

At Christmas time...

Don't put off paying your rent

Ways to pay ... and save!

By paying your rent for a minimum of one year automatically through your bank, you will get money credited to your rent account. Pay by standing order and get £25 credited to your account. Our direct debit payment has also increased from £25 to £35!

We know that Christmas and the New Year can put a strain on your finances, but it is important to remember to pay your rent over this period.

If you need someone to talk to about rent arrears or need some help or advice, please contact the general enquiries number for your area (see back page for contacts or call Money Advice on 020 8583 5016).

It's never been easier to pay your rent

- Pay via direct debit or standing order
- Pay online at www.hounslowhomes.org.uk
- Pay by cash or cheque
- Pay at any post office

If you would like information on how to pay your rent and the services available to help you in another language, large print, or another format, please contact 020-8583-2290 or minicom 020-8583-3122.

Haddii aad dooneysid xogtan oo ku saabsan habkii aad u bixin laheed kirada, waxaa kaloo lagaa kaalmiin karaa luqadqha kale, oo ku qoran far weyn ama habka kale, fadlan la soo xidhiidh 020-8583-2290 ama minicom 020-8583-3122.

ਨਮਸਕਾਰ ਆਪਣਾ ਪੈਸਾ ਨਮੋ ਡੇਰੀ ਵੀਨ ਬੁਝਵੀ ਬੰਨੋ ਅਨੇ ਉਪਕਾਲ ਥਨੀ ਸੇਵਾਓ ਵਿਖੇ ਸਮਝਾਵਨੀ ਆ ਸਾਹਿਬੀ ਯੇ ਨਮੋ ਜੁਲਾਹਨੀਆਂ, ਸੋਟਾ ਅਲਾਹਮਾਂ ਡਾਪੋਬੀ ਅਥਵਾ ਆਲਾ ਡਾਪੋਬੀ ਯੇਠਨੀ ਯੋਧ ਨੋ, ਸਰੋਰਆਨੀ ਕਰੀ ਆ ਨੰਬਰ ਖਰ ਸੰਪਰਕ ਸਾਪੋ: 020 8583 2298 ਅਥਵਾ ਸਿਨਿਓਸ: 020 8583 3122

ਆਪਣਾ ਕਿਰਾਇਆ ਕਿਓਂ ਦੇਣਾ ਹੈ ਅਤੇ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਹੜੀਆਂ ਸੇਵਾਵਾਂ ਮੌਜੂਦ ਹਨ, ਜੇਕਰ ਇਸ ਸੰਬੰਧੀ ਜਾਣਕਾਰੀ ਤੁਸੀਂ ਪੰਜਾਬੀ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਕਿਸੇ ਹੋਰ ਸਕਲ ਵਿਚ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਡਿੱਖਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 020 8583 2297 ਜਾਂ ਮਿਨੀਕਾਮ ਕਰੋ: 020 8583 3122

اگر آپ کرایہ ادا کرنے کے بارے میں معلومات اور مہیا شدہ سروسز کیلئے اردو زبان، بڑے حروفوں یا کسی اور ڈیڑھ آن کے حوالے سے مدد حاصل کرنا چاہتے ہیں تو براؤزر نمون: 0208 583 2295 یا مینی کام: 0208 583 3122 پر رابطہ کریں




Don't put it off

Every week last year, someone lost their home because they didn't pay their rent.

We're here to help
Contact us if you are having problems or want to find out if you are missing out on benefits.

Call Hounslow Homes for help

Central 020 8583 4382
East 020 8583 4220
West 020 8583 4383

If you require further information on how to pay your rent and services available to you in another language or format, please contact: 020 8583 2299 or minicom 020 8583 3122.

English Somali Gujarati Panjabi Urdu

Message from our Chair



On behalf of our board and all the staff at Hounslow Homes, I would like to wish you all a very Happy Christmas and a prosperous new year.

I would like to thank everyone who helped Hounslow Homes over the past year by attending forums, acting as mystery shoppers or even just telling us your views on our services.

I hope you enjoy spending time with friends, family and neighbours over the holiday period.

Best wishes and remember, "a little push in the right direction can make a big difference!"

Alf Chandler, Chair, Hounslow Homes.

Contacting Hounslow Homes this Christmas

Like you, we are looking forward to the Christmas break. This means our offices and the call centre will be closed between 25th December and 3rd January. Both will reopen on the 4th January. However, there will still be staff available to help you with emergencies.

Repairs
Over the Christmas period you can contact 020 8583 2222 to report emergency repairs.

Wardens
Estates currently receiving a neighbourhood warden service will have some cover over the Christmas period. A team of Wardens will be available for emergencies between the 27th and 30th of December.

Anti-social behaviour
If you need to report a major disturbance in your area, please contact emergency services by dialing 999.

Linkline, the emergency alarm service for our sheltered housing tenants, will operate every day over the Christmas period.

LOOK OUT for our new booklet on anti-social behaviour (ASB) which will arrive through your letterbox in December. This explains our policy on ASB and provides information on how to sort or report problems you may be having.

Festive fun at Ivybridge

Ivybridge residents enjoyed two community events this November. Residents turned out to celebrate Hallowe'en by taking part in a fancy dress competition. 1st prize was awarded to Charlie Carter (pictured).

A firework party, organised by the Bridgelink Centre and funded by NITA, Bridgelink and donations from residents, also went off with a bang!

Tina Howe Chair of NITA (New Ivybridge Tenants Association) said: "Even halfway through, people were coming along to see the display. It was very well organised and that showed in the turnout which was amazing. It was lovely to see the whole community enjoying the event".

Sharon Carter, a Board member of The Bridgelink Centre, said. "It was an excellent evening. All sorts of residents came, from Nans and Grandads to young kids from all sorts of different backgrounds. It was a great turnout and will be well worth doing next year."



www.hounslowhomes.org.uk

New research has shown us that a mighty 34,988 people have visited our website from June to August.

So don't be left out! Visit our website to find out information on Hounslow Homes' services, make a complaint or pay your rent or service charge.

If you don't have a computer at home you can always use the internet for free at your local library.



Do you want to help promote gay, bisexual and transgender issues?

We would like to invite tenants and leaseholders from the lesbian, gay, bisexual and transgender community to join a new Hounslow Homes consultancy group.

By being a member of this group, you can let us know about any issues you are experiencing in your community and help ensure that our services meet your needs.

Please contact Razia Parmar for further details on:

020 8583 3725

or email:

razia.parmar@hounslowhomes.org.uk

If you do not want to be involved in the group personally but would still like to comment on these issues, please feel free to contact us.

Hounslow Homes has a policy on anti-social behaviour which defends a person's right not to be harassed on the basis of their sexual identity.

Become a football coach - the first step

There are still a few places left on our new course offering tenants (aged 16 or above) the chance to develop their football coaching skills.

The classes start on January 10th at Cranford Community College. Lessons run from 6-9pm every Monday evening for 5 weeks.

For more information, or to apply for the course, contact Asha at Hounslow Homes on 020 8583 3715.



Ivybridge volunteer is rewarded by the Queen

Resident Sally Clayton, ex-Chair of the New Ivybridge Tenants Association, has been awarded an MBE (Member of the British Empire) by the Queen.

Sally's MBE recognises all the volunteer work she has carried out to make improvements to the Ivybridge estate.

Hounslow Homes held a lunch for Sally to congratulate her on her achievement.



WISE-UP TO Direct Payment

Easier access to pension and benefit payments

Direct Payment is the way that pensions and benefits are now being paid. Your money goes straight into the account you choose.

Direct Payment won't affect how much money you receive or how often you receive it. And it could mean you have better access to your money through banks, building societies, cash machines or the Post Office.

Changing is easy. If you have an account already you can change straight away. And if you don't, there are plenty of options to choose from.

Last order books are being sent out now so don't wait until you get to the last payment in your book. Call us now and we'll help you change to Direct Payment.

For help changing to Direct Payment call us on 0800 107 2000

DWP Department for Work and Pensions

Leaseholder news

Neighbourhood warden service sold to BAA

Thanks to the enterprise of Hounslow Homes leaseholder Rachel Heydon, local employer BAA will be buying some of the successful Neighbourhood Warden Service. Rachel, who works for BAA as a part of their Air Side Safety Team at Heathrow, knew that Hounslow Homes were keen to market the warden service, and also knew that BAA had a problem managing some of their land.

Negotiations are now complete for the Neighbourhood Warden scheme to patrol Two Bridges Farm on Hatton Road in Bedfont which is owned and managed by BAA. The area has experienced anti-social behaviour, particularly youth nuisance, which everyone is keen to resolve. The service brings a valuable £7,000 to Hounslow Homes to help support this popular service.

New leaseholder handbook

We'll be sending all leaseholders a new handbook in January to ensure you have the latest information on the terms of your lease, service charges and repairs, insurance and anti-social behaviour. There is also a useful contacts section included. Make sure you read it and keep a copy for the future!

Ways to pay and save... for Leaseholders

Pay by Standing Order and get £25!

Leaseholders are now entitled to an incentive payment of £25 if you set up a new Standing Order to pay your annual service charges.

Please call your Leasehold Services Officer to obtain the Standing Order form to enable you to qualify (see page 4 for contacts).

The HFTRA Conference

Will take place on the 19th February 2005. Call Julie Brooker on: 07789 501 621 for details.

Making life easier

from George Fry, Chair of the Hounslow Federation of Tenants' and Residents' Associations (HFTRA)



It is great to have the opportunity to talk about the good work that is done every day to make life easier for those of us who are getting older or have a disability. Some people may find that they are starting to have difficulty enjoying their home like they used to; this is where the Occupational Therapist service comes in.

Hounslow Council provides the Occupational Therapist Service free so that residents of the borough can continue to live in their homes for longer and have their lives made just that little bit easier. It is part of our job at HFTRA to champion the interests of older residents and residents who have a disability, some members of our committee belong to these groups and bring special knowledge about the problems that people face.

It is our view that people should have a range of options for

how they want to live their lives open to them at all times; not the least of these is the ability to continue living independently. Hounslow Homes can make adaptations to your property on the basis of the Occupational Therapist Services' advice so that life is made easier for you.

Access to the service has also recently been improved by making it no longer necessary to be referred to the service by your local doctor. People can refer themselves or help a friend or neighbour get referred.

So if you know someone who is struggling upstairs without a handrail or in need of an improvement to their home, then the Occupational Therapist Service can help. Contact them on 020 8583 3200/3400.

On behalf of everyone at HFTRA, I would like to wish you a very Happy Christmas and New Year.

Did you know...

That disabled leaseholders can apply for financial support to help pay for adaptations to their home?

The disability facilities grant can help pay for:

- Adaptations making it easier to get into and out of your home, for example, widening doors and installing ramps
- Stairlifts
- Ground floor bathrooms or shower rooms
- Improving or providing a heating system in your home
- Adapting heating or lighting controls to make them easier to use

The financial support you get will depend on how much Social Services' assessors decide you need. They will look at how much you, or your partner, can afford without a grant. In the case of a disabled child, they will look at their parent/s income. The grant will then make up the extra money needed to meet the cost of the works.

If you think you might qualify for this grant, contact Social Services' Occupational Therapist on 020 8583 3200/3400. They will arrange a visit to assess your needs.

Home Ownership have moved!

You may have read in the last newsletter that the Home Ownership Unit was planning to move to Feltham High Street. We have now moved and our new address is:

21 High Street, Feltham, Middlesex, TW13 4UN

To improve our service, leaseholders will be seen on an appointment only basis. Please see the Noticeboard (back page) for contact numbers.

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.

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.

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

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

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.

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।

“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

أخبار المنازل في هاوسللو - 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.

“اخبار مسكن هانسلو” 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.



"Being a board member means I know what's really going on"



You may have read about our tenant board member, Robert Charig, in the last newsletter. This month we speak to Margaret Alveiro who has been a board member since September 2003.

Margaret was born in nearby Richmond and has lived in Feltham, with her American husband for nine years. She loves crosswords and quiz shows. Margaret first decided to become a board member when she felt unhappy about youth nuisance in her area.

"I live on a really nice estate but we do have some problems. I think that some of the youngsters don't have much to do, which means they sometimes get into trouble", she says.

Margaret likes being a board member as she has a better idea of what is happening and she likes sorting out problems.

"Before I became a board member, I thought all Hounslow Homes did was collect the rent and do

repairs. You wouldn't believe all the other stuff that goes on behind the scenes," she says.

Margaret has got involved in the new disability forum, west and central area forums, personnel group, repairs group and housing management working group.

One of the things Margaret wants to do is use her influence to tackle anti-social behaviour.

"I want Hounslow Homes to find out what young people want and care about. Then, they can understand how to make them feel a part of the community." A new programme to do just that is underway in Brentford.

Latest on Decent Homes - Improvements and modernisation

The draft capital programme for 2005/06 to 2008/09 is included as an insert in this edition of Hounslow Homes News. Your views are invited. Please let your Tenant Liaison Officer or your Area Housing Office know if you have any comments to make. The insert includes information on a new

scheme called Decent Estates.

The detailed programme for 2005/06 will be finalised in the New Year before it is put before the Board for consideration.

The final programme for 2005/06 and the draft programmes for 2006/07 to 2008/09 will then be re-issued to all residents.

The inspectors are back!

The Audit Commission's Housing Inspectors will again be visiting Hounslow in February to check on the quality of Hounslow Homes' services to tenants and leaseholders. Readers will remember that they last visited two years ago when they awarded our service two stars with promising prospects for improvement. On the strength of this result, Hounslow Homes received an additional

£100 million to spend on improving the housing stock.

A small team of inspectors, including a tenant inspector, will be arriving on the 21st February 2005 and will be in the borough for about two weeks. They will be contacting a small number of residents to ask for their views on Hounslow Homes' services. This could be prior to their visit to the borough.

If you would like a copy of this publication in another language, or format please call 020 8583 2299 or minicom on 020 8583 3122.

Customers receptions get a make-over

We will soon be refurbishing our receptions to make them smarter, more welcoming and easier to use for visitors with disabilities.

This means that our receptions will be closed for a short period of time:

- West Area Housing office, St Catherine's House, Feltham will be closed on Friday 10th and Monday 13th December.
- East Area Housing Office in Brentford will be closed on Friday 17th and Monday 20th December.
- East Area Housing Office in Chiswick will be closed on Friday 7th and Monday 10th January.

What to do if you have an urgent housing query or benefit problem:

You can call our staff during the usual office hours.

OR,
If you have an urgent benefit query or problem which requires assistance in person, visit the Civic Centre reception in Hounslow, or any other reception which is not closed.

NOTICEBOARD

Housing contacts

EAST AREA

FOR TENANCIES IN BRENTFORD AND CHISWICK

General Enquiries: 020 8583 4220
Minicom: 020 8583 4390 (Brentford)
Minicom: 020 8583 4276 (Chiswick)
Caretaking Service: 020 8560 5447
Both offices are open to you in person wherever you live. For emails, telephone and post, please contact the Brentford office only.

OPENING HOURS

8.45am - 5pm Monday to Friday
(5.30pm on Thursday by appointment)

ADDRESS

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

EMAIL

info.housingeast@hounslowhomes.org.uk

CENTRAL AREA

FOR TENANCIES IN HESTON, CRANFORD, HOUNSLOW AND ISLEWORTH

General Enquiries: 020 8583 4382
Minicom: 020 8583 3959
Caretaking Service: 020 8569 6873

OPENING HOURS

8.45am - 5pm Monday to Friday
(5.30pm on Thursday by appointment)

ADDRESS

The Civic Centre, Lampton Road, Hounslow TW3 4DN

EMAIL

info.housingcentral@hounslowhomes.org.uk

WEST AREA

FOR TENANCIES IN FELTHAM, BEDFONT AND HANWORTH

General Enquiries: 020 8583 4383
Minicom: 020 8583 4387
Caretaking Service: 020 8814 1771

OPENING HOURS

8.45am - 5pm Monday to Friday
(5.30pm on Thursday by appointment)

ADDRESS

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

EMAIL

info.housingwest@hounslowhomes.org.uk

CALL CENTRE

All housing repairs can now be reported on one freephone number

0800 085 6575

Minicom: 0800 389 9821

Language line: 0800 389 9830

Open: 8am-8pm Monday-Friday
9am-12 noon Saturdays
(at all other times call 020 8583 2222)

REPORT ANTI-SOCIAL BEHAVIOUR

contact your area office or:

Police: 020 8577 1212

Crimestoppers: 0800 555 111

HOUSING ADVICE SERVICE
020 8583 3844 Minicom:
020 8583 3111

LEASEHOLDER SERVICES & HOME OWNERSHIP
020 8583 3418 (Brentford & Chiswick)
020 8583 4006 (Feltham)
020 8583 3417 (Hounslow)
Fax: 020 8583 4133

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

HOUSING BENEFIT HELPLINE
020 8583 4242

HOUNSLOW FEDERATION OF TENANTS' AND RESIDENTS' ASSOCIATIONS
020 8569 5823
www.hftra.co.uk

RIGHT TO BUY
020 8583 3918

HOUNSLOW MEDIATION SERVICE
020 8568 5522
Fax: 020 8568 5566

RE-HOUSING UNIT
020 8583 4422

HOMELESS PERSONS UNIT
020 8583 3842



INVESTOR IN PEOPLE

Managing quality homes for
Hounslow

