

# 79% of residents are happy with their homes

You have your say in annual survey\*



## We're pleased that:

- ★ **GOOD HOMES:** 79% of residents are happy with their homes, 40% are VERY SATISFIED with their home
- ★ **GOOD NEIGHBOURHOODS:** 73% of residents are satisfied with their neighbourhood
- ★ **REPAIRS:** 78% of tenants are happy with the overall quality of work. 74% of tenants are happy with the time taken to start their repairs work (compared to 60% in 2002)
- ★ **CONTACTING US:** 74% are happy with the repairs call centre service
- ★ **TACKLING ANTI-SOCIAL BEHAVIOUR (ASB):** Residents feel that litter, vandalism, youth nuisance, abandoned vehicles, noise from people, drug dealing, general crime and damage to property is less serious in their neighbourhoods

- ★ **HAVING YOUR SAY:** 77% of residents feel that Hounslow Homes takes account of their views
- ★ **VALUE FOR MONEY:** 75% of tenants see their rent as good value for money

## Striving for improvement:

- ESTATE SERVICES (caretaking, abandoned vehicles, cleaning, gardening):** An average of 61% of residents rate our estate services as good. (59% of residents now rate our abandoned vehicles service as good - an increase of 15% on 2002.)
  - COMMUNICATIONS:** 68% of leaseholders find Hounslow Homes News very or fairly useful at keeping them informed
- \*An independent company surveyed a random sample of 1500 tenants and leaseholders at the end of last year.*

If you have a view on Hounslow Homes' services, please contact your area housing office or go to our website to fill out an online comments form.

**Comment from Chris Langstaff, Managing Director:**  
 "It's what tenants and leaseholders think about the service that counts. I'm very pleased that on the whole, you think we've got better. In fact, our key services are among the best in London. Thank you for responding to the survey. We will continue to work hard to provide the highest possible standard of service and will tackle the areas where we need to make improvements".

## News about your rent

We're happy that 75% of tenants in our annual survey said their rent was good value for money. The independent company which carried out the survey has also told us that in terms of tenants' satisfaction with their rent, we are one of the top housing organisations in the whole of London.

You may be interested to know that it's that time of year when the Council agrees to set your rent charge in line with central government policy. You will be sent a notice about this charge at the end of February.

## HFTRA conference - 9th April 2005

Hounslow Federation of Tenants' and Residents' Associations

All residents are welcome to come along to the HFTRA conference for an opportunity to meet your HFTRA reps. Staff from Hounslow Homes, board members and contractors who help provide services to your home and neighbourhood will also be attending. So, make a date in your diary for Saturday 9th April and come along to the Renaissance Hotel in Heathrow.

To book your place, please contact Julie Brooker on: 07789 501 621.



Don't worry if you have kids - there will be lots of activities to keep them entertained. Last year, kids were charmed by a display of snakes and lizards!

It's inspection time!  
 See page 2 for details.

Read about the new leaseholder Saturday service on page 3.

## Message from the Leader

In 2005, providing better housing will continue to be a key concern for the Council. As the first full issue of this year, I would like to start by saying how pleased I am with the progress made towards achieving Decent Homes standards in so many properties. The huge investment by the present government in renovation work is greatly valued by more and more residents each week.



Cllr. Colin Ellar, Leader, London Borough of Hounslow

On a less welcome note is my concern that the sale of properties through "Right to Buy" is having on our ability to re-house vulnerable and homeless families. It is difficult to see what people on low incomes will do in the future, as less low cost rental property is available. One of the ways that we are hoping to face this issue is through increasing the number of affordable homes in this borough.

In terms of our services overall, I am proud to let you know that Hounslow was recently recognised as being a "good" Council by the Audit Commission. Part of that rating is based on feedback inspectors receive about Hounslow Homes. Our next challenge is to ensure that you continue to see an improvement in your Council services which we are committed to delivering.

## Firm action gets results

### Hounslow Homes launches ASB campaign

You may have heard about the most recent actions we have taken to reduce anti-social behaviour (ASB):

- Anti-Social Behaviour Orders placed on two youths from the Syon estate
- An eviction of a Syon estate resident for racial harassment

Hounslow Homes will do everything in its power to stop anti-social behaviour in your neighbourhood. These actions are a last resort and are only taken where there is significant evidence showing that the people involved have caused serious harassment to others.

**Not seeing eye to eye?**

Talk about it.  
If you can't sort it, report it.

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

In emergencies:  
Dial 999

Hounslow Metropolitan Police Hounslow Homes

You can find out more about how we

deal with anti-social behaviour by reading

the information leaflet "How Hounslow Homes and Residents Can Help Reduce Anti-Social Behaviour" which has been posted to you. Extra copies are available on request by calling your local housing office or visiting our website. Also, look out for our new campaign which aims to try and get residents to talk through minor problems of anti-social behaviour or talk to the Hounslow Mediation Service to help them. We always advise residents to contact us if the problem of anti-social behaviour is very serious, for example, involving violence, threats of violence or racial abuse.

## Resident raises money for worthy cause

Hounslow resident, Simon Anderson, shaved his head last month to show his daughter, who is fighting Leukemia, that she need not be worried about losing her hair. He is also raising money for a children's cancer charity called Reach.

You can send a donation by posting a cheque to: 9 Weavers Close, Isleworth, Middx, TW7 6EH.

Or, you may wish to donate money to Reach at: Molecular Haematology and Cancer Biology Unit, Institute of Child Health, 30 Guildford Street, London, WC1N 1EH.

## Local news – get involved in your local residents' group!

### Haverfield, Brentford

Have you heard of a car boot sale? Well, the residents' association at Haverfield is running a similar type of event called a "table top sale" at Mission Hall. Residents pay a £5 entry fee for a table and then put anything on the table which they would like to sell. The entry fee will go towards things for the local community. Table top sales take place every two weeks.

For details of your next event contact

Betty Batty on: 07773 930440.

### Syon and Brent Lea estates, Brentford

Join the new youth club for the Syon and Brent Lea estates.

If you're between 13-19 years old and live in these areas then come along to the Rose Community Hall on the Syon Estate.

You can play anything from pool to table tennis and get involved in trips out such as bowling, quad biking, ice-skating, dry slope skiing and more - it all depends on what

you want to do. If you are a teenager and bored, why don't you drop by the hall any Monday between 5.30pm and 8.15pm and see what's going on?

### Frank Towell Court, Feltham

There is a new residents' association for people living in Frank Towell Court. Come along to find out how YOU can make improvements to where you live.

For more information, contact Jacky Rankine on 020 8583 4383.

## Celebrating diversity

### - news from the East area's Tenant Participation Officer, Eileen Gladwell



At the end of last year, residents from Brentford took part in a number of multi-cultural events.

One of these took place at St Pauls where residents celebrated Diwali, Eid and Black History Month by sharing parts of their culture such as food, dances from all over the world and even hair braiding and face painting. The event was organised by 'The Spices' voluntary group and was sponsored by Hounslow Homes. I'd like to thank the Somali women's group from Heston Farm who

kindly gave up much of their time to cook food beforehand and show some of their traditional Somali dances. Delsie Moncherry and her daughters also gave up their Saturday to come along and spend the day braiding hair and face painting.

Tenants of Hounslow Homes were admitted free of charge and it was good to be able to discuss our services and how we can improve them with those present. Lastly I'd like to thank the Spices Group for organising the event.

## Inspection time

You may have read in the last issue that Hounslow Homes is being inspected by the Audit Commission. They will be arriving on 17th February and will be checking the quality of our services. Some residents may be contacted for their views on our services. If an inspector visits your home, they will always carry ID. We hope to update you on the result of the inspection as soon as possible in Hounslow Homes News.

# Leaseholder news

## Repairs - who is responsible?



Have you ever wondered what your service charges are really used for?

Along with providing a customer service to you, most of your charges are used to look after your block and general neighbourhood. This includes both general maintenance and repairs. This means that you can call us to sort out repairs such as:

- burst or leaking water pipes;

- blockages to waste pipes;
- repairs to the structure and outside of your building and common areas;
- damage to communal doors or door entry systems.

Your handbook also has a useful checklist of

different types of repairs showing who is responsible for them.

### Do you need help sorting out your own repairs?

If you are 60 or over and need help with a repair to your home, call the Handyperson's Scheme. The Council runs this scheme to offer low cost help to homeowners with MINOR repair jobs (such as changing a tap washer or adding a spy hole). There is a charge of only £10, or the service is free if you are on income related benefits. Call 020 8583 3878 for more information.

To report a repair, call us on

**0800 085 6575**

or for emergency repairs outside of office hours call:

**020 8583 2222**

you can even email us on [housing.repairs@hounslowhomes.org.uk](mailto:housing.repairs@hounslowhomes.org.uk)

## Be informed and know your rights – read the leaseholder handbook

Make sure you read a copy of your leaseholder handbook for up-to-date information on everything that might affect you as a leaseholder with Hounslow Homes.

For example, do you know...

- The 7 different ways you can pay your service charges?
- How to get a garage?
- What repairs you are responsible for and what repairs Hounslow Homes is responsible for?

- What you should do if you want to rent out your property?
- What your management fee includes?

For all this and more, read it now!

If you have a question about any of the information in this handbook, call or visit the Home Ownership Unit (see contact details on page 4).

## Don't forget....!

### New postcode for Home Ownership Unit

We are still at 21 High Street Feltham but our postcode has now changed.

It has been changed by the post office to TW13 4AG.

Our telephone numbers are:

Central	020 8583 3417
East	020 8583 4295
West	020 8583 3418
Right to Buy	020 8583 3918

### We're here on Saturday mornings!

A telephone service is currently available every Saturday between 9.30am and 11.30am.

### Visiting us

If you want to visit the Home Ownership Office, it's always best to try and make an appointment before you come so we can make sure we can deal with your enquiry as best as we can. If you do visit us without an appointment, we will still try our best to help you.

# HFTRA news

## Your new handbook



George Fry, Chair, Hounslow Federation of Tenants' and Residents' Associations

Very shortly all residents of Hounslow Homes will be receiving an updated version of either the "Tenants' Handbook" or "Leaseholders' Handbook".

I bet, like me, many of you would have difficulty putting your

hands on your current handbook (I found mine at the back of a kitchen drawer!). The handbook is, however, a very useful document as it puts in ordinary words the things that you have agreed to when you signed your Tenancy Agreement or Lease.

The handbook contains lots of information about the sort of things you should know about living in your home such as new ways to pay your rent/service charges or advice about what to do in an emergency and how to go about insuring your belongings. It is quite a long booklet and no

one is expected to read it cover to cover (at least not all at once!) but there are some important new items in this edition, like how Hounslow Homes plans to work with residents to reduce anti-social behaviour. The tenants' handbook also tells you about the process of applying for a home or a transfer. There is also a big section on how to go about getting things repaired in your home.

Most importantly, both handbooks explain how you can get involved in making the decisions that affect you and where you live, so keep it somewhere safe – and read it!

If you have a local story you would like to tell Hounslow Homes News about, please contact Samantha Morley on: [samantha.morley@hounslowhomes.org.uk](mailto:samantha.morley@hounslowhomes.org.uk) or call 020 8583 4430

## 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.

English

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.

Somali

'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

Gujarati

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।

Punjabi

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.

Albanian

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।

Hindi

"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 براؤزر میں اس نمبر پر ٹیلیفون کیجئے 020 8583 2293

Urdu

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.

Arabic

"اخبار مسكن هاؤسلو" برای افرادی است که در خانه های شهرداری زندگی می کنند. اگر در فهمیدن این نشریه به زبان خودتان به کمک نیازمندید، لطفاً با خدمات ترجمه با شماره 020 8583 2298 تماس حاصل نمایید.

Farsi

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.

## Hounslow Homes Repairs Service celebrates 400th "decent" home

Hounslow Homes tenant, Reverend Ofosusiaw, has just had a new kitchen and bathroom fitted to his home.

He says, "My home now looks like a top hotel! I feel like the landlord respects me and cares about my welfare. I'm glad they've spent the money on making my home decent – it makes me stay at home a lot more!"

The Ofosusiaw family, residents and councillors joined staff from the Hounslow Homes Repairs Service at the end of last year to celebrate us improving another 400 homes. This means that



Managing Director, Chris Langstaff, pictured with the Ofosusiaw family in their newly refurbished kitchen.

overall, we now refurbish 46 homes a week! In total, we have now brought 6813 homes up to decent homes standard!

Our decent homes work involves fitting new kitchens and bathrooms, replacing and installing new heating systems,

fitting new windows, new roofs, rewiring homes, improving loft insulation and cavity wall insulation.

## Leaseholder board member is straight talker

We continue our series of articles featuring Hounslow Homes board members. Daniel Martin, explains why he decided to get involved.

Feltham resident and Arsenal fan, Daniel Martin, joined the Hounslow Homes board last September. He used to be chairman of a residents' association in Southern Avenue. He joined the board as he wanted to be at the centre of decisions about housing to make a difference not just to his local area, but across the borough.

One of the areas Daniel wants to improve is communications. "From talking to lots of residents, I feel that Hounslow Homes could improve the way it communicates

with residents. That's one of the reasons why I got involved with this newsletter – I want to make sure you read about the information that matters. But even simple things could improve, from returning a phone call to responding to an email more quickly", he says.

Daniel is also campaigning to get more wardens on estates to help deal with anti-social behaviour. "I've been through some difficult times with ASB so I know what people are going through. That's why I'm pleased to see that the warden service has been extended from 6 to 32 estates already."

As leaseholder board member, Daniel is also a member of the Leaseholder Forum and he's taken a

keen interest in major works issues.

As leaseholder board member, Daniel welcomes your general views and comments on the leasehold service but regrets that he cannot deal with specific problems or issues. Daniel can be contacted on [daniel.martin@hounslowhomes.org.uk](mailto:daniel.martin@hounslowhomes.org.uk) or write to Daniel via board member services at Hounslow Homes, St Catherine's House. Or, why not come along to the next Leaseholder Forum? For details, contact the Home Ownership Unit.



Daniel Martin, a Hounslow Homes Leaseholder Board Member

## Improving accessibility for all



You may have heard about us modernising your local housing office in the last newsletter.

But this is not the only thing that we have been doing! We have worked on other improvements too.

### Here are the highlights of our progress so far...

#### Improving access to our buildings

- Reception desks have been lowered so residents in wheelchairs

can talk to us more easily

#### Improving access to information

- Information is more readily available in other formats (such as large print, audio and Braille)
- Our website is accessible to people with different communications needs

#### Training staff

- Staff now write letters to residents in a larger and clearer print
- 8 of our frontline staff

are now trained in British Sign Language level 1 course

#### Getting your views

- We have set up a Disability Forum for disabled tenants and leaseholders to discuss our services and for you to tell us how we can make improvements. You can read our residents' views about this forum by visiting [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk), clicking on "getting involved" and then click on "forums"

#### Providing support to vulnerable people

- We have started to create a list of tenants who may need extra support so we can make sure they get the services they need to live independently in their home

Is there a part of our service which you think could be improved for disabled residents? If so, please contact Neghet Khan on 020 8583 4012 or come along to our next Disability Forum on 31st March.

## 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](mailto: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](mailto: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](mailto: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)

**CUSTOMER COMPLAINTS**  
020 8583 3737  
Fax: 020 8583 4336  
Minicom: 0800 389 9821  
[complaints.team@hounslowhomes.org.uk](mailto: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](http://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**

