

Zero tolerance shuts Feltham drug den



Hounslow Homes and Feltham police have successfully repossessed a notorious crack house on the Waterfield Estate, ending a long period of nuisance and intimidation.

The first closure order in the borough, made possible under the anti-social behaviour act (ASB) 2003, has underlined the determination of Hounslow Homes, the police and London Borough of Hounslow (LBH) to combat ASB through every available means.

Police Inspector David Henfrey who oversaw the early morning raid on the property said: "We want to send out a clear message to drug dealers, if you set up shop in this borough we will close you down."

The repossession of the property from tenants was made possible through the close liaison between residents and Hounslow Homes' neighbourhood wardens, caretaking services, professional witness officers and the specialist knowledge of the ASB team.

ASB team manager Sinead Mooney said, "Residents should not have to tolerate any form of ASB and we will continue to target the perpetrators in everyway possible. The Watermead case shows the results that effective partnerships can produce."

Wardens recognised for their hard work

Hounslow Police have recognised the valuable service of the Neighbourhood Warden Scheme, by issuing commendations to two of the team's longest serving members.



Above: Neighbourhood Wardens, James and Inderpal with Hounslow Borough Commander, Dr Ali Dizaei and former Mayor Cllr. Cheema at the Commander's commendation ceremony.

Fun in the Sun

Hounslow Homes' residents are ensuring an action-packed, activity-filled summer for the young people of the borough.



Worton Estate - Isleworth

Worton resident Jan Milstead became so frustrated at the lack of safe leisure activities available for her daughters aged 10 and 14 that she helped to set up the new Residents of Worton Estate (ROWE).

"There seemed nothing in the area for my kids to do," begins Jan. "Even attending the local park could be intimidating. The first general meeting of our

new association was on January 18 this year and things are really moving forward."

Mick Brent of Youth Services commented: "The energy and commitment of the residents has been tremendous. The introduction to youth work has been taken up very positively by a lively group. We're also helping to set up a youth club which will be great for the younger members of the estate community."

Southern Avenue - Feltham

Carole Cattemill is another resident association secretary whose actions have gone beyond the call of duty. With her 13-year-old son Stephen a keen and successful athlete, Carole became involved in the Southern Avenue Residents Association. Plus she arranged for coaches from Brentford Football club to visit the estate one evening

a week last summer as part of the Hounslow Homes Street Soccer Programme. During the programme reported incidents of anti-social behaviour and vandalism fell by 71%. It's an activity that Carole is determined to repeat this year.

"The residents here wanted to give both the toddlers and older kids something to do. I know how important sport can be and it was great to have the football last year.

These are just two examples of how resident groups can make a real difference to your community. If you want to learn more or join a local group contact your Tenant Participation Officer below:

Hounslow, Heston, Isleworth and Cranford
Nikesha Jones
Tel: 020 8583 3930

Brentford & Chiswick
Eileen Gladwell
Tel: 020 8583 4380

WEST AREA (Feltham, Bedfont & Hanworth)
Jacky Rankine
Tel: 020 8583 4035



Housing Options for older people - flyer included with this issue.



Decent Homes

2005/6 - 2008/09 programme with this issue. This updated version replaces the previous programme.

Kicking off the summer!

Who says the football season is over?!

Wayne Rooney, David Beckham and Thierry Henry may have hung their boots up for the summer but the real footy action is about to begin on Hounslow Homes' estates!

Hounslow Homes Street Soccer returns this July and August for a 3rd consecutive year and promises to be bigger and better than ever. Open to boys and girls aged between 8 and 15 years of age, the free two-hour weekly coaching sessions by qualified coaches from Brentford Football Club will be available on 21 estates across the borough.

Run in partnership

with Brentford Football in the Community (BFITC) and CIP Sport and Leisure, the scheme will give over 1,000 young people the opportunity to be professionally coached and take part in an inter-estate competition.

The football programme offers a welcome focus for the borough's young as Hounslow Homes' Housing Manager Ade Odukale explains:

"We have witnessed many positive results as a result of the programme. Reported incidents of ASB have fallen considerably on some estates during previous schemes and community cohesion has also increased. A shared passion for



Young residents show their skills at last years street soccer final.

football has provided a platform for young people from differing

backgrounds, religions and ages to unite together."



For more information contact: 0845 3456442

98% of Residents gas happy

Questionnaires sent to Hounslow Homes' residents, covering the period from October 2004 to March 2005, have revealed that 98% are happy with the overall gas service provided to them.

The 170 responses in this period told us that the service carried out to heaters and boilers by our service providers was to a very high standard. Operatives were described as polite, helpful and tidy and the quality and speed of the work excellent. Over 97% of Hounslow Homes residents stated their satisfaction in each aspect.

Although results prove residents are very satisfied with the gas service, Hounslow Homes will continue to strive for further improvements in this area. Efforts will be made to increase the level of communication with customers; ensuring they are fully aware of any gas servicing appointments allocated to their property. Hounslow Homes will also investigate further the possibility of carrying out servicing work outside of normal working hours, providing costs and resources are available.

For more information on Hounslow Homes residents' surveys contact Sam Carhill in the Best Value team on (020 8583 3743).

For any issues regarding repairs contact the Call Centre on 0800 085 6575.

Message from the Leader

Residents are entitled to expect that anyone committing anti-social acts should be held accountable.

Loud music, vandalism, graffiti, and fly-tipping are a few examples of the type of anti-social behaviour that ruins lives. The government has given local councils special powers to deal with bad behaviour, including Anti-Social Behaviour Orders (ASBO's).

An ASBO is made against a perpetual offender and breaching it can lead to stiff penalties, including prison. We would like to reassure residents that anti-social behaviour will not be tolerated and we will take the appropriate action where necessary to help.



Cllr. Colin Ellar, Leader, London Borough of Hounslow

Regeneration update

Ivybridge

Work is well underway to refurbish the remaining three blocks, including, new pitched roofs, new windows and cladding, security works and improved communal areas.

This scheme will complete the refurbishment programme of all the low-rise blocks on the Estate.

The proposal to set up a Community Resource Centre in the empty Langdale Centre is currently awaiting planning permission. This centre will provide a base for the Neighbourhood Housing Team and for services to support the community.

If you would like more information about the improvements taking place, please contact your Tenant Liaison Officer on 020 8583 3769.

Convent Way

The plans for this £6.4M regeneration scheme are now being finalised and it is expected that work will start in August 05. Tenants and leaseholders have been involved in the development of the proposals and the final consultation is now taking place.

The scheme covers security and environmental improvements and children's play areas. Works include improving the entry-doors, decoration of the cladding and internal areas and essential maintenance works.

The Estate Community Hall is also being improved to allow for more activities and services to support the community.

Works are currently underway to improve the public highway through the estate. This includes a new road surface, additional on street parking bays and traffic-calming measures. This work is being done in partnership between Hounslow Homes and London Borough of Hounslow Environmental Services.

Dispersal Order on Syon Estate

Following consultation with Hounslow Homes residents, local Police and the London Borough of Hounslow have issued a "Dispersal Order" on the Syon Estate following a number of incidents where members of the public have been harassed or distressed as a result of the presence and behaviour of groups of people in the area.

From 8th June 2005 Police and Police Community Support Officers have the authority, at any time of the day or night, to disperse groups or return children of under 16 to their homes after 9pm. For further information contact Brentford Police Station on 020 8247 5926.

Leaseholder News

Reports Rachel Heydon, Secretary of HFTRA and leaseholder representative

Representatives from the Hounslow Homes' board and officers from the company's Home Ownership team discussed a range of issues with the borough's leaseholders on Monday 6 June.

The meeting also saw the nomination of new representatives for the Leaseholders Forum.

Why was the meeting arranged?

Meetings are held each year to share information with leaseholders' and elect new members for the Leaseholders Forum.

How was the meeting publicised?

Through this magazine, posters, leaflets and word of mouth.

Who attended?

There was a very good turn-out of about 70 leaseholders from across the borough. George Fry, Chair of HFTRA chaired the meeting and was joined by Daniel Martin from the Hounslow Homes' board and by myself, HFTRA secretary and leaseholder.

The Hounslow Homes' Home Ownership team consisted of: Jo Harrison, Housing Services Manager; Geraldine Goodwin, Home Ownership Manager, Chris Chukwura, Principal Major Works Officer, Tony Salmon, Accounting Manager, and Ian McQuoid, Leasehold Services Manager. Tara Agarwal, Investment Monitoring Manager, completed the panel.

So what happened at the meeting?

The panel circulated among the leaseholders to discuss their issues and encourage written questions. A questionnaire was issued to determine the preferred date, time and structure of a Leaseholders' Conference later in the year. The Leaseholder's Forum self-nominations were accepted and finally there was a question and answer session to the panel.

Who was elected to the Forum?

The following:

Area East.

Ms Janine Lobjoit
Mrs Georgina McEwen
Mr Donald Lawson

Area Central

Ms Mary Nation
Ms Verna Williams
Mrs Christine Burgess
Yolanda Bryant
Antonia A Asamoah
Raz Saiyed

Area West

Ms Rachel Heydon
S K Asmi

What type of issues were raised by the Leaseholders?

Questions and suggestions included: Crime prevention, building insurance, ASB, major works, service charges, maintenance, car parking issues, and the Leaseholder's Conference.

Consultation about the scope of repair work was an important theme and the Code of Practice for Major Works consultation will be put on the agenda for the Leaseholder's Forum.

Finally, a little bit more about the Leaseholder Conference

Leaseholders who attended the recent HFTRA conference suggested a similar event for themselves. Hounslow Homes have embraced this idea and will hold a conference later in the year. Leaseholders are currently feeding back on how they would like the conference arranged. We anticipate there will be a speaker from LEASE (an independent leasehold advisory service) and a Leaseholder representative from another Leaseholder's Forum. Popular suggestions for workshops include; Buildings Insurance, Major Works - your rights and Anti Social Behaviour.

Housing Services Manager, Jo Harrison, said of the event:

"It was good to see such a great turnout. Hounslow Homes has been working in close partnership with HFTRA to improve service delivery to our 2,500 leaseholders, who now represent nearly 1 in 5 of our customers. We also received positive feedback to the idea of the Leaseholder Conference. I'd like to thank all those who attended and especially the volunteers for the Leaseholder's Forum."

HFTRA's Annual General Meeting 21st July 2005

This year's Annual General Meeting will be held on 21st July 2005 at our normal venue: the Tenant Resource Centre in Benson Close Hounslow (just off Cromwell Road) and will start at 7.30pm and will finish at 9pm. Refreshments will be provided.

Some of you will know that the Annual General Meeting is when we elect our committees. There are plenty of opportunities for people to take part; some people have been volunteering for a long time and some others are new and maybe only want to do the job for a year or so. HFTRA depends on all types of people giving up some of their time for the benefit of others. It is through long-term commitment that we achieve continuity and it is through new people that we get new ideas. If you want more information then contact your tenant participation officer through your area housing office (numbers are on the back of Hounslow Homes News).

Everyone is welcome, so please come along.



By George - she did it!

Leaseholder Georgina McEwan, 69, defied medical opinion by walking 11 miles of the London Marathon route last April and the super-gran refuses to stop there!" Next year I am going to improve my speed so I can run all 26 miles," said Georgina who suffers from sciatica and a heart condition. With £2,000 raised so far for the British Heart foundation, look out for determined Georgina pounding Hounslow's streets in preparation for her next big challenge!



Georgina McEwan of Brent Lea; proudly shows off the route she took around London.

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 qoraalka 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 ਦੇ ਘਰਾਂ ਵਿੱਚ ਰਹਿੰਦੇ 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।

“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 بی آر پر ٹیلیفون کیجئے 020 8583 2293

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.

“اخبار مسكن هاؤنسلو” 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.



George Fry
Chair, HFTRA

I was delighted to be invited by the Leaseholders' Forum and Hounslow Homes to chair the meeting; HFTRA aims to represent the interests of all Hounslow Homes residents and is seeking ways of building an ever closer union with the Leaseholders' Forum. It was encouraging to see so many new members coming forward, but some of the best news from the evening came from hearing first hand the problems that people want addressed. This has given HFTRA a good steer on how best to look after leaseholder's interests and we look forward to getting more of the same from the Leaseholder's Forum in the future.

Summer fun days

West area

Highfields, Feltham

Multi cultural day to be held on the green by Feltham pond, Sunday 18th September

Waterfields Estate, Bedfont

11th September from 12pm-4pm.

For more details contact: Jacky Rankine on 020 8583 4305.

Central Area

Ivybridge, Isleworth

Sunday 24 July from 12pm-4pm.

Brookwood Rd Estate, Hounslow

Sunday 7 August from 12pm-4pm.

For more details contact: Nickesha Jones on 020 8583 3930.

East Area

Edensor Gardens, Alexandra Gardens and Staveley Gardens, Chiswick

Dukes Meadow

Saturday 16 July 1pm- 4pm

For more details contact: Eileen Gladwell on 020 8583 4380.

ASBO served on Oriel Estate teenager

Hounslow Homes have been awarded an Anti-Social Behaviour Order relating to 19-year-old Gary Light of the Oriel Estate. Forming part of Hounslow Homes' crackdown on nuisance behaviour the ASBO lists a series of enforceable prohibitions against Mr Light.

Working in conjunction with the police the ASB team applied for this civil order to curb all anti-social behaviour carried out by Gary Light due to the high number of complaints by residents and businesses in the area. A letter has been sent to all properties on the Oriel Estate with a full list of prohibitions.

Public Housing Forums coming up..

Central Area (Heston, Cranford, Hounslow and Isleworth)

7 September Civic Centre, Hounslow (Committee Room 4)

8 December Civic Centre, Hounslow (Committee Room 2)

East Area (Brentford and Chiswick)

8 September Age Concern, Oxford Road North, Chiswick

7 December Clayponds Community Centre, Clayponds Gardens

West Area (Feltham, Bedfont and Hanworth)

14 September St. Catherine's House, Feltham

1 December St. Catherine's House, Feltham

All Forums start at 7pm, for more information please contact 020 8583 4313.

Disability forum update



By Caroline Crowhurst, member of the Disability Forum

Last year Hounslow Homes News appealed for volunteers to join a new Disability Forum. The aim of the Forum was to give disabled tenants and leaseholders an opportunity to have a say in the running of Hounslow Homes and raise awareness of the issues affecting people with disabilities

The first meeting of the Forum was held in October 2004 and meetings are now held bi-monthly and have a rotating Chair. Staff from Hounslow Homes' Tenant Participation team, the Adaptations team and Equalities Team attend the meetings. Topics discussed so far include:

- Adaptations - who to contact and how adaptations are processed by Social Services and Hounslow Homes.

- Housing Allocation - decisions made by the Special Needs Panel and the process of medical assessments.
- The Repair Service - how emergency repairs are dealt with, and how the service is to be improved.

To help identify further issues that need clarification and resolving, a phone helpline, with an answer phone, is being set up to enable tenants and leaseholders with disabilities to contact forum members by leaving a message requesting the issues they want to be discussed at future meetings.

APPEALING FOR LEASEHOLDERS. We are looking for a couple of leaseholders with disabilities to join the forum.

The forum has also helped to identify priorities for the Disability Equality Action Plan, which will be used by Hounslow Homes to improve the service to residents with disabilities.

Date of next meeting

Thursday 28th July, at 2.30pm at St Catherine's House Feltham.

Leaseholders wishing to join the forum please call Hounslow Homes on 020 8583 4009.

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 the Communications Team on communications.team@hounslowhomes.org.uk or call 020 8583 4137/4431.

NOTICEBOARD

Housing contacts

EAST AREA

FOR TENANCIES IN BRENTFORD AND CHISWICK

General Enquiries: 020 8583 4220

Minicom: 020 8583 4276

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 4295 (East Area)

020 8583 3418 (West Area)

020 8583 3417 (Central Area)

Fax: 020 8583 4133

RIGHT TO BUY

020 8583 3918

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

HOUNSLOW MEDIATION SERVICE

020 8568 5522

Fax: 020 8568 5566

RE-HOUSING UNIT

020 8583 4422

HOMELESS PERSONS UNIT

020 8583 3842

HOUSING OPTIONS

020 8583 4402



INVESTOR IN PEOPLE

