

Hounslow Homes news

www.hounslowhomes.org.uk

Issue thirty eight | December 2005

A very merry Christmas to all our residents



At Christmas please remember those in your community who may be alone.

Dear resident,

As we come to the end of 2005 and begin a new year, allow me to thank you all for helping us to achieve a 3 star excellent rating at our recent government inspection. As winter is with now us, I hope you will all:

- Keep warm – keep well.
 - Help your neighbours.
 - Offer a helping hand to elderly residents in your community.
 - Enjoy family gatherings.
 - Not drink and drive.
- And above all have a happy and healthy 2006!

Chair, Hounslow Homes

Reporting a repair or emergency during Christmas

The Repairs Call Centre will be closed from 12 noon on 24th Dec and will reopen at 8am on 3rd January. During this period we will still have staff on hand to help you if you need to report an emergency repair.

Emergency repairs include:

- Leaking water pipes or no water
- Blocked drains or WC (if the only one in the property)
- Severe roof leaks rendering the property uninhabitable.
- Severe fire or storm damage
- Missing or dangerous drain covers
- No electricity
- No heating
- Complete failure of communal lighting (not just individual bulbs)
- If you have lost your key and are locked out (the full cost of the call out and any follow up repair works will be recharged to you)
- Lifts out of order
- Blocked rubbish chutes



Your contact numbers are:

Freephone **0800 085 6575** at all times apart from 12pm on December 24th through to January 3rd.

During this period please call **020 8583 2222** to report emergency repairs. If you have a gas leak call Transco on **0800 111 999**.

Recycle your tree this Christmas and help your local environment

If you plan on having a real Christmas tree in your home this year, but aren't quite sure how to dispose of it properly, read on.

The Recycling Team at Hounslow Council, working with CIP (Community Initiative Partnerships) run a scheme for chipping old Christmas trees into mulch to be used on local parks and gardens.

For opening dates and times for the sites, please call the Recycling Team on **020 8583 5060**, or e-mail recycling@hounslow.gov.uk

YOUNG PEOPLE MAKING A DIFFERENCE



Young residents were encouraged to express their opinions on the graffiti wall.

Hounslow Homes is working closely with young people to find out how they feel about where they live.

The first event, "Hounslow Youth Bash" was organised in partnership with Hounslow Youth Service and attracted over a hundred young people from across the borough. Through a range of arts and media activities young people were able to explore issues affecting them and tell us how they thought we could help to improve life in their neighbourhoods.

Key issues discussed on the day included: crime, relationships with other neighbours, and facilities available for young people.

Please don't forget to pay!

We know that Christmas and New Year can put a strain on your finances and we are here to help, but please help yourself first by giving us a call if you are experiencing difficulty paying your rent.

- Central area: 020 8583 4382
- East area: 020 8583 4220
- West area: 020 8583 4383

You can also qualify for a cash bonus if you pay via direct debit or standing order. Give us a call to find out more. Don't forget - you risk losing your home if you do not keep up your rent payments.

You may have recently noticed a change to the letters we send you. We have made some improvement to the layout and format of our letters to make them easier to read and understand. These changes include larger print, bigger spaces between lines and the use of plain English. We have made these changes as part of our continuing commitment to customer care for all our residents.

Our Decent Homes programme continues...

...see insert included with this issue for more details....

Message from the Leader of the Council



Cllr. Colin Ellar, Leader, London Borough of Hounslow

Hounslow Homes has had an outstanding year and that has been recognised by the very high level of satisfaction that residents have expressed with the service provided and improvements made.

Under the Decent Homes scheme, 8,500 properties have been improved so far with

new kitchens, bathrooms, roofing modernisation and windows.

In May, the Audit Commission inspected Hounslow Homes and awarded it the maximum rating of "three stars with excellent prospects for improvement." This is clear, independent evidence it is providing an outstanding service.

This was followed up by the positive inspection and three star rating of Hounslow Council's Supporting People Programme, a housing-related support scheme that provides services like home help, careers advice and training to vulnerable people including the homeless and the elderly.

Affordable public sector housing is such a valuable asset to everyone on low and moderate incomes and Hounslow Council continues to give a commitment to providing this option for our residents.

The achievements of 2005 were made possible by the hard work of all the staff and I would personally like to express my thanks to them.

The coming year promises to be even better with Hounslow Homes committed to maintaining the high standards it has set and looking to expanding the opportunities to provide first class housing for our residents.



Dear Residents,

We in HFTRA feel that we have had another good year working with Hounslow Homes and the council to make things better for us all. We have seen that the capital improvement programme stays on track to deliver the promised benefits and we have campaigned to prevent extra costs or charges for tenants. There will no doubt be more challenges in the New Year!

We would like to send all of you our best wishes for a happy festive season!!

George Fry
Chair, HFTRA

To all leaseholders



In an emergency such as a fire or flooding, Hounslow Homes will need to contact you in a hurry, so it is vital that we have your most up-to-date contact number on file. If we need to update your details, please call our Home Ownership Team on: 020 8583 3418 (Brentford & Chiswick) 020 8583 4006 (Feltham) 020 8583 3417 (Hounslow)

It is helpful to have both a residential number and mobile number so we can reach you at all times.

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 ਸਿੱਟੀ 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।

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 هاوسلو - 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 هاوسلو“ 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.

English

Somali

Gujarati

Punjabi

Albanian

Hindi

Urdu

Arabic

Farsi

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

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

Email: housing.repairs@hounslowhomes.org.uk

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

HOUSLOW MEDIATION SERVICE

020 8568 5522
Fax: 020 8568 5566

RE-HOUSING UNIT
020 8583 4422

HOMELESS PERSONS UNIT
020 8583 3842



INVESTOR IN PEOPLE



If you have a local story you would like to tell Hounslow Homes News about, please contact Anthony Kluth on: anthony.kluth@hounslowhomes.org.uk or call 020 8583 4431