

# Hounslow Homes News

Issue 60  
January/February 2010



The magazine for all Hounslow Homes residents

Hounslow Homes Chief Executive Bernadette O'Shea and  
England cricket player Owais Shah cut the ribbon at Convent Way



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[www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk)



Hello everyone.

First of all I would like to wish everyone a Happy New Year from HFTRA.

As I write this message I am watching the snow come down and thinking about the year ahead and what it holds for us all. Can it be any worse or better than last year?

At the end of last year we saw

a landmark for social housing tenants with the launch of the new builds at Convent Way. HFTRA has been involved in the progress of the new builds and we will continue to be when tenants move in. It is important for HFTRA that tenants who are going to live in these new homes have a say in what they need.

HFTRA turns 40 this year and we will be celebrating in style. We hope that all residents get involved and participate in the

events that will be held. Stay tuned for more details.

Lastly I would like to wish Chris Burgess all the best for the future as she is leaving Hounslow for America. Chris has been Chair of the Leaseholder Forum as well as HFTRA Secretary, so on behalf of HFTRA I would like to thank her for all her hard work. She will be greatly missed.

If you would like to contact me my details are julie1958@fsmail.net or 07948401584.



**London Borough  
of Hounslow**

## Message from the Lead Member, Jon Hardy



I should like to take this opportunity to wish all residents a happy and prosperous New Year. It is

election time: two opportunities to decide who it will be who makes decisions on our behalf at both the local and central government level.

As an Independent I am not going to advise you one way or another – I only hope that you express your independence of mind and question all the candidates on the issues that matter to you.

Housing is likely to be an issue in the elections: the lack of affordable housing, overcrowding, the manner in which social housing is

allocated are all things that affect a lot of people; it is right that people should campaign on and debate these matters.

This year in Hounslow we will be launching a new Allocations Policy, which will make the process simpler, fairer and clearer as well as a new Housing Strategy, which sets the overall ambitions and goals of this Council for the public and private sector.

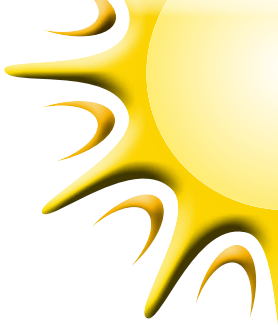
I will be arranging for all prospective candidates (local and Parliamentary) standing in this Borough to be sent a copy of each document so that they are fully informed.

I hope that you will question prospective candidates closely on their views on Housing Policy and Strategy. If any members of the public wish to read either document then I will

arrange for them to be sent to them (preferably via the internet).

Within the term of the next administration in Hounslow there will be a number of major decisions that have to be taken. Such as what is to happen when the current contract with Hounslow Homes expires in 2012: should it be renewed? Should housing be managed within the Council as before? Or should the housing stock be transferred to a Registered Social Landlord? This is something on which you undoubtedly will have an opinion.

So how you cast your vote will have important ramifications to your future. But the most important thing of all is to make sure that you use that vote.



# A greener new year

We are committed to maintaining, and where possible, improving the environment for our tenants and leaseholders, for those who work for our organisation and for the wider community now and in the future

Hounslow Homes is aiming to have a big impact in promoting behavioural change and raising awareness of environmental issues in Hounslow by co-ordinating and participating in a programme of events, as well as providing information to ensure that environmental concerns are being addressed amongst our tenants and leaseholders.

Hounslow Homes will be seeking to promote environmentally friendly and sustainable regeneration and retrofitting. Retrofitting refers to the addition of new technology or features to older systems. We will try to ensure that all works are to be compatible with its surroundings, with its layout,

form and design requiring it to contribute positively to the local environment.

We are beginning to make great strides in improving the energy efficiency of our housing stock, but there is much more to do and we acknowledge that more effort and financial resources should be focused on green retro-fitting as well as promoting low carbon/ renewable sources of energy and sustainable installations on a much greater scale than at present.

We will soon hear of the outcome of our national competition entries and other renewable energy projects. Stay tuned.



## Secrets of Success - a Daily Telegraph Business Club film about Hounslow Homes

Social housing is a topic rarely out of the news. Whether it is privatisation, maintenance or rising costs, council housing raises issues that spark debate.

### The Telegraph BUSINESSCLUB

The film looks at some of the challenges faced by Hounslow Homes and showcases the solutions it has developed in order to provide council tenants with high quality, affordable homes in sustainable communities. Hounslow Homes Chief Executive Bernadette O'Shea says: "Our aim is to create great homes where people are happy and able to thrive.

We hope to achieve this by working closely with our partners and residents, after all residents know what residents need." This film will look closely at how Hounslow Homes has set about transforming housing in Hounslow and will, make an important contribution to the debate over the future of council housing. The film is available to view at [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk) or at [www.telegraph.co.uk](http://www.telegraph.co.uk)

# Changes to housing allocations on the way

A major shake-up to the way Hounslow houses are allocated is on the way following a council review

The new policy will prioritise residents with the greatest housing need, and introduce greater transparency in the allocation process.

The existing housing allocations policy has been in operation for many years and subject to many changes, to reflect amendments to the law and in council operations.

Following consultation with residents, Hounslow Homes and Hounslow Councillors, the system is now to be made easier to understand.

Cllr Jon Hardy, Lead Member for Housing said: "The current



housing allocations policy has been in place for a number of years and feedback from the residents indicated we needed to review it.

"A phenomenal amount of work has gone into ensuring

the new policy is clearer, easy to use and, above all fair.

"Moreover, it needed to reflect the true state of social housing in Hounslow and that, even though we are working with our partners to increase the supply of new homes, demand will still greatly exceed the supply. It is our intention that a new system will ensure that these scarce resources go to those in greatest need."

From May, council tenants currently on the waiting list for a home or a transfer will be re-prioritised under the new system.

## Budget and rent information

The Council will set the rents for the next financial year and agree the Housing Revenue Account budget at its meeting on 2 March

The Hounslow Homes Board considered the draft report at its meeting on 20th January and it has been discussed with Council officers.

Information on rents and subsidy from the Government was much later than usual this year and so we were unable to provide tenants with details before Christmas. Usually we do this at the Area Forum meetings in December. However, we will be talking in detail to the Hounslow Homes Consultative Committee on 3 February.

Rents including service charges are expected to go up by an average of 1.57% compared to the current year. Tenants will recall that in July last year rents were reduced and the 1.57% increase is against the average for 2009/10 and not the rent that is currently being charged.

Hounslow Homes are also able to set a budget for next year without reducing any services, through our continuing programme of planned efficiency savings.



## Houslow lays the foundation for a better future

Houslow Homes, in partnership with the London Borough of Hounslow and Lovell, have officially started building the first new Houslow Homes owned properties at Convent Way in Heston

The start of the build was kicked off in style with a special launch held in December. Special guest, local boy and England cricket player, Owais Shah, was on hand to cut the ribbon and officially start the build.

Houslow Homes Chief Executive Bernadette O'Shea opened the event together with Council Leader Peter Thompson and Lovell Partnership Regional Director Steve Coombs.

The launch was a huge success with local children from the estate playing cricket with Owais Shah and receiving miniature cricket bats and cricket balls, which the England cricket player signed.

Houslow Homes Chief Executive Bernadette O'Shea was thrilled to be celebrating the start of Convent Way.

"This really is the start of something fantastic in Hounslow. By working together with our partners London

Borough of Hounslow and Lovell we are able to build again. The future looks bright for Hounslow residents and we hope this is just the beginning."

Lovell Partnership Regional Director Steve Coombs, said: "We are delighted to bring our experience and knowledge to this very exciting project and are looking forward to working closely with Houslow Homes

and the London Borough of Hounslow to ensure the housing provided is of the very highest standard for the residents of Hounslow."

Cllr Peter Thompson, Leader of the Council, said: "This shows how councils and ALMO's can work together to deliver affordable homes for local families.

"We have people on our waiting lists crying out for family-sized homes, so it's great to see almost a third of the new properties being for three or more bedrooms."

Convent Way is the first development to get under way through a major framework agreement to create up to 1,000 new affordable homes in the London Borough of Hounslow. This new build completes a regeneration scheme, which saw £6.2m worth of investment in the Council's existing properties.



Owais Shah coaching local kids

## Go Green!! Sign up for an e-version of this newsletter!

Help us go green by signing up for the e-version of this newsletter. Just email your name and email address to [web-team@hounslowhomes.org.uk](mailto:web-team@hounslowhomes.org.uk).

If you are already receiving a hard copy of Hounslow Homes News, you will be removed from our distribution list. You can unsubscribe at any time by emailing the above address.

## Winter chill

Hounslow Homes would like to thank everyone for their patience and understanding during the severe weather in January.

While we were making every effort to keep all appointments and maintain a high level of service, due to the conditions on the roads you may have suffered from delays. Hounslow Homes would like to apologise for any inconvenience you may have experienced. However due to health and safety regulations any works involving ladders, scaffolding, repairs to guttering and some external works can not be carried out until the weather improves.

If you find you cannot keep an appointment, please contact us straight away on 0800 085 6575.

## Celebrate LGBT History Month

2010 Lesbian Gay Bisexual and Transgender History Month (February) is here

This is a chance to celebrate the everyday contribution that Hounslow Homes residents from the LGBT community make to life in the Borough and to tackle head on some of the issues that some residents still encounter and the prejudices they face.

To this end, Hounslow Homes, through the ongoing work of the LGBT Working Group, aims to challenge current homophobic and transphobic issues facing the community by raising awareness, promoting good relations between different groups and tackling discrimination as and when it occurs in a multi agency context.

The Working Group primarily consists of representatives from Hounslow Homes, Youth Services, Metropolitan Police and most importantly, residents. It is chaired on a quarterly basis by the chair of OutWest, Chris Boucher. Chris has been a great supporter of Hounslow Homes and its ongoing work towards providing a safer environment.

As a Hounslow Homes resident, Chris strives to make Hounslow a better and safer place for LGBT residents through his work with Hounslow's Metropolitan Police, the LGBT Crime Stakeholder Group, in partnership with Hounslow Homes LGBT Working Group



OutWest co-founder Chris Boucher

and also by Chairing various LGBT Forums in West London including the newly formed Harrow LGBT Forum. As a previous Hounslow Homes Board Member and now chair of the Hounslow Homes LGBT Working Group, Chris vigorously fights for understanding and compassion for Hounslow's LGBT community.

The LGBT community crosses over a number of different minority groups and working with Hounslow Homes, Chris has been able to reach out to individuals and help them with specific cases.

"Many of the LGBT community may be suffering from homophobic abuse and are not comfortable going to the police or a Hounslow Homes Officer. This is why I am here to be the voice for these people."

Recently Chris was rewarded for his hard work and contribution to the community with a Bank of America Merrill Lynch Local Community Hero Award. On behalf of Hounslow Homes we would like to congratulate Chris and look forward to our ongoing partnership.

For further details on how to join LGBT Working Group, please contact Radiya Kaderbhai on 020 8583 4011 or visit [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk)

# Training celebration

2009 was an exciting year in tenant training with the take up exceeding everyone's expectations, prompting plans for even more courses and a greater selection in 2010

To mark the success of the 2009 Tenant Training Programme, a celebratory dinner was held in December after which participants were presented with their certificates from "Money Management" to "Secretarial Skills". The dinner was a great event, which the residents really enjoyed and said they were honoured to be a part of.

Look out for our exciting 2010 Training Programme. Residents

again tell us they want more training on getting the wider community involved and good practice in running their groups.

All courses are free. If you have any suggestions for the 2010 training programme we would appreciate them.

Please call the Tenant Involvement enquiry line on 020 8583 4602 and leave a message and one of the Tenant Participation Officers will call you back.



## The courses below are currently taking bookings

### How to involve more people and keep them

Monday 8 February

### Representing your community

Monday 29 March

Venue: HFTRA Resource Centre, Benson Close, Hounslow

Time: 6.30 - 9.30pm

## Complaints - how are we doing?

Resolving complaints quickly and effectively is a top priority for Hounslow Homes as it is right across the Council. As you may know, complaints rose last year (2008). The two main reasons for the increase were:

- a change in recording and administration mechanisms
- the introduction of service charges

The first, in recording and administration mechanisms, has made us more efficient and has saved us money but we have found that some enquiries which might previously been classed as service requests have been categorised as complaints.

The second very significant change from 2007/2008, is the introduction of service charges. This has meant we have some complaints about service charges themselves and whether the right services are being charged for. In addition it is probable that more people are now inclined to complain about services now they know how much they are paying for them, especially in the current economic climate.

Encouragingly the number of complaints is falling in 2009 and customer satisfaction has increased. We very much welcome feedback from you on this issue.



## Local residents thank Police and Hounslow Homes for clearing drug dealers from their community

Hounslow Homes and Heston Safer Neighbourhood Police Team received allegations that drugs were being supplied from a flat on the Heston Farm Estate

Residents reported discarded needles and burnt foil on their stairwells and expressed their concerns that children had to negotiate their way around drug users on their way to school.

Meetings between the relevant agencies were held and authority, under the Regulations of Investigatory Powers Act, was granted by the London Borough of Hounslow for undercover

police officers to watch the area. Over 30 incidents of dealing were observed and following a search of the flat, it was confirmed that heroin, a class 'A' drug, was being supplied from the property.

Several arrests were made and a Closure Order has now been granted for three months to allow Hounslow Homes to take civil action to repossess

the property.

Cllr Paul Fisher, Hounslow Council's Executive Member for Community Safety said: "We know that the level of crime is a big issue for residents. Targeting substance misuse is one of the aims of the Community Safety Partnership and this Closure Order shows residents that we mean business in seeking to create a better borough.

## Buddy support

If you are involved in a new Residents' Association or are in the process of setting one up, please remember that Hounslow Homes offer a 'buddy support' scheme

This is where you can have one-to-one support from a Tenant Participation Officer, who will offer you help and assistance from setting up your Association to becoming involved in estate activities and

community programmes.

If you are an individual who would like to become more involved but don't wish to join a Residents' Association, there are a range of more flexible involvement options, including:



mystery shopping, discussion and consultation groups, telephone panels and reading groups. For more information call your Tenant Participation Officer on 020 8583 4602.



# Online services success

Our online services are getting more popular every day!

To give you more choice on how you contact us with your enquiries we are always looking at ways to improve the services that are available to you.

For the last 12 months we have seen a steady increase in the use of our internet services, which are convenient, easy to use and available to you 24/7.

## Get online today!

As well as our online services, there are over 1,200 pages of useful information for tenants and leaseholders, from information about paying your rent to how to report a repair. Visit our website [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk) to find



out more about the services on offer. You can also request registration to an online service by emailing [web-team@hounslowhomes.org.uk](mailto:web-team@hounslowhomes.org.uk) or by contacting the Customer Service Centre on 0800 085 6575.

## Tell us what you think

Give us your feedback on the website – we want to ensure that you get the best possible services and provide the information you need. Tell us what you think by contacting the [web-team@hounslowhomes.org.uk](mailto:web-team@hounslowhomes.org.uk) or the next time you contact the Customer Service Centre on 0800 085 6575.

## Leaseholders Log

### Leaseholder Forum Chair says bon voyage

Chris Burgess is stepping down as Chair of the Hounslow's Leaseholder Forum for the good life in Florida. Chris has been a great asset to Hounslow Homes and will be sorely missed. On behalf of Hounslow Homes we wish Chris all the best in the sunshine state.

Elections for a new Chair will be held at the next Leaseholder Forum meeting.

### Your Open Evenings

Open Meetings are your opportunity to learn more about Hounslow Homes services and to put your questions, complaints and concerns to staff in a friendly and open forum. Meetings start promptly at 7pm but free refreshments are served from 6pm.

The last meeting in November began with some lively presentations about the meetings main topic - Communal Repairs. This was followed by an opportunity to have one-to-one time to ask questions with staff from the following key service areas: major works, repairs, caretaking and cleaning and finance (annual service charges). Join us at the next quarterly Open Meeting on 3 March 2010 at the Civic Centre, Lampton Road Hounslow.

### The statistics

Number of hits to website	204,972
Repairs raised via Online Repairs Service	177
Tenants registered on Homeswapper	878
Number of successful exchanges via Homeswapper	75
Self Service Portal enquiries/request	67
Number of rent and leaseholder payments online	6,860

# Safety in communal areas

Hounslow Homes is committed to raising standards across all its estates

As has been the case in the past, we are looking to work alongside our residents to make our estates a safer and better environment to live in.

We are now implementing a zero tolerance approach to those residents who store belongings in communal areas. Our Estate Management Team and Caretakers have been working hard to remove all combustible materials from communal areas, and have already managed to clear several estates.

If you receive a letter from us or if we stick a warning sticker on an item in the communal area advising that items are high risk they will be removed within 24 hours. Other items that pose

a potential hazard will be labelled with a clear notification sticker and removed after 7 days.

We all have a responsibility to ensure that fire routes in communal areas are clear of both obstructions and combustible materials. By maintaining clear fire route passages, we can better ensure the safety of all residents. We want to make sure that if there is a fire, London Fire Brigade officers can enter our buildings without unnecessary impediments and assist all residents with evacuation as quickly and safely as possible. Both fire and smoke can create conditions which impair vision and judgement, so we need to

ensure that communal areas like corridors, walkways and exit doors are kept clear.

It is important to note that the removal of potentially combustible material can help prevent the occurrence of fires and/or limit their severity.

Examples of the types of obstructions we will be removing are: bicycles, buggies, prams, scooters, wardrobes, cupboards, toys, carpet, pictures and any combustible materials.

We would like all residents to cooperate with this new policy and assist us by not storing any items in the communal areas of blocks as well as supporting and cooperating with our members of staff who are removing items presenting a risk.



## Hounslow Homes residents get top fire safety tips

Hounslow Homes and London Fire Brigade held a Community Safety Day at the Ivybridge estate recently to demonstrate the importance of fire safety in the home

Firefighters from Heston Fire Station gave local residents advice on keeping safe and what to do in the event of a fire in their home.

The firefighters also demonstrated how they put out different types of fires. Hounslow Homes Ivybridge Team Leader Fiona King said: "The fire demonstrations were

great for the residents, we want everyone to be fire smart and safe.

Local children from the estate were able to check out a real fire engine as well as try their hand at the fire hose.

All residents can book a Home Fire Safety Visit from London Fire Brigade simply visit [www.london-fire.gov.uk](http://www.london-fire.gov.uk)



## Who's who in estate management?

Marion Way, part of the Ivybridge Neighbourhood Team in Isleworth, tells us about her role as a generic Estate Manager

I have responsibility for all aspects of estate management such as collecting rent, carrying out estate inspections and sometimes having to deal with anti-social behaviour.

I find the role very satisfying both professionally and personally. My tenants know who I am and, more importantly, I know them. Many see us as the people they contact whenever they have a problem, whether it is repairs, transfers or just having difficulties with a neighbour.

The team is based on the estate, which means we can go out and resolve problems very quickly. This is particularly helpful in an emergency, especially when it is a water leak or when a lift breaks down. We are also able to resolve and deal with incidents of anti-social behaviour quickly and effectively because we are

often able to identify the young people involved.

We have many vulnerable tenants on the estate and being a generic Estate Manager means you are on hand to help and support them on a daily basis. Much of our work means we have to have good working relationships with the support agencies such as the Police and other departments within Hounslow Homes.

I am involved in Tenant Participation work on the estate and regularly attend tenants and residents meetings. I also have specific responsibility for supporting the Bridge Link Management Committee/ Board and regularly attend their meetings.

Over the years I have found that tenants prefer the generic approach as it is like a 'one stop shop' where they can deal with one person.

## One very satisfied tenant!

Lucky tenant June Knight participated in the latest satisfaction survey carried out for Hounslow Homes by Kwest, an independent research company, and won a welcome £250.

The final satisfaction survey results showed that tenants believe housing services provided by Hounslow Homes on behalf of the Council are improving.



The final results of this year's independent survey show that overall tenant satisfaction has increased to 80%. This is the third successive year satisfaction has increased and is the best ever result achieved by the organisation.

Bernadette O'Shea said: "This is fantastic news for the organisation, a real sign that tenants feel we are delivering good services. Thank you to everyone in the organisation for your ongoing hard work, the results are really beginning to show".



# Clements Court success

Hounslow Homes and Apollo entered into a new Partnering Contract in April 2008 and the new working relationship has benefited Hounslow Homes tenants based at Clements Court

Clements Court Estate has been given a face-lift with the installation of new windows and rain screen cladding on the tower as well as a new kids area, more lighting and car parking spaces.

Tenant Nayla Ranmal is pleased with the extra security measures allowing her to feel safer.

“They have put extra lighting around the estate so it is really well lit now and is already deterring trouble makers.”

This project was completed in just 32 weeks thanks to the new and improved working relationship between Hounslow Homes and Apollo, its partnering contractor. This different approach has allowed Hounslow Homes to work closely with Apollo and their sub-contractors to resolve the

problems that can occur on projects of this size and complexity.

Apollo was based on site with the Project Manager and a Resident Liaison Officer, which enabled them to keep in touch with residents on a daily basis and resolve any issues as soon as possible.

As a result of working closely together as a team, problems that would have delayed work under a traditional contract relationship were resolved quickly and efficiently without causing any delays.

Leaseholder Nina Sisodia has been extremely impressed with the speed of the project.

“They have completed the works very quickly and with as little disruption as possible. The team was extremely good at keeping residents informed

which really impressed me.

“The difference in our homes now is amazing, you don’t even need to put on the heating which is great for saving money.”

Tenant Tony Aldridge an ex-caretaker on the estate has been working with Hounslow Homes and Apollo staff to communicate with the residents.

“Having been an ex-caretaker I know the residents really well and was more than happy to work with the team to help communicate the messages. This project has been a great success in residents’ eyes, the contractors have been terrific and the speed of the project has been excellent. The attention to detail, such as the new kids area and extra lighting and parking, was a welcome relief.”



# Working together for safer streets

A pioneering scheme to bring together the police, council services and residents to fight crime at the local level is being rolled out across the Borough

This has seen the introduction of five new neighbourhood community safety coordinators who work with local people to tackle crime.

These council officers are based in local police stations across the borough so they can work closely with the police the Council's partners, such as Hounslow Homes, to take action against perpetrators of crime.

Cllr Peter Thompson, leader of the Council, said:

"The fear of crime is one of the main issues people raise when we ask what is important to them.

"So, when we set about making our 10 Promises to help Build Pride Borough Wide, we knew that we needed to help people feel safe, or they would not be able to feel proud of where they live.

The local police already do a great job tackling crime, but we're both determined to work together even more to make a real difference to how safe people feel on the Borough's streets."

The coordinators will be leading on how both the police and council respond to crime, anti-social behaviour, and drug and alcohol problems at the local level.



To do this, they will work with the local community to identify problems in their area. Then, by bringing together the police and any related Council services, they will help make sure that residents know what is being done about them.

Helping people feel safer in their community is a central theme of the Council's 10 Promises - less graffiti and more trees make an area a nicer place to be in, and mean people feel safe on the streets.

The five new neighbourhood community safety coordinators will also lead on finding remedies to address problematic individuals, families and locations, and organising public awareness raising events.

## Key fobs

We would like to thank everyone for their patience over the last few months during which time we have all experienced difficulties issuing new or replacement key fobs. Thanks to the Project Empower funding, we are upgrading our system over the coming months and trust that this will eliminate the problems. Our sincere apologies for any inconvenience caused.

## Courtesy calls

We at Hounslow Homes value your involvement. Your area Tenant Participation Officer will be contacting tenants by telephone to find out how you feel about the tenant involvement opportunities available or opportunities you have been involved in. We welcome your ideas and suggestions on improving existing services or developing new ones.

For more information contact your Tenant Participation Officer on 020 8583 4602.

## Improving our staff awareness

Hounslow Homes is raising awareness amongst its staff of the Hounslow Tenants' Compact. This is an agreement between HFTRA, Hounslow Council and Hounslow Homes.

# How we performed

July 2009 - September 2009

Satisfaction with responsive repairs service

Target: 85%  
Performance: 92%



Performance of graffiti removed within 7 days of being reported

Target: 100%  
Performance: 100%



Average re-let times

Target: 40 days  
Performance: 70 days



Percentage of calls resolved at first contact

Target: 80%  
Performance: 80%



Rent collection

Target: 97%  
Performance: 96.34%



Overall tenant satisfaction

Target: 80%  
Performance: 80%



Customer satisfaction with the CSC

Target: 80%  
Performance: 84%



Rent lost due to empty homes

Target: 1%  
Performance: 1.57%





Hounslow Homes Scheme Manager Barbara Smith and Cleaner May Hance with tenants from Lavender Court

## Lavender Court's great new communal space

The Rainbow Project provides funding for projects across the Borough designed and led by Hounslow Homes' residents

When the Lavender Court sheltered scheme was built 25 years ago, something very important was overlooked; no space was provided for residents to meet. Residents have been holding their coffee mornings, meetings and get togethers in a corridor outside residents' flats. Over the years they have looked for their own communal room but until the Rainbow Project, no funding was available to provide an alternative.

Last year a group of residents applied for Rainbow funding to build a conservatory, with the support of their Scheme Manager and the Rainbow Project Officer. They worked with Hounslow Homes' property team to draw up plans, look at designs and agree the budget. To their delight the Rainbow Panel agreed to provide funding

and work has now started.

Joan Stevens, who has lived in Lavender Court for 6½ years, says, "We hoped and wished for this for so long and at long last we are seeing it happen. What a difference this is going to make to our lives".

Residents have already begun planning all the activities that they will be holding there

Barbara Smith, the scheme manager, has noticed the difference already. "Residents are so enthusiastic about the new conservatory and it will give many a new lease of life".

To find out more about the Rainbow Project or any of the projects that have been funded, call Aine Hayes on 020 8853 4813, email [aine.hayes@hounslow.gov.uk](mailto:aine.hayes@hounslow.gov.uk) or visit [www.hounslow.gov.uk/rainbowproject](http://www.hounslow.gov.uk/rainbowproject)

## Resident Association Annual General Meetings (AGMs)

Congratulations to The Oriel Association for holding another successful AGM in December and for continuing all their hard work in running the resource centre, supported by the funds from their successful Rainbow application and being an active Residents Association.

Resident Associations are a great way for tenants to get involved in their community. If you would like more information about a Resident Association in your area or are thinking about starting one please contact Hounslow Homes Tenant Participation Officers on 020 8583 4602.

### Future Resident Association Meetings

- South Road Residents Association AGM  
6.30pm  
4 February 2010  
St Richards Church, South Road, Hanworth
- Southern Avenue Resident Association AGM  
6.30pm  
16 March 2010  
Bedfont Lane Community Hall
- Hollands Estate Open Meeting (all on the estate can attend)  
6.30pm  
14 January 2010  
Naval Club, Park Road

# CUSTOMER SERVICE CENTRE (CSC)

Please ring our freephone number for all council housing queries

# 0800 085 6575

Minicom: 0800 389 9821; Language line: 0800 389 9830; Email: customerservicecentre@hounslowhomes.org.uk  
Open: 8am-8pm Monday-Friday. The CSC is no longer open on Saturday mornings (at all other times call 020 8583 2222)

## Report your repairs

Call the freephone number above or email housing.repairs@hounslowhomes.org.uk  
Go to [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk) and report a repair as well as book an appointment online

### EAST AREA

#### FOR TENANCIES IN BRENTFORD AND CHISWICK

There are two offices open part-time hours. For emails and post, please only contact the Brentford office.

#### BRENTFORD OPENING HOURS

Wednesday, Thursday and Friday 9am - 5pm

#### CHISWICK OPENING HOURS

Monday and Tuesday 9am - 5pm

#### ADDRESSES

Chiswick Town Hall, Heathfield Terrace, Chiswick W4 4JE or  
58-59 Brentford High Street, Brentford TW8 OAH

### CENTRAL AREA

#### FOR TENANCIES IN HESTON, CRANFORD, HOUNSLOW AND ISLEWORTH OPENING HOURS

Monday to Friday 9am - 5pm

The Langdale Centre, 240 Summerwood Road, Isleworth,  
Middlesex TW7 7QN

### WEST AREA

#### FOR TENANCIES IN FELTHAM, BEDFORD AND HANWORTH OPENING HOURS

Monday to Friday 9am - 5pm

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

Housing Benefit and Council Tax Services

Monday, Tuesday and Wednesday 9am - 4.45pm

Thursday by appointment only

Friday 9am - 4.30pm

### CUSTOMER COMPLAINTS

020 8583 3737

Fax: 020 8583 4336

Minicom: 0800 389 9821

complaints.team@hounslowhomes.org.uk

### REPORT ANTI-SOCIAL BEHAVIOUR

Contact our customer service centre on 0800 085 6575 and

Police: 020 8577 1212 or

Crimestoppers: 0800 555 111

### LEASEHOLDER SERVICES & HOME OWNERSHIP

020 8583 4295 (Brentford & Chiswick)

020 8583 3418 (Feltham)

020 8583 3417 (Hounslow)

Fax: 020 8583 4133

home.ownership@hounslowhomes.org.uk

### RIGHT TO BUY

020 8583 3916

For heating repairs and maintenance  
call T Brown freephone 0800 634 9434

### LONDON BOROUGH OF HOUNSLOW CONTACTS

#### HOUSING ADVICE SERVICE

020 8583 3844

Minicom: 020 8583 3111

#### RE-HOUSING UNIT

020 8583 4422

#### HOUSING BENEFIT

HELPLINE

020 8583 4242

#### HOMELESS PERSONS UNIT

020 8583 3842

### HOUNSLOW FEDERATION OF TENANTS' AND RESIDENTS' ASSOCIATIONS

0794 840 1584 or [www.hftra.co.uk](http://www.hftra.co.uk)

## Translations

If you need language assistance with this publication please ring 020 8583 2299 or Minicom 020 8583 3122. If you would like a copy of this publication in large print or Braille please ring 020 8583 2299.

**Somali** Wargeyska Hounslow ee Guryuhu waa soo saarid qoraal ah oo loogu talo galay qofkasta oo ku nool Hantida ay leeyihin Qaybta Guryuhu. Haddii aad qoraalkan wax kaalmo ah aad uga baahatid fadlan soo garaac 020 8583 2520.

**Gujarati** 'હાઉસલો હોમ્સ ન્યૂઝ' સમાચાર પત્રક, કાઉન્સિલના મકાનોમાં રહેતાં પ્રત્યેક લોકો માટે માહિતી પ્રબંધ કરવાનો હેતુ રાખે છે. જો તેમાંની કોઈપણ વિગતો તમને શુદ્ધતામાં જાણવા માટે મદદ જોઈતી હોય તો કૃપયા આ નંબર પર ટેલિફોન કરો: 020 8583 2294

**Punjabi** ਹੰਸਲੋ ਹੋਮਜ਼ ਨਿਊਜ਼ ਉਹਨਾਂ ਸਾਰੇ ਲੋਕਾਂ ਲਈ ਹੈ ਜੋ ਹਾਊਸਿੰਗ ਡਿਪਾਰਟਮੈਂਟ ਦੀ ਦਿੱਤੀ ਹੋਈ ਰਿਹਾਇਸ਼ 'ਚ ਰਹਿ ਰਹੇ ਹਨ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਪ੍ਰਕਾਸ਼ਨ ਨੂੰ ਸਮਝਣ ਲਈ ਮਦਦ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 020 8583 2297 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

**Albanian** Hounslow Homes News eshte per njerezit te cilet jetojne ne shtepija te Keshillit (Council Houses). Nese keni nevojte per ndihme per te kuptuar kete botim ne gjuhen tuaj, ju lutemi thirrni Sherbimin per Perkthime ne 020 8583 2298.

**Hindi** हंसलो होमज़ न्यूज़ उन लोगों के लिए है जो काउंसिल के घरों में रहते हैं। यदि आपको इसके बारे में हिन्दी में जानकारी चाहिए तो कृपया ट्रांसलेशन सर्विस को 020 8583 2520 पर फोन करें।

**Urdu** "ہاؤسلو ہومز نیوز" کی اشاعت کونسل کے گھروں میں رہنے والے افراد کیلئے ہے۔ اگر آپ اس اشاعت سے متعلق مدد حاصل کرنا چاہتے ہیں تو براہ کرم اس نمبر پر ٹیلیفون کیجئے 020 8583 2293

**Arabic** أخبار المنازل في هاونسلو - هي للناس الذين يسكنون في منازل مجلس البلدية. إذا كنت تحتاج مساعدة في فهم هذا المنشور بلغتك الأم، فنرجو الإتصال بخدمة الترجمة على رقم الهاتف: 020 8583 2298.

**Farsi** "اخبار مسکن هاونسلو" برای افرادی است که در خانه های شهرداری زندگی می کنند. اگر در فهمیدن این نشریه به زبان خودتان به کمک نیازمندید، لطفا با خدمات ترجمه با شماره 020 8583 2298 تماس حاصل نمایید.