



# Home Improvement Programme 2005/06 - 2008/09

# Improvement Programme 2005-2008

This is the draft Improvement Programme for the 2005/06 financial year and the provisional programme for the following three years. Your views are invited.

This programme is similar to the previous four-year programme, but has been revised and updated to take account of further information received about the condition of our properties and the comments and suggestions of individual residents, Tenants and Residents Associations, Hounslow Federation of Tenants and Residents Associations (HFTRA), the three Area Forums and Hounslow Homes' Staff.

**Any comments that you wish to make about this programme can be made through the HFTRA capital working group on 020 8569 5823. There will also be a round of Area Forum meetings in December. If your home is not on this list and you think it should be, you can contact your Tenant Liaison Officer (West area - 020 8583 3908/4047, Central area - 020 8583 3769, East area - 020 8583 4341), or Area Office (Central area - 020 8583 4382, East area - 020 8583 4220, West area - 020 8583 4383). Your call may be responded**



**to immediately or otherwise referred to Housing Management who may perform a survey on your property. If this shows that works are required, then your property will be added to the programme.**

Once this consultation period has finished and any comments received from residents and staff, the programme will be finalised and will be taken to the Board of Hounslow Homes for consideration.

At the start of the new financial year the approved programme for 2005/06 and the draft programme for the following three years will be issued.

As in previous years, this programme is focused on the works required to meet the Decent Homes standard, as defined by the Government. However, it also includes significant spend on other essentials, such as lifts and

Please note, you will be contacted and consulted in the normal way before any specific works are carried out to your property.

You should not normally be visited by anyone other than the Tenant Liaison Officer (Hounslow Homes) or the Resident Liaison Officer (the contractor). All Hounslow Homes employees and contractors' personnel carry ID cards with their names and photographs.

Should anyone visit you at home, you should ask their name and ask to see their ID card. If you are in any doubt, ask the caller to wait outside while you call us to verify their identity.

**DO NOT LET ANYONE INTO YOUR HOME UNLESS YOU ARE SURE OF THEIR IDENTITY**

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security, that are of high priority to residents but are not covered by this standard. In addition, this year for the first time we are proposing to include a scheme called Decent Estates which addresses the environment in which tenants and leaseholders live. Because this is a new approach, full details have been set out below (see 'Decent Estates' Programme).

## Decent Homes Programme

During 2005/06 the last remaining properties that do not meet the Decent Homes standard will be tackled. The Government's Decent Homes standard, which we have to work to, is a basic standard. For example, a kitchen over 30 years old does not, on its own, make a dwelling non-decent. Where a property needs more than one type of work, it may not all be done at the same time. Some properties may have improvement works done sooner, or later, than the strict need for decency where it would be less disruptive for residents, or where it is more cost effective to do so. For example, we have scheduled the works to roofs to coincide with other works that also require scaffolding, such as window replacement or external painting programmes.

We are still verifying areas of the stock condition survey (particularly in connection with windows and roofs) and our surveyors are currently out visiting properties. Therefore, the address information

provided here is a guide only and is subject to technical assessment. Once the approved 2005/06 programme is published the address list will be confirmed.

If the draft programme includes your address, this does not automatically mean that work will be carried out to your home. It means that some properties in your street or block have been identified as requiring works in the period covered. All properties in the street or block are being assessed to decide whether they meet the Decent Homes standard or what work is necessary to bring individual properties up to this level. The type of works required may not be the same for all properties but will vary according to the condition of an individual home when assessed against this standard.

If the proposed programme does not include your address, this does not mean that no work will be carried out to your home. It means that it has not currently been identified as a priority for decency related works in the period covered. If you think otherwise, please contact your Housing Office or Tenant Liaison Officer.

2005/06 is the last year for which we receive government funding to help us achieve the decent homes target. However, improvement works to maintain the level of decency within properties will continue beyond this time,

although on a smaller scale. It is expected that the programme for future years will remain roughly at this level.

## Decent Estates Programme

This developing programme aims to address building and environmental issues beyond the basic requirement of Decent Homes as it relates to individual tenanted dwellings. We have a sizeable and ageing stock of flats, substantial internal and external communal spaces and boundaries to maintain and improve. This programme will tackle stairways, lobbies, refuse disposal, etc and the external environment. It will aim to create a high quality and welcoming environment for residents that will be practical, easy to maintain and equal to standards applied in the private sector whilst providing value for money. Apart from the direct impact on tenant and leaseholder facilities, these works will be designed to enhance the appearance and reputation of our buildings and estates and will impact on reducing anti-social behaviour.

## Hounslow Homes' approach to Decent Estates

Hounslow Homes will develop a practical design brief to cover materials and methods that can be used to upgrade entrances and communal areas. This brief should take the form of a catalogue

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setting out a good but limited range of finishes, fixtures and fittings that can be used when works are programmed or required on blocks or estates. The brief will also be a practical tool for residents to be able to choose from a range of co-ordinated schemes for their block or estate. HFTRA and representatives at Area Forum meetings will be involved in the development of the range of finishes, fixtures and materials.

It is intended that the draft design guide will be in place early next year. A pilot scheme will be carried out in Brentford Towers, as the flooring is programmed for renewal, internal communal decorations are programmed, new lifts have been installed and the decency related works are coming to an end. This will allow a co-ordinated approach to works and allow a showcase for other residents to view a completed project.

Hounslow Homes in consultation with HFTRA will produce a list of estates/blocks that need to be assessed as the basis of this study. Relevant information will include ordnance survey maps showing ownership boundaries and work that has already been programmed in either the long or short term.

Once sites have been selected, other relevant information will be gathered, for example:

- a. Current problems per estate or block
- b. Potential solutions
- c. Development opportunities
- d. Possible benefits to residents arising from development opportunities

We will also put together a 'score card' against which each estate or block can be measured with a view to establishing priorities for action. The content and criteria of this will be agreed with yourselves and HFTRA.

We are trying to achieve a co-

ordinated and planned estates investment programme to ensure that we achieve the maximum benefit from the resources available, some £8m over the next four years. The programme will be fully integrated with the cyclical maintenance programme (which totals some £2.8m per year). We intend to effectively integrate and sequence all related works and this methodology will ensure that all aspects of Estate Management and maintenance are taken into consideration when schemes/ programmes of work are developed.

**Estates initially identified by Hounslow Homes Area teams:  
 This is a first suggested list which will be subject to review when we have confirmed criteria for prioritisation.**

**East Area**

- Edensor Gardens, Chiswick
- Berkeley House, Brentford
- Hazel Close, Brentford
- Mercury House, Brentford
- Charlton House, Brentford
- Brentford Towers, Green Dragon Lane
- Haverfield Estate
- Hogarth Estate, Chiswick
- Beaconsfield Close, Chiswick
- Egerton House, Chiswick
- Bourne Court, Chiswick
- St Pauls House, Brentford
- Burford House
- Stamford Brook Mansions

**Central Area**

- Norman Crescent
- Clements Court
- Redwood Estate
- Brabazon Blocks

- Brookwood Road
- Heston Farm
- Northfields Blocks
- Midsummer Avenue
- Worton Estate

**West Area**

- Frank Towell Court
- Bethany Way
- South Bedfont Estate
- Oriel Estate
- The Hollands
- South Road/McCarthy Road
- Oxford Court
- New Chapel Square
- Rose Gardens
- Elmwood Avenue
- Highfield Estate
- Sandalwood & Pinewood Road
- Becketts Close/Field Road
- Southern Avenue
- Bear & Swan Road

*List of estates is subject to further consultation and may change.*



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Scheme	Description/Address	Year 1 2005/06 Draft Budget*	Years 2-4 2006/07 - 2008/09 Provisional Budget
Aids and Adaptations for the elderly and disabled	Referrals from Occupational Therapists (Social Services)	£750k	£2.2m
Decent Estates Programme	Programme of improvement to appearance and environment of estates - new area of work	£2.8m	£5.1m
Environmental improvements	Area Forum schemes, roads, footpaths, parking and landscaping on various estates (including works to Southern Avenue, South Road, Bethany Way and Highfields)	£4.9m	£750k
Asbestos Programme	Programme of survey and removal of asbestos	£500k	£1.25m
Safety and security schemes	Upgrading security to tower blocks (including Highfields, Ivybridge high rise blocks and Brentford Towers), upgrading of old door entry systems, provision of new linkline controls, upgrade of CCTV to digital, provision of new door entry systems	£1.82m	
Hostels	Programme of refurbishment, priorities identified by London Borough of Hounslow	£100k	£300k
E-government	Provision of digital connections in sheltered accommodation	£100k	
Various structural works	Major works prior to external decorations, structural repairs to individual properties and blocks, repair of defective dwellings	£1.79m	£3m
Major works to void properties	Major works (including structural and internal) to empty properties	£300k	£450k
Offices	Provision of neighbourhood office facilities	£50k	
Insulation Programme	Borough-wide programme of cavity wall and loft insulation to improve energy efficiency	£870k	£300k
Heating improvements	Renewal of individual and district heating boilers and upgrade of radiators/pipework. Programme to include Midsummer Avenue, Brookwood Road, Hyde House, Tivoli Road, Oriel Estate, Sandalwood and Pinewood, The Hollands	£4m	£3m
Lift refurbishment	Refurbishment of lifts based on age and usage. Programme to include continuation at Ivybridge and Heston Farm Estate, Clayponds Estate, Kent House, Cromwell Court, Convent Way	£1.28m	£1.3m
Rewiring Programme	Rolling programme based on age	£850k	£1.5m
Sheltered improvements	Upgrade and modernisation of sheltered accommodation. First priorities are Meadowcroft and Burlington House	£2m	£1.5m
Services	Various works including repairs to drainage and underground mains and programmed replacement of cold water storage tanks	£450k	£300k
Programmed window renewal, undertaken by partner, and to include:	<p><b>East Area:</b> 1-2 Bourne Place; Clarence Road; Cleveland Avenue; Dukes Avenue; Geraldine Road; Gordon Road; Addison Grove; Binns Terrace; Grove Park Road/Gardens; Glebe Terrace; Strand on the Green; Stamford Brook Mansions; Brackley Road; Heathfield Terrace Heathfield Gardens, Mulberry Crescent (houses)</p> <p><b>Central Area:</b> Hyde House; Snowy Fielder Way - houses; Shrewsbury Walk; Star Road - houses; Swann &amp; Wisdom Court; Byfield Road; 94 + 96 North Street; Hanworth Terrace; Silverhall Street; Grove Court.</p> <p><b>West Area:</b> Oriel Estate - further properties currently being surveyed</p>	£980k	£750k

\*Resources in 2005/06 show monies brought forward from 2004/05.

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Scheme	Description/Address	Year 1 2005/06 Draft Budget*	Years 2-4 2006/07 - 2008/09 Provisional Budget
Regeneration schemes	Government funded schemes of regeneration and environmental improvements at Ivybridge Estate and Convent Way	£11m	
Kitchens and Bathrooms	Programme of internal modernisation undertaken by partners to include: <b>East Area:</b> Hogarth Estate (continuation) Glebe Close; Quintin Court; Russell Kerr Close; St Thomas Road (houses); Thames Road; 116 Airedale Avenue South; 23 Compton Crescent; 86,90,92 Duke Road; 24+48 Grove Park Gardens; Ellesmere Court; Spencer Road Estate; Bolton Road; Oxford Rd South; Albany House; Boston Manor Road; Clayponds Gardens; Holly House; Berkeley House; Somerset Road <b>Central Area:</b> continuation of Ivybridge low-rise; North Street; 80 Parkwood Road; 49 Percy Road; 102 Sussex Avenue; 2 Swan Street; Tolson Road; Benson & Estridge; Hanworth Terrace; James Street; Star Road; Swann and Wisdom Courts; Worton Estate (Greenwood, Howard; Morris; Octavia; Ruskin; Unwin; Wheatley & Worton Roads); Cranford Lane; Crane Lodge Road; High Street; Redwood Estate; Heston Farm Estate; Beech House; Blackthorn Court <b>West Area :</b> Turpin Road; Tynan Close; Birch Road; Green Close; Grove Crescent; Holly Close; Main Street; New Close; South Road; Forge Lane; Elmwood Avenue; Lower Feltham Estate (Sunbury Crescent; Shelson Avenue; Walton Gardens; Chertsey; Feltham Hill; Cranleigh; Hamilton; Ellington; Dennison & Sunbury Roads); Oxford Way; Wigley Road; Winslow Way - houses; Bensington Court; Moss and Rose Gardens	£19.96m	£8.34m
Roofing and general works to be undertaken by partners	Programme of roof renewal - priorities currently being assessed by surveyors	£7.6m	£6

## Interpretations and Translations

If you need this Draft Home Improvement Programme in another language or format please contact 020 8583 2299 or minicom 020 8583 3122.

### Albanian

Nese deshironi qe kete dokument per programin per investim ne kapital (Capital Investment) te keni ne gjuhen shqipe, me shkronja te medha ose Braille ju lutemi thirrni 020 8583 2299 ose Minicom 020 8583 3122.

### Arabic

إذا تطلبت هذه الوثيقة عن برنامج استثمار رأس المال (Capital Investment) باللغة العربية أو بطباعة بحرف كبيرة أو بلغة برايل لكفوفي البصر، فنرجو الاتصال برقم الهاتف 020 8583 2299 أو المينيكوم على الرقم 020 8583 3122.

### Farsi

اگر به این نشریه در مورد برنامه سرمایه گذاری عمده، به زبان فارسی، یا حروف درشت و یا با حروف نابینایان نیاز دارید، لطفاً با شماره ۰۲۰ ۸۵۸۳ ۲۲۹۹ و یا مینی کام ۰۲۰ ۸۵۸۳ ۳۱۲۲ تماس حاصل نمایید.

### Gujarati

જો તમને કેપિટલ ઇન્વેસ્ટમેન્ટ પ્રોગ્રામનો (મૂડી રોકાણનો પ્રોગ્રામ) દસ્તાવેજ ગુજરાતીમાં, મોટી છપાઈમાં, કે અંધલિપિ (બ્રેલ)માં જોઈતો હોય તો, કૃપા કરી ફોન કરો: 8583 2294 અથવા મિનિકોમ: 020 8583 3122

### Hindi

यदि आपको पूंजी निवेश प्रोग्राम पर इस प्रलेख का अनुवाद हिन्दी में, बड़े अक्षरों में या ब्रेल में चाहिए, तो कृपया 020 8583 2299 पर संपर्क करें या मिनीकॉम 020 8583 3122 पर संपर्क करें।

### Panjabi

ਜੇਕਰ ਤੁਸੀਂ ਕੈਪੀਟਲ ਇਨਵੈਸਟਮੈਂਟ ਪ੍ਰੋਗ੍ਰਾਮ (ਪੂੰਜੀ ਨੂੰ ਖਰਚ ਕਰਨਾ) ਦੀ ਕਾਪੀ ਪੰਜਾਬੀ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਜਾਂ ਬਰੇਲ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 020 8583 2297 ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰਕੇ ਜਾਂ 020 8583 3122 ਨੰਬਰ 'ਤੇ ਮਿਨੀਕਾਮ 'ਤੇ ਗੱਲ ਕਰ ਸਕਦੇ ਹੋ।

### Somali

Haddii aad u baahantahay warqaddan dibuhagaajinta guryaha oo ku qoran afsoomaali, ama ku qoran farta waawayn, farta loogu talagalay dadka indhaha la, fadlan soo wac 020 8583 2299 ama Minicom 020 8583 3122.

### Urdu

اگر آپ کو کاپیٹل انویسٹمنٹ پروگرام (مالی سرمایہ کاری کے پروگرام) کی دستاویز اردو زبان میں، بڑے حروف میں یا نابینا لوگوں کیلئے بریل میں درکار ہے، تو براہ کرم اس نمبر 020 8583 2295 پر فون کریں یا مینی کام 020 8583 3122 پر رابطہ کریں۔