

Concierge Service

Creating Safer Communities





Hounslow Homes' concierge service provides additional security for residents living in tower blocks.

Concierges monitor all visitors to the building, to ensure that only people who have a legitimate reason to come into the building are allowed to enter.

They also play an important role in helping collect evidence of anti-social behaviour. Concierges use close circuit television equipment (CCTV) to keep a check on both your building and its surrounding area. This helps the police and our anti-social behaviour team take action against perpetrators.

Concierges can also help you with other matters related to Hounslow Homes, such as

reporting and following up repairs and giving guidance and information on useful council services.

Additional support for vulnerable residents

Our concierge staff are also able to provide additional support to a maximum of 25 tenants living in tower blocks where the concierge service operates.

The type of support our staff offer includes assistance with completing benefit forms, emotional support, liaising with other agencies and advising you of suitable support groups.

This element of our service is funded by a programme called Supporting People.

What is Supporting People?

The Supporting People programme aims to help vulnerable people have a good quality of life by providing support services that enable them to live as independently as possible in their homes.

How do I apply for additional support from the concierge service?

STEP 1: Check to see if you are eligible

We aim to help people who need help with:

- learning/domestic duties/ life/social skills
- managing debts, budgeting and applying for benefits
- gaining access to other services or community organisations
- finding somewhere to live and setting up home
- finding out about work or college
- alarm systems to enable them to call for help in an emergency
- dealing with other professionals, family and neighbours and
- People who need someone to keep an eye on their well-being

STEP 2: If you meet one of the criteria alongside, then fill out the form on page 5 and hand it to your concierge.

You are asked to give as much information as possible so that a fair assessment can be made, saying why you think you need this additional support and what kind of support you need.

STEP 3: Wait to hear from us

We can only offer this additional support to 25 tenants, which is why applicants are prioritised depending on the level of care that they need.



Once your registration has been received we will advise you on whether you have been placed on the waiting list for additional support. When a vacancy arises and you are next on the list, we will contact you to arrange an interview to take full details of your needs.

Concierge support application form

First Name		
Last Name		
Address		
Telephone		
I seeking support because I am... (Please tick)	Older person	<input type="checkbox"/>
	Disabled (physical, sensory or learning disabilities)	<input type="checkbox"/>
	Disabled (mental health problems)	<input type="checkbox"/>
	Person who misuses drugs or alcohol	<input type="checkbox"/>
	Young person at risk or leaving care	<input type="checkbox"/>
	Ex-offender	<input type="checkbox"/>
	Refugee	<input type="checkbox"/>
	A women fleeing domestic violence	<input type="checkbox"/>
	A teenage parent	<input type="checkbox"/>
	Older parent needing support	<input type="checkbox"/>

Please tear here

I need help with... (Please tick)	Learning/domestic/life/social skills	<input type="checkbox"/>
	Help with managing debts, budgeting and applying for benefits	<input type="checkbox"/>
	Gaining access to other services or community organisations	<input type="checkbox"/>
	Finding somewhere to live and setting up home	<input type="checkbox"/>
	Finding out about work or college	<input type="checkbox"/>
	Alarm systems to enable me to call for help in an emergency	<input type="checkbox"/>
	Dealing with other professionals, family and neighbours	<input type="checkbox"/>
	Keeping an eye on my well-being	<input type="checkbox"/>
Additional information		
Sign here		
Date		

Please tear here

The Hounslow Homes concierge service operates from Monday to Friday 8am to 12pm in the following tower blocks:

Ivybridge - Isleworth

Brentford Towers - Brentford

Orchard Road - Feltham

Heston Farm - Heston

Contact information:

If you have any queries about the concierge service, please either see your concierge in person, or contact them through your intercom.



Interpretations and translations

If you require a copy of this leaflet about the concierge service in another language or format please call 020 8583 2299 or minicom on 020 8583 3122.

Albanian Nese keni nevojë për kopjen e kesaj broshure ne ndonje gjuhe tjetër, me shkronja të medha, gjuhen e të verbërve (Braille) ose ne ndonje format tjetër ju lutemi kontaktoni 020 8583 2299 ose Minicom 020 8583 3122. Kjo broshure është lidhur me shërbimin për Concierge (portier të banesave) të Hounslow Homes.

Arabic "إذا كنت ترغب بالحصول على نسخة من هذا المنشور بلغة أخرى أو مطبوع بحرف كبيرة أو بلغة برايل أو بأي شكل آخر، الرجاء الاتصال على 020 8583 2299 أو على المينيكوم 020 8583 3122. هذا المنشور حول خدمات حراسة هاونسلو هومز."

Farsi اگر شما کاپی این نشریه را به زبان دیگری یا چاپ بزرگ و یا بریل (خط برجسته برای نابینایان) و یا به شکل دیگری میخواهید لطفاً به شماره 020 8583 2520 و یا شماره مینی کام 020 8583 3122 تماس بگیرید. این برگه درباره مستحفظ هانزولو هومز (مسکن هانزولو) میباشد.

Gujarati જો તમને આ પત્રિકાની માહિતી ગુજરાતીમાં, મોટા અક્ષરમાં છાપેલી, અંધવિધિ (બ્રેલ)માં અથવા બીજા રૂપમાં જોઈતી હોય તો, મહેરબાની કરી સંપર્ક સાધો: 020 8583 2299 અથવા મિનિકોમ: 020 8583 3122. આ પત્રિકામાં હાઉસલો હોમ્સ કન્સિયર્જ સર્વિસની સેવા વિષે વિગત જણાવે છે.

Hindi "यदि आपको इस पत्रिका की एक कॉपी दूसरी भाषा, बड़े प्रिन्ट, ब्रेल या किसी दूसरे आकार में चाहिए हो तो कृपया नम्बर 020 8583 2299 या मिनीकॉम के नम्बर 020 8583 3122 पर सम्पर्क करें। यह पत्रिका हॉम्लो होम्स कन्सीर्ज सेवा के बारे में है।"

Panjabi ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਇਕ ਕਾਪੀ ਪੰਜਾਬੀ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਸ਼ਕਲ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ: 0208 583 2297 ਜਾਂ ਮਿਨੀਕਾਮ ਕਰੋ: 0208 583 3122. ਇਹ ਪਰਚਾ 'ਹੋਮਲੋ ਹੋਮਜ਼ ਦੀ ਕਾਨਸਿਏਜ' (ਕੋਆਰਡੀਨੇਟਿੰਗ) ਸਰਵਿਸ ਬਾਰੇ ਹੈ।

Somali Haddii aad u baahantahay koobi Bug-yarahaan oo ku qoran luqad kale, Far Waaweyn ama Farta dadka indhaha la' ama hab kale, fadlan kala soo xidhiidh 020-8583-2290 ama minicom 020-8583 3122. Bug-yarahaan wuxuu ku saabsan yahy Adeega Xannaaneynta Guryaha ee Hounslow Homes.

Urdu اگر آپ کو اس لیفٹ کی نقل اردو زبان میں، بڑے حروفوں میں، بریل (ناپیدا لوگوں کیلئے ابھری ہوئی لکھائی) میں یا کسی اور ڈیٹا میں درکار ہے، تو براہ کرم فون: 020 8583 2295 یا مینی کام: 020 8583 3122 پر رابطہ کریں۔ یہ لیفٹ "ہاؤسلو ہومز کونسرٹیج سروس" (ہاؤسلو ہومز کیلئے دربان/پہرے دار کی سروس) کے متعلق ہے۔