

... Report your repairs using the Call Centre freephone 0800 085 6575... Report your repairs using the Call Centre freephone 0800 085 6575...

Inspection gives thumbs up for services!



Service area	Excellent	Needing improvement
Customer care	✓	
Resident involvement	✓	
Responsive and easy to use repairs service	✓	
Gas servicing		✓
Resident training programmes	✓	
Major works programmes	✓	
Publicity of planned major works		✓
Caretaking	✓	
Support of community based initiatives and groups	✓	
Communication with leaseholders		✓
Dealing with anti social behaviour	✓	
Availability of the results of 'mystery shopping programmes'		✓
Accessibility	✓	

See the full report at www.hounslowhomes.org.uk

The Government has awarded Hounslow Homes the maximum 3 star rating with excellent prospects for improvement! We are only one of four housing management organisations in the country to achieve this rating!

This result means that the government feels our core services are excellent and we are one of the top performing housing management organisations in the country. But, this does not mean that we are going to stop striving to make the services we provide to you even better.

Focus for the future

Over the next year we will be focusing on the local issues that you say matter most:

- Untidy gardens
- Refuse disposal
- Communal areas
- Parking
- Abandoned vehicles
- Anti social behaviour and nuisance neighbours
- Tenant rent award campaign to launch this summer

Hounslow Homes also hopes to expand the services available to leaseholders by offering

affordable and reliable repair and maintenance services. Leaseholders will shortly be sent a letter and questionnaire seeking their views. This achievement of excellence will help us to sell our services to other housing providers and explore new opportunities to build and develop new and affordable council homes.

Chair of the Hounslow Homes Board of Directors, Alf Chandler said:

"This three star rating means that we have been successful in our original aims to improve the quality of our estates and increase resident satisfaction. A huge amount of work has been done to get us where we are today and residents have been at the heart of the process, so well done and thank you to all of you who got involved and made a difference."

Leader of the Council, Cllr Ellar



Everyone at the Council is delighted that Hounslow Homes has achieved the highest possible inspection rating of 3 stars and excellent prospects. We are confident that the residents of Hounslow have one of the best ALMOs in the country that will continue to prosper and improve.

gardening competition 2005

sponsored by



Our annual gardening competition will reach full bloom this summer, with judging due to take place in July, followed by the prestigious awards ceremony in August. Now is the time to prepare your garden for entry.

Pick up your entry form in area housing receptions or call 020 8583 4431.

This years categories are:

- Best garden £100 prize
- Best balcony/hanging basket £100 prize
- Best sheltered housing garden/communal area £100 prize
- Best youth (under 16) flower/tree hand drawn picture £50 prize
- Best overall category winner £250

Area West Open Day

For residents living in Feltham, Bedfont and Hanworth.

Come and meet your local Hounslow Homes staff and Ward Councillors

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

When: Thursday June 9th at 4.30 pm - 6pm

For information contact Tenant Participation Team on 07956 118137

INCLUDED WITH THIS ISSUE

LOCATA INFORMATION

LEASEHOLDER NEWS -

Forum and information evening, 6th June at the Civic Centre, Hounslow.





HFTRA Residents'

Celebrating the 35th anniversary of the Federation, the theme "Long and Winding Road" proved perfect for the 7th annual conference held on Saturday 9th April. Resisting the excitement of the Grand National and the Royal Wedding, 200 delegates arrived at the Renaissance Hotel in Heathrow for a day of interaction, the signing of the new tenants' compact and the shaping of tenants' and leaseholders' role in the future of Houslow Homes.

Conference organiser and vice-chair of Houslow's Federation of Tenants' and Residents' Associations, Julie Brooker (below) reflects on a successful day.



There was a fantastic turnout for the conference Julie?

Yes, there really was. I think that numbers were higher this year due to; word of mouth, advertising in Houslow Homes News and also the change from winter to spring - we moved the event from November to April.

Tell us the thinking behind the conference's theme - "The Long and Winding Road"

There were many reasons behind it. We felt that the "Long and Winding Road" reflected the huge amount of work that had gone into the new tenants' compact; it was a real journey. We also wanted a title to reflect the link with our partners and the London Borough of Houslow (LBH). It was great for the compact to be signed in front of so many people (certainly more than witnessed the Royal Wedding!). The road theme also reflects the structure of the borough; the network of roads that run from Chiswick through to Hanworth.

Did you feel the event met its objectives?

The main reason for the conference is to build relationships and communication between tenants, residents and staff. Over the years the conference has grown and got better. We know that attendees enjoyed their day and certainly left the hotel with more information than they arrived with. The seven different workshops played a major part in achieving this.



What did you enjoy most about the day?

Putting my feet up at the end! Seriously though, the fact that everyone enjoyed themselves and wanted to return next year makes it a good day for me. It's great to see so many tenants and residents meeting each other, having their say and networking with one another. The day is about getting involved and finding out about the things that concern you.

You've had some good feedback then?

The feedback has been very positive and many have already said they can't wait for next year's conference! It was fantastic to hear that, especially from those attending for the first time. There were also some very positive comments about the creche, which allowed parents to relax in the knowledge that their children were safe and nearby. All in all, another successful conference.

Thoughts of the day...



Piyushi Kalsi Ede Close

It's been such an informative day and I'm delighted to be here. It's a perfect place to collect information, share experiences with other tenants and learn who to contact with any questions about my tenancy. Everybody is so welcoming and friendly, I'll certainly come again.



Jeanette Harrington, Leaseholder Brent Lea

I think the conference gets better each year. It's really well run and has been very slick. It's great to hear the positive measures that Houslow Homes are taking as a company and the day presents a valuable opportunity to share our views with them.

Brenda Hare Danehurst Sheltered Unit

I thoroughly enjoyed the workshop on Houslow Homes' future, it's great to hear about important issues. Also, the information given on the company's apprentice scheme was very encouraging and I'll be passing that on to my grandson.

Alan Crook Laywood Road

I've had a brilliant day. The workshops have been very participative and you are made to feel that your comments are valued. I particularly enjoyed the repairs workshop, where we were encouraged to offer our thoughts through a questionnaire. All in all a very useful day.



Chris Langstaff Managing Director Houslow Homes

It was great to speak to so many tenants and leaseholders and hear what they had to say about our services. An extremely useful and enjoyable day.



Bernadette O'Shea Head of Housing Strategy and Services, London Borough of Houslow

A very well organised day with a variety of useful workshops for residents to attend. HFTRA's hard work certainly paid off!

Conference 2005



It's Off to Work We Go!

As part of the day, delegates were invited to attend the following workshops.

HFTRA - What should we do?

This was a very lively and interactive workshop where residents teamed up in groups and were given a set of 52 cards to arrange in order of importance. All cards answered the questions - What should HFTRA do?

The top three cards read

1. Residents views should be at the heart of decision-making
2. Housing problems should be sorted out quickly
3. Neighbourhoods should be made safer

The workshop also highlighted the desire for more low cost homes. George Fry, Chair of HFTRA and organiser of the workshop said "I am pleased that the priorities identified are the ones that HFTRA is already focussing on for the future. I am excited that the conference this year has given us all the opportunity to find out what our members think about a range of subjects. Ranging from provisions for older people to tackling anti social behaviour. This has made the next step on the "Long and Winding Road" a lot clearer for us all."

Repairs - When to DIY!

Tenants talked about their responsibilities for repairs and completed a questionnaire giving their views. The responses will be carefully analysed and fed back to tenants.

Area Resident Associations involving the whole community?

Residents discussed the benefits of groups and associations and shared their experiences of being part of a community that worked well together. Honest and frank exchanges took place on how residents' groups could tackle problems collectively, and involve all sections of the community.

The future of Hounslow Homes

Residents discussed the future direction of Hounslow Homes and the new commercial freedoms granted by the government. The workshop presented the story of Hounslow Homes ALMO and outlined goals for continuous improvement and change.



Alf Chandler, Chair of Hounslow Homes, signs the new Tenant Compact

For Leaseholders - the way forward

Leaseholders provided their comments and thoughts for improving communal repairs, customer care and communication with Hounslow Homes. A quiz was distributed with questions about the recently launched Leaseholder Handbook and estate improvement programmes.

Comments from leaseholders included:

- Contact Email addresses for Hounslow Homes be publicised more widely. home.ownership@hounslowhomes.org.uk
- A newsletter written solely for leaseholders would be beneficial (see this months Leaseholders insert, included with this issue).

Leaseholders were also invited to take part in the forthcoming leaseholder forum elections and to attend an information evening on Monday 6th June at the Civic Centre, Hounslow. See the insert included with this edition for more details.

Safer Neighbourhoods

This was an informative workshop that covered a wide range of issues, including how to report incidents of anti social behaviour (ASB), working in partnership with the police and how mediation services can really help to sort out neighbour disputes. A leaflet on how to report ASB is available from www.hounslowhomes.org.uk or your local housing office.

Older People's housing needs

A well-attended workshop that talked about Hounslow's plans for future service provision, discussing how government funding would affect older people and the options available to older residents.

The workshop also covered the benefits of LINKLINE, which aims to help older people live independently. If you would like to know more about the linkline service, call us on 020 8583 4400. Minicom: 020 8583 4377

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 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 ਫੋਨ 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।

“هاؤسلو 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 هاؤسلو - 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.

Become a carpenter, plasterer, plumber or electrician!

If you are 16 or over and would like to train in the building trade, read on! We would particularly like to hear from women and members of ethnic minority groups.

Hounslow Homes are working in partnership with Balfour Beatty and United House to offer a building training programme for young people. You will combine relevant college courses with on-the-job training and carrying out repairs on tenants' homes.

The scheme can lead to expertise in your chosen field and you can gain an NVQ to go with it!

Here's the best part though; subject to you completing the course successfully and depending on our needs at the time, we may be able to offer you the ability to complete a full apprenticeship, and ongoing employment.

To really benefit from this scheme, you will need to have an interest in practical crafts and a desire to pick up a new skill.

Call John Devonshire on 020 8583 6134 for an application pack. Interviews and tests will then be held and successful applicants will begin in September 2005.

Our future in good hands

Mark Tanner was proudly announced as the Apprentice of the Year at Hounslow Homes' recent award ceremony. Three years of hard study is demanding enough for a young man, but Mark also overcame the difficulties of dyslexia to attain his Level 3 plumbing qualification.

The Isleworth graduate has been further rewarded with the offer of a permanent contract from September. Well done Mark!



Above: Mark Tanner (third from left) collects his award along with four other graduating apprentices and Hounslow Homes staff.

Mystery shopping results

The recent residents' KWEST survey told us that 75% of you are very or fairly satisfied with our services. Mystery Shopping is also a valuable tool in evaluating resident satisfaction. Mystery shoppers act as customers to make enquiries about our services.

Our mystery shoppers range from the Council, our residents, our Board Members, and staff. A range of services are assessed and marked from 0 to 3.

In February 2005 we carried out mystery shopping in our Concierge and reception areas. The results are shown to the right:

If you would like to join or would like more information on the Mystery Shopping Programme please contact **Jas Sidhu** on **020 8583 4381**.

	Very Poor	Poor	Good	Excellent
Reception Areas				
St Catherine's House				✓
Civic Centre			✓	
High Street Brentford			✓	
Chiswick Town Hall			✓	
Concierge Areas				
Ivybridge				
• Easedale House				✓
• Haweswater House				✓
• Thrilmere House			✓	
Highfields				
• Hunter House				✓
• Belvedere House			✓	
Brentford Towers				
• Boulton House				✓
• Cornish House				✓
Heston Farm				
• Fenton House				✓

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.

If you have a local story you would like to tell Hounslow Homes News about, please contact Claire Connaughton on: claire.connaughton@hounslowhomes.org.uk or call 020 8583 4430.

NOTICEBOARD Housing contacts

EAST AREA

FOR TENANCIES IN BRENTFORD AND CHISWICK

General Enquiries: 020 8583 4220

Minicom: 020 8583 4390

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

FOR TENANCIES IN HESTON, CRANFORD,

CENTRAL AREA

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 4295 (Brentford & Chiswick)
020 8583 3418 (Feltham)
020 8583 3417 (Hounslow)
Fax: 020 8583 4133
home.ownership@hounslowhomes.org.uk

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
enquiries@hftra.com

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

