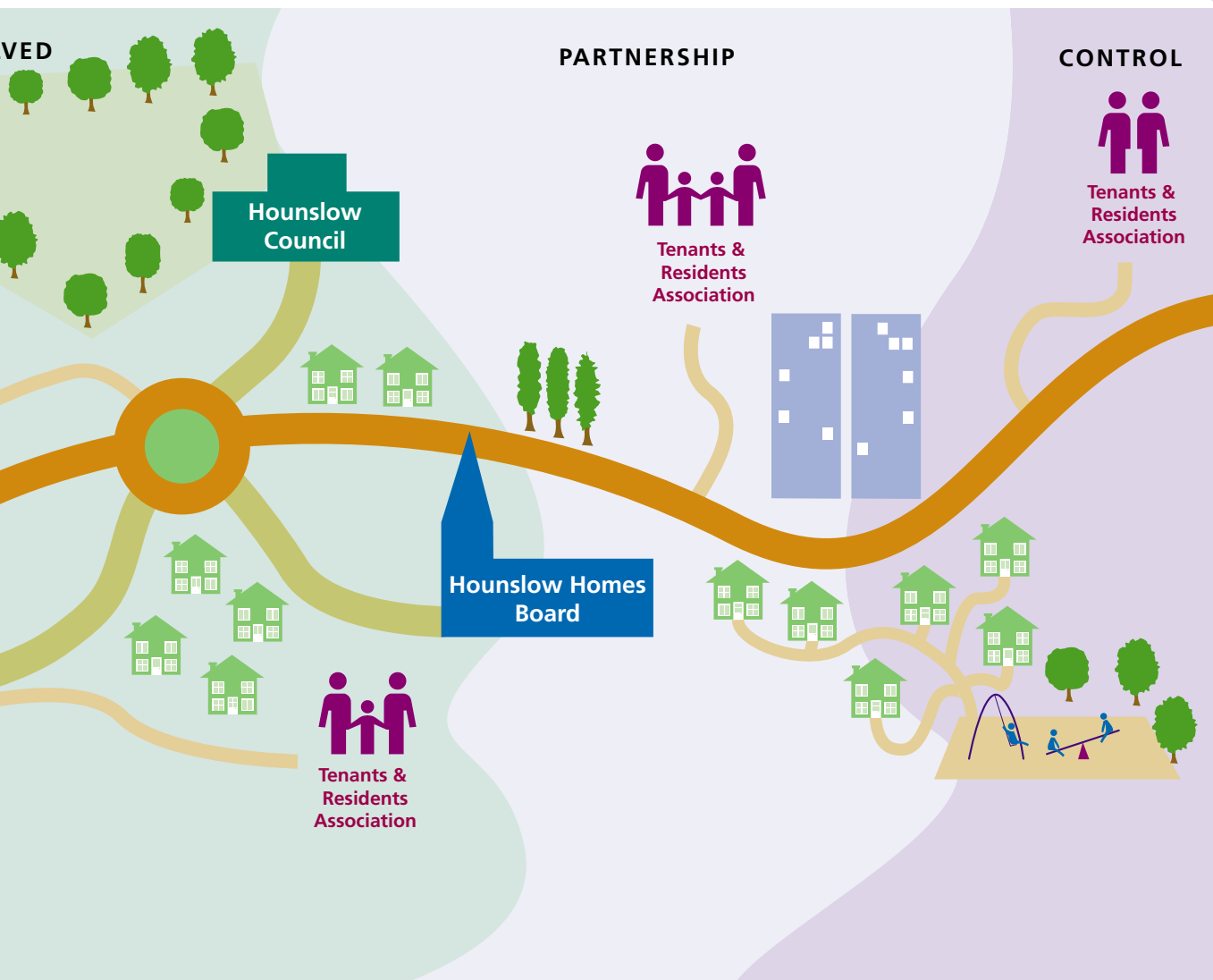
*I am now able to assist in my local youth group and I have made many new friends."*

road map...





...to involvement



## HFTRA

### What is HFTRA and what is its role?

The Hounslow Federation of Tenants' and Residents' Associations (HFTRA) is an independent and non-political body made up of the various tenant groups that represent

tenants interests in Hounslow.

Our people are all volunteers, elected by tenants, and our job is to talk to Hounslow Homes and the Council about all sorts of housing-related issues and try to get the best deal for tenants.

➔ HFTRA's full council meetings allow people to focus attention on issues that are important to them.

➔ Members can receive training and gain new skills.

➔ HFTRA also talks with government and other tenant groups to learn from others and to make our voices heard.

➔ HFTRA Executive Committee meet with Council staff, Councillors, staff of Hounslow Homes and Hounslow Homes Board to represent the views of all tenants in Hounslow.

#### Contact us

#### Hounslow Federation of Tenants' and Residents' Associations

Tenant Resource Centre,  
Benson Close,  
Hounslow  
Middx  
TW3 3QX

**Tel/Fax:** 020 8569 5823

**Email:** hftra@residents95.freeserve.co.uk

**Web:** www.hftra.co.uk

#### Sean

Sean has lived in Hounslow for 13 years and for the past 6 years has been a member of his local tenants association's management committee.

*"Our tenant association has been able to put up a strong case for the replacement of our run down community hall as part of the local regeneration project.*

*This has been great for all the families living on the estate."*





## Who can help you to get more involved?

### Hounslow Homes' Tenant Participation Officers (TPOs)

TPOs are there to support and help you with getting involved in the management of your home and neighbourhood.

They will provide guidance on setting up a tenant or resident group in your area and details of plans and projects taking place in your neighbourhood.

Hounslow Homes' TPOs will also help you with meetings, community events and to try to find funding for the group.

If you want more information please call your Area TPO.

### Hounslow Homes' Tenant Liaison Officers (TLOs)

TLOs deal with all matters concerning improvements to your home.

Many of you will have already had some work carried out to your home as a result of the £90 million extra investment money that Hounslow Homes obtained when it became an Arms Length Management Organisation. This has led to a major expansion of modernisation programmes.

Before any major works are carried out, the TLO for the area consults on the plans with tenants.

The TLOs are there to help tenants with any problems that arise during the works and can also offer advice on the course of action a person can take in the event of a complaint about a contractor.

**To contact your area TPO or TLO, call or write to the addresses listed overleaf:**

## people who can help you get involved

### **Hounslow Homes' East Area**

Chiswick Town Hall,  
Heathfield Terrace,  
Chiswick, W4 4JE  
Tel: 020 8583 4220  
Minicom: 020 8583  
4390

### **Hounslow Homes' Central Area**

The Civic Centre,  
Lampton Road,  
Hounslow, TW3 4DN  
Tel: 020 8583 4382  
Minicom: 020 8583 3959

### **Hounslow Homes' West Area**

St Catherine's House,  
2 Hanworth Road,  
Feltham, TW13 5AB  
Tel: 020 8583 4383  
Minicom: 020 8583 4387

### **Other useful contacts**

#### **Tenant Call Centre Repairs Line (freephone)**

Tel: 0800 085 6575  
Minicom: 0800 389 9821

### **Out of hours emergency repairs**

Tel: 020 8583 2222

### **Leaseholder Services and Home Ownership**

Brentford & Chiswick  
Tel: 020 8583 3418  
Feltham  
Tel: 020 8583 4006  
Hounslow  
Tel: 020 8583 3417

### **Right to Buy**

Tel: 020 8583 3918

### **Hounslow Mediation Service**

Tel: 020 8568 5522

### **Language Line**

Tel: 0800 389 9830

### **Complaints**

Tel: 020 8583 3737  
Minicom: 0800 389 9821  
Email: [complaints.team@hounslowhomes.org.uk](mailto:complaints.team@hounslowhomes.org.uk)

### **Tenant Training**

Hounslow Homes provides FREE training courses throughout the year for tenants. The programme is publicised twice a year in March and September and covers a range of interesting and useful opportunities for residents of all ages. The courses aim to help individuals improve their career opportunities and ultimately the quality of life on our estates.

Recent programmes have included - First Aid, IT, Playwork, Music Technology and British Sign Language.

To find out more ring:  
020 8583 3746 or  
020 8583 3715.



### Louise's story

Louise lives in a small block of flats and has been a tenant of Hounslow for 5 years. She runs her local Tenants Association and has been active on the East Area Housing Management Forum. She has been secretary of HFTRA and is now a board member for Hounslow Homes.

*“Although I work and have a family to care for, I enjoy giving what spare time I have to represent tenants and leaseholders. As a board member I have helped to make changes to the way our homes are managed. I sit on a number of committees and on the editorial panel of Hounslow Homes monthly newsletter and try to make sure that it is what tenants and leaseholders want to read.”*



If you want to get involved, here are a number of ways to make a difference about how our services can be improved. Please tick the appropriate box(es) if you would like us to send you more information on:

**Tenants' and Residents' Groups**

how to join or set up a group and the benefits of a 'collective' voice

**How to influence decision making**

information on Hounslow Homes' decision making forums and committees

**Tenant Training Opportunities**

free training courses to benefit all tenants and leaseholders

**Residents Panel**

where members are regularly consulted through focus groups, questionnaires, and meetings on their views on specific service areas

**Mystery Shopping Programme**

where you can assess Hounslow Homes' customer services over the telephone or the standard of our properties through regular estate visits

Name: .....

Address: .....

.....

.....

Telephone No: .....

E-mail address: .....

## translation summaries

<b>Albanian</b>	Nese deshironi te keni kopjen e ketij dokumenti i cili eshte lidhur me se si mund te merrni pjese ne ceshtjet te cilat ndikojne ne qiragjinjet, ne gjuhen tuaj, ju lutemi kontaktoni 020 8583 2299.
<b>Arabic</b>	إذا كنت ترغب بالحصول على نسخة بلغتك الخاصة من هذه الوثيقة التي تناقش مدى قدرتك على الاشتراك بالمسائل التي تؤثر على المستأجرين الرجاء الاتصال بـ 020 8583 2299
<b>Farsi</b>	چنانچه شما مایل هستید که نسخه ترجمه شده این اطلاعات به زبان خود را دریافت کنید، که توضیح می دهد چگونه می توانید در مورد مسائلی که مربوط به مستأجرین می شود فعال شوید، با شماره ۰۲۰۸۵۸۳۲۲۹۹ تماس بگیرید.
<b>Gujarati</b>	આ દસ્તાવેજમાં એ સમજાવે છે કે ભાડૂતોને અસર કરતાં મુદ્દાઓ વિષે તમે ચર્ચામાં કેવી રીતે સામેલ થઈ શકો છો અને જો એની નકલ ગુજરાતીમાં તમને જોઈતી હોય તો કૃપયા સંપર્ક કરો: 020 8583 2294
<b>Hindi</b>	इस दस्तावेज़ में बताया गया है कि आप किराएदारों को प्रभावित करने वाले मुद्दों में कैसे शामिल हो सकते हैं। हिन्दी में इसकी कॉपी लेने के लिए कृपया 020 8583 2299 पर फोन करें।
<b>Panjabi</b>	ਇਹ ਦਸਤਾਵੇਜ਼, ਕਿਰਾਏਦਾਰਾਂ ਤੇ ਅਸਰ ਪਾਉਣ ਵਾਲੇ ਮਸਲਿਆਂ 'ਚ ਤੁਸੀਂ ਕਿਵੇਂ ਸ਼ਾਮਲ ਹੋ ਸਕਦੇ ਹੋ, ਬਾਰੇ ਦੱਸਦਾ ਹੈ, ਜੇਕਰ ਇਸ ਦੀ ਕਾਪੀ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 020 8583 2299 ਉੱਪਰ ਫ਼ੋਨ ਕਰੋ।
<b>Somali</b>	Haddii aad rabto koobbi ah warqaddan falanqaynaysa sida aad uga qayb qaadan lahayd arrimaha saameeya dadka guryaha ku jira oo ku qoran luqaddaada, fadlan soo wac 020 8583 2299.
<b>Urdu</b>	اگر آپ کو اس دستاویز کی کاپی اردو زبان رکار ہے جو آپ کو یہ بتاتا ہے کہ آپ کیسے ان معاملات میں ملوث ہو سکتے ہیں جو کرایہ داروں پر اثر انداز ہوتے ہیں، تو براہ کرم اس نمبر 02085832299 پر رابطہ کریں



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### Best Value and Quality Development Team

Hounslow Homes  
St. Catherine's House  
2 Hanworth Road  
FELTHAM  
Middx  
TW13 5AB