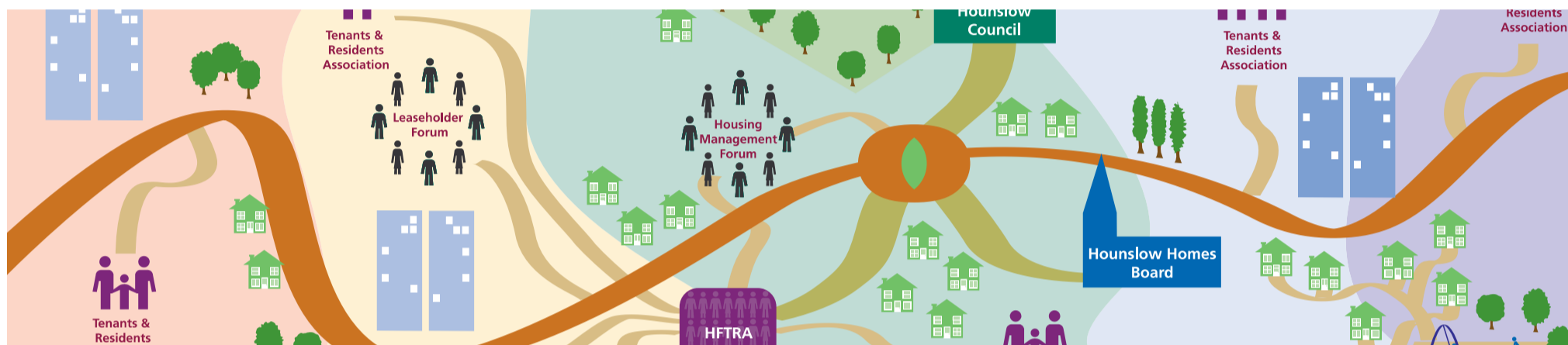


Hounslow Homes news

www.hounslowhomes.org.uk

Issue forty-one | July - August 2006

The Compact: our agreement with you



Hounslow Homes and the London Borough of Hounslow has made an agreement with tenants and leaseholders about how housing and community services will be delivered, in a document called the Compact.

We have agreed to:

- Recognise the voluntary contribution of tenants and leaseholders
- Provide training and build confidence in as many residents that are interested

- Create partnerships between residents and housing managers
- Make it easier for vulnerable people to take part e.g. young people and people with disabilities.

Progress so far:

Recognising voluntary contributions

Hounslow Homes is working with HFTRA to develop a scheme to reward residents for their voluntary contributions.

Providing training
Hounslow Homes offers training ranging from gardening and computers to bookkeeping and how to become a board member.

Creating partnerships with residents

Lots of residents currently sit on decision-making panels and work with Hounslow

Training: A young mother on Convent Way attended a series of computer courses from beginner level. She is now employed as an administrator at the local learning centre and possess the skills to further her career.

Homes and the council to improve housing management services.

Making it easier for vulnerable people to take part

A separate forum for people with disabilities has been set up. Caroline Crowhurst, a participant of this forum says: "The close liaison with staff has given us, the participants, a better

understanding of housing services and also given staff a good awareness of the issues

that disabled people have to deal with everyday."

Nickesha Jones, tenant participation officer (TPO) says:

"In my role I am very fortunate to be working with some very motivated, determined and committed local people, who are genuinely concerned for their community. I am also fortunate to have a job that enables me to be pro-active and responsive to the needs of residents."



Gardening Competition 2006 sponsored by Sodexo LAND TECHNOLOGY

Once again it's summer and everything is in bloom and looking beautiful. With that in mind it's time for Hounslow Homes' annual gardening competition!

This year we have five categories to help make entry open to as many people as possible.

You will find your

entry form with this issue of Hounslow Homes News. If you're interested in entering or nominating a friend, please fill in the form and return it along with a recent photograph of your/their garden. You will then be contacted if you have been short-listed as a finalist.

Good luck, and happy gardening!



Investment Programme
Don't miss the insert inside, which gives details of the 2006/07 Investment Programme. If there isn't one with your copy of Hounslow Homes News give us a call and we'll make sure one is sent to you.

News in brief

Get the job done online

Hounslow Homes is committed to partnering with residents to continuously improve our services to customers. As a result, tenants and leaseholders are working with Hounslow Homes to launch a new and improved system for ordering repairs and booking appointments online. The new online system is very user friendly, with clear images and instructions. There is also a "try it out" area for you to practice on before you place a real order. More details will be posted to you soon.



Oriel community space

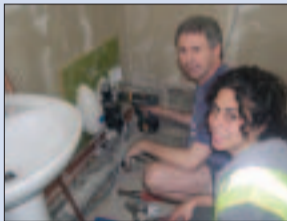


Unused garages on Oriel Estate have been transformed into estate offices. As well as providing a new venue for the estate management team, there is office

space for both residents and Hounslow Homes staff, two meeting rooms and a tea room. Residents can gather for community events and activities. The venue has been designed to ensure that disabled people have easy access. Most of the work was carried out by staff from Hounslow Homes' in-house contracts team. Local young people from our Apprentices Scheme also worked on the project, gaining valuable training and new skills. Contracts co-ordinator Lee Garrett said: "We are pleased that our staff and apprentices were able to produce something for the community that is of such a high standard and has improved the estate."

Apprentice Open Day for girls

In May Hounslow Homes held its first ever Apprentice Open Day for Girls. The girls were given information on what being an apprentice would involve and taken out on site to meet staff and current apprentices. The girls were very enthusiastic about their day, and since then more than 10 applications for apprenticeships have been received from young women, 99% more than usual! "The girls who attended, the schools and the careers advisors were very positive about the idea and we hope to make this an annual event." said Pauline Ripley, Training Manager.



New Convent Way playground



In June, local children were invited to a party to launch the first of five new playgrounds for Convent Way. Laura Wood,

chair of Convent Way Tenants' Association, officially opened the play area, which is part of a programme to invest £6.5 million on regenerating the estate by 2007. The estate's children were treated to free gifts and refreshments and were entertained by a David Beckham look-alike who performed football tricks.

Message from the leader of the council

Cllr Peter Thompson is the new leader of the London Borough of Hounslow following the local government elections in May.



Cllr. Peter Thompson

Anti-social behaviour (ASB) is a common problem but Hounslow Homes, Hounslow Council and our partner agencies have several tools and legal powers available to us to tackle it and stop it, but we need your help.

The phrase anti-social behaviour describes any behaviour

from any individual that causes another person distress, harm or harassment. It can be foul and abusive language, threatening behaviour, assault, shouting, criminal damage, theft, vandalism, intimidation, racial harassment, homophobic behaviour and excessive noise. This is by no means an extensive listing. No-one should tolerate it and Hounslow Homes is keen for its residents to report incidents when and where they happen so work can take place to stop it.

As part of a new project in response to the Government's

Respect agenda, Hounslow Homes is using the information from those reports to build-up a picture of problem hotspots. That research will be used to create strategies to tackle those problem areas specifically with a range of practical solutions.

Only with your support can we stop offenders and put measures in place to help them deal with the causes and consequences of their actions resulting in more peaceful and harmonious estates.

Cllr. Peter Thompson
Leader of the London Borough of Hounslow

Rewards for young people



Young people showing community spirit.

Young people are being rewarded in schemes all over the borough. Projects such as gardening and growing vegetables for the community, working in partnership to build play and recreation areas, coaching and mentoring other young people, football schemes and filming and technology projects are just some of the activities taking place.

One example of a successful project is in Bedfont where young

people have been working hard at the Longford School developing a garden area, landscaping and planting trees and shrubs. The garden will be a quiet place to relax as well as a venue for community events. Older people will be invited from the surrounding area to share life experiences of times gone by and hear from young people how they feel about life in Feltham today. The Young participants are also painting a mural to commemorate the project. The project is

Simon Wilson, age 16, who has taken part in this project says: "I've never done any gardening before, it's really great getting your hands dirty and working together as a team with your mates. We'll have something that we can say we made, and will belong to us, something that's really worthwhile and will keep growing."

due for completion in July 2006 and project sponsors include groundwork Thames Valley and Super Drug Ltd.

The young people have chosen a narrow boat day-trip and JD Sports vouchers as a reward for their hard work.

If you would like more information about youth reward schemes or would like to know how to setup or get involved in a reward project contact Eileen Evans on tel: 0208 583 4010.

Decent Estates



The Decent Estates programme is a new approach to addressing some of the problems that residents experience on the council's estates. The aim is to:

- build on Decent Homes work
- take a broader view of issues affecting residents
- provide effective solutions for estate-wide problems.

The overall objective is to enhance the appearance of estates and improve the quality of life for residents while creating sustainable, low maintenance solutions to problems.

Works undertaken under this programme will vary from estate to estate and will be chosen by tenants and leaseholders; they are likely to include:

- communal area and entrance improvements
- security and lighting upgrades
- parking and roadway improvements
- improved play areas
- better signage.

Residents and HFTRA are still being consulted about the details of the program. More information will be given to residents as the programme progresses.

Leaseholder news

Leaseholders' complaints

Hounslow Homes is committed to providing high quality services to all our customers, including leaseholders. So, if you are not satisfied with how an enquiry has been dealt with there is a complaints process. We want you to tell us if you think we have got something wrong so we can put things right. All contact details are on the **Noticeboard: Housing contacts** on page 4. Also look out for reminders about these contacts in mail to leaseholders.

Building insurance

Do you know that there are two levels of cover for the building insurance that Hounslow Homes arranges for your property? There is **standard** cover and **extended accidental** cover. Both types insure you against loss or damage from the usual risks, such as fire, explosion, smoke, flood, bursting tanks and pipes, subsidence, theft and malicious damage. Both also include some accidental damage, such as breakage of fixed glass in oven doors, other doors and windows and of fixed sanitary ware.

However, for an extra 5p per £1000 of the insured value of the flat, you can have extended accidental cover, protecting you against other types of accidental

damage, such as spoiling a kitchen worktop by inadvertently putting a hot pan on it. With this extended cover you do have to pay the first £50 towards claims for loss or damage.

Your current level of cover and the insured value of your property are shown on your home insurance schedule and on the invoice for your annual insurance premium.

The Statement of Cover booklet that we give every leaseholder tells you more about insured risks and claims. If you want further copies of this information or to change your level of cover from the renewal date, 1st October, please contact your local leaseholder services officer.

Living away from your council flat

We know that some leaseholders do not live in their leasehold property. Whatever the reason for being away, lessees are still responsible for their property. Hounslow Homes may need to contact the home owner urgently because something has gone wrong, e.g. a fire in the property, a leaking pipe, a break-in or problems caused by the people who are living there. We may also need to get into the flat to maintain other parts of the building, such as communal pipes running through it or to get into the roof space.

Many properties suffer needless damage because we cannot contact absent leaseholders. If you plan to rent out your flat or leave it empty you should always give the Home Ownership Unit a contact address, telephone number, or e-mail address. If there is a managing agent or a friend keeping an eye on the flat for you we would like their details too. Please also remember that the insurance company may refuse to pay out on a claim if you have not told Home Ownership that the flat is empty or that someone else is living there.

Who should I contact?

Leaseholders -

- Do you have questions about your service charges?
- Are you having trouble paying bills?
- Have you been threatened with legal action?
- Do you have queries about any other leasehold matters?

If so, contact your leaseholder service officer either by phone or e-mail.

Central Area	If you live in Heston, Cranford, Hounslow or Isleworth Phone: 020 8583 3417 E-mail: home.ownership@hounslowhomes.org.uk
East Area	If you live in Brentford and Chiswick Phone: 020 8583 4295 home.ownership@hounslowhomes.org.uk
West Area	If you live in Feltham or Hanworth Phone: 020 8583 3418 E-mail: home.ownership@hounslowhomes.org.uk

For repairs to your block or estate phone the freephone call centre number on:
0800 085 6575

For caretaking, grounds maintenance and anti-social behaviour call the enquiry number for your area:
East area: 020 8583 4220
Central area: 020 8583 4382
West area: 020 8583 4383

HFTRA news

Partnership



I don't expect anyone to remember (and there are no prizes if you do!), but just over three years ago I told you that we were revising the Tenants' Participation Compact and how this was good news because we were taking tenant (and leaseholder) participation to the "next level". I said: "we expect that the new Tenant Participation Compact will deliver higher levels of involvement for residents in a long and fruitful partnership with housing managers"

Have we achieved this? Plenty of people think that we have, the Audit Commission is

one; it rated how Hounslow Homes involved residents in the decisions about managing their homes very highly, so much so that it awarded the company a "three star" rating in its inspection. The real test, however, is how well you, the residents, feel we have done, and many of you tell us that you are happy with the way things have improved.

Of course partnership activity is only one of the many and different ways that residents can get involved. Often the work that we do at HFTRA involves tenant and leaseholder reps discussing new ideas, interviewing staff and contractors, working on projects and monitoring their progress. This is where our status as full partners is most obvious. But residents should be treated as full partners



locally too; if changes are being proposed that affect the level or quality of service to your estate then we would expect you to be consulted at an early stage and to be invited to work with managers to find the best solution. When service changes affect more than one group of residents then these ideas can be discussed at the area Housing Management Forum or at HFTRA.

So it's thumbs up for partnership in general and just so that we all know what we should be doing, we are helping Hounslow Homes to plan some training over the next few months that will involve both staff and residents.

George Fry
Chair of HFTRA

Hounslow residents at House of Commons

Chair of HFTRA George Fry along with other residents and Hounslow Homes staff went to the House of Commons in June. They talked to senior politicians about the future of ALMO management of council housing and the importance of resident involvement in decision making. Yvette Cooper MP, Labour's Housing and Planning Minister and Caroline Spellman MP, Conservative Shadow Secretary for State both gave speeches about how ALMOs have benefited communities.



Translations

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 ਰਿਹਾਇਸ਼ 'ਚ ਰਹਿ ਰਹੇ ਹਨ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਪ੍ਰਕਾਰ 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 براؤزر نمبر 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، لطفاً با خدمات ترجمه با شماره 020 8583 2298 تماس حاصل نمایید.

Decent Homes – how it really works



Julia Leonard, tenant liaison officer

My name is Julia Leonard and I am the tenant liaison officer (TLO) for the East Area (Brentford and Chiswick). I have done the job for the past four years. Before that, I was an estate manager.

The work is very varied. Each of the three areas has a TLO. We consult with residents when decent homes and other major works are due to start either in an individual property or on an estate. This could be things like renewal of windows, kitchens and

bathrooms or re-roofing a block. The title tenant liaison officer is a bit misleading, as we deal with both tenants and leaseholders. I deal with choosing colours and finishes for new kitchens and bathrooms, and take any concerns residents may have back to the contractors.

“The title tenant liaison officer is a bit misleading, as we deal with both tenants and leaseholders.”

Residents have frequently asked what the Decent Homes Standard means for their home. Put simply, if major sections of someone’s home is both old and in great disrepair it needs work to bring it up to the government’s criteria for decency. However,

a home with an old kitchen and bathroom on its own does not necessarily fail the criteria for decency.

When works are due to start people are concerned about the disruption and duration of the works. However when we have meetings on estates before work starts a lot of these concerns are addressed. We also get lots of queries from leaseholders about the costs involved.

Achieving Decent Homes Standard has been a challenge. In the East Area, we had four different contractors working on kitchens and bathrooms alone. I am very proud of what has been achieved with the kitchen and bathroom refurbishments, and that we have been able to provide adapted fittings for those who need them. Some residents who have been used to the old choices of basic white

units and white wall tiles have been very impressed at the wide choice of units on offer.

“Decent Homes work is continuing to stop properties falling below standard in the future.”

Although our first priority was to tackle homes that failed decency standards, Decent Homes work is continuing to stop properties falling below standard in the future. Each year for the next 16 years about 300 properties will benefit from a programme to improve kitchens, bathrooms, heating, wiring, windows and roofing installations. Myself and the other TLOs will still be on hand to help residents who have concerns with these major works and we will continue to liaise between residents and the contractors.

Haverfield fun day

On a beautiful sunny day on 10th June, Haverfield and Brentford Towers had its fun day for local residents in Carville Park, South. The Event was organised by Betty Batty, Chair of Haverfield Residents Association.

The attractions included rides, Mr Crump the entertainer, stalls, tombolas and even a Wild West Show.

Those that attended said what an enjoyable day it had been and it gave them the opportunity to chat with neighbours and Hounslow Homes staff and to build on the local community spirit. Many thanks to Betty and her committee for their hard work.

Dates for your diary

Sat 5 August 2006	Convent Way Fun Day
Tues 5 Sept 2006	Central Area Housing Management Forum
Weds 6 Sept 2006	West Area Housing Management Forum
Thurs 7 Sept 2006	East Area Housing Management Forum

Pauline Revell

It is with our deepest regret that Pauline Revell of the Tivoli, Gloucester and Laurel Estate passed away recently. Her funeral, held on 2 June, was attended by friends, family and members of the community.

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 email communications.team@hounslowhomes.org.uk or call 020 8583 4431

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

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

HFTRA Conference, May 2006

Building for the Future



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



Alf Chandler
Chair, Hounslow Homes

Saturdays are always busy, with shopping to do and catching up with those jobs round the house. Well for more than 200 residents of Hounslow Homes, and many others besides, all that would have to wait until Sunday because on Saturday 6 May, HFTRA had its annual conference.



A resident assisting George Fry with the raffle in the conference hall.

Everyone seemed happy enough to be there, in the spacious four star comfort of the Renaissance Hotel. And a special day had been planned to find out how people felt about a range of issues affecting their lives and their homes.

Weeks of planning had led up to the event, using the lessons learned from seven years of holding conferences for residents. Julie Brooker, vice-chair of Hounslow Federation of Tenants' and Residents' Associations, and principle organiser of the conference said "It was a hard slog meeting everyone's requirements. You'd think it would become easier but each year is different".

Residents arrived at



Delegates receiving their information packs on arrival.

the hotel by car, bus and train. They were greeted by tenant participation staff and given a personalised conference pack containing everything they would need. Delegates were shown the way to the coffee lounge and adjacent "market place" which were being provided for

the first time this year. They then made their way to the main hall for welcoming words from Alf Chandler, chair of the board of Hounslow Homes and then a speech introducing the theme of the conference from George Fry, chair of HFTRA.

Conference workshops



Hounslow Homes Tenant Participation Officers.

There were a number of reasons why this year's conference was to be called "Building for the Future". For the first time in more than a quarter of a century it looked like Hounslow Council would be directly sponsoring the building of more homes for its

residents. In other ways too there was some building going on, with residents and Hounslow Homes building on the Compact to produce local versions at three more estates, two of which were signed at a ceremony during the day. Meanwhile, Hounslow Homes had been building on its



strengths in achieving three stars to work with Slough Council's housing team to help them to achieve the same goal. HFTRA were pleased to welcome delegates from Slough's Tenants' Federation to the conference. The conference workshops reflected this theme; they looked at the new build proposals, what

people might want from "lifelong living" homes, and how new partnerships could be formed with the police as they set up their "Safer Neighbourhoods". Elsewhere, delegates looked at new attitudes to play, a new HFTRA newsletter and how to become a member of Hounslow Homes' board.



Market Place Prizes



Contractor teams provided information stands for delegates to find out more about their services.

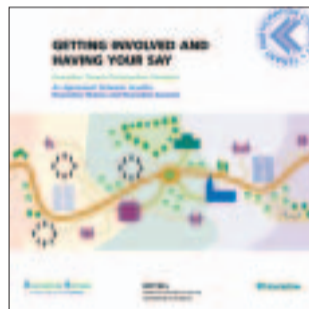
Contractors teams battled for space in the specially designed "market place" section new to this year's conference. Pride of place was however taken early by the three metre HFTRA display in partnership with the tenant participation team. Delegates had already received goodies in the form of a HFTRA pen, tape measure key ring and carrier bag but could now pick up a specially designed compact (a must for every handbag). This was to remind everyone of HFTRA's agreement with Hounslow Homes and

Hounslow Council and how the word had more than one meaning.



The Tenants' Compact booklet.

A hot ticket this conference was space on the crowded list to have a free manicure and shoulder massage. Beauty therapists Sandie



The Tenants' Compact summary booklet.

and Paula were in high demand in the market place throughout the day. Eileen Gladwell, tenant participation officer said, "The amount of time and effort all of the stall holders devoted to making their stalls look good was really amazing, HFTRA well deserved the prize for best stall".

Kids' Playroom

In a specially dedicated playroom children of delegates were able to spend the day in organised fun activities closely supervised by trained childcare professionals. Their day included games, cartoons, drawing and painting together with a visit from Tim the Bugman. At the end there was a painting competition and prizes were awarded to the winners in the conference hall during the closing session. Jacqueline Mutibwa, mother of one of the prize-winners said, "Both my kids really enjoyed the day and were talking about it for days afterwards".



Winners of the painting competition receiving their awards in the conference hall.

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

'હાઉન્સલો 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 ਕਾਊਂਸਿਲ ਡਿਪਾਰਟਮੈਂਟ ਦੀ ਟਿੱਤੀ 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।

Panjabi

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

"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 براؤزر کم ایس ایم ایس پر ٹیلیفون کیجئے 020 8583 2293

Urdu

أخبار المنازل في هاؤنسلو - 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 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.

Farsi

A thank you

Julie Brooker, conference organiser, said: "I would like to thank every one for attending the conference; it is now a well established annual event in the HFTRA calendar. It was good to see so many old and new faces and what is also great is the input that people make in the workshops. We try to put into use what people have said. I would also like to say a special thank you to George Fry and Eileen Gladwell, for all their hard work."

