

# Hounslow Homes news

www.hounslowhomes.org.uk

Issue forty-five | March - April 2007

A fond farewell to Lesley Roberts and Chris Langstaff and best wishes for the future!

## Three quarters of residents happy with their homes

Each year, an independent questionnaire is sent out to a random selection of leaseholders and tenants to gauge their views on the service they receive from Hounslow Homes. The results show:



### Homes

Three quarters of people surveyed were more than satisfied with the general condition of their home. The Decent Homes Programme ensured that properties met government standards four years ahead of their deadline. Throughout the year there was continued success with estate regeneration, and a successful pilot programme will be completed by summer 2007.

### Repairs

Day-to-day repairs are an integral part of maintaining Hounslow Homes properties. Overall repair satisfaction has increased by 4% on last year, with 78% of residents satisfied with the last repair carried out. This is the fifth year in a row that repairs have met such high standards. 2006 also saw the launch of the on-line repairs ordering service.

### Customer service

Another area Hounslow Homes aims to continually improve is customer services.

71% of you said that staff were helpful when you last contacted us. A further 64% of people stated that their problem was dealt with satisfactorily. With the launch of the customer relationship manager system (CRM) and the merge to one telephone number, we hope that satisfaction increases even more over the coming year.

During 2007, we will be striving to improve our services to residents. As well as the introduction of new services, we will also be working on our existing ones. As always, our main aim is to keep you, our residents, happy with the services you receive.

### Inside this issue

- Find your Board Member elections flyer
- Gardening Competition entry form
- Publications list

## A bright new era for Hounslow Homes

### New senior managers appointed

### Welcome from the Hounslow Homes Chair

I would like to welcome Ms Bernadette O'Shea and Ms Jill Gale on their appointments to Hounslow Homes. Appointed after a rigorous selection process, the Board is very confident they have the skills and abilities required to help maintain and improve Hounslow Homes existing high standards.

New Chief Executive, Bernadette, will take forward a number of initiatives including the Decent Estates Programme (the next step on from Decent Homes)

while Jill, the new Director of Housing will oversee the implementation of our new staff structure for the Housing division.

We know they will grasp these new challenges very quickly and are delighted to have them at Hounslow Homes.

Alf Chandler

### Message to residents from:

#### ...the Chief Executive



**Bernadette O'Shea joins Hounslow Homes from her post as Deputy Chief Executive at the London borough of Hounslow.**

"I am delighted to be the new Chief Executive

for Hounslow Homes and am looking forward to working alongside and engaging with you on a day-to-day basis. If you see me around please come and say hello, as I am very interested in meeting you and hearing what you have to say.

Heading the Hounslow Homes team, I am excited about building a positive future for the borough's housing."

**Bernadette O'Shea**

#### ...the Director of Housing



**Jill will begin at Hounslow Homes in June and has a vast range of experience in the housing sector.**

"I am very happy to have the opportunity to work for Hounslow Homes. Staff and

residents have clearly been very successful in achieving their objectives and it will be a hard act to follow! The first thing I intend to do is listen, get to know you, the residents, as well as staff and the Borough stock and then work together to enhance the services that residents receive."

**Jill Gale**



**HFTRA invites YOU to Crossroads to involvement**  
The 10th annual HFTRA conference

**When:** 12th May 2007

**Time:** 9:30am - 4:30pm

**Where:** The Renaissance Hotel, Heathrow

**Cost:** FREE, so book early to avoid disappointment!

**If you wish to request a booking form:**

**Write to:** HFTRA, Tenant Resource Centre, Benson Close, Hounslow, TW3 3QX

**E-mail:** enquiries@hftra.com

**Phone:** Julie Brooker - Vice Chair of HFTRA

07789 501621 or

Eileen Gladwell - Tenant Participation

Officer - 020 8583 4380



If you would like a copy of this publication in another language, large print or Braille please call 020 8583 2299 or minicom on 020 8583 3122

## Leaseholders QUESTION Time

### Can I get a discount by paying the annual service charge by Direct Debit?

Yes, from 1st of April 2007 leaseholders will be able to pay their annual service charge by direct debit. This new service will not only make paying service charges more convenient but if leaseholders use this method for a period of 12 months, their account will be credited with £35!

### Is buildings' insurance for all estates being renewed?

Yes, at the moment the current contract with Zurich is set to end. The contract is being put to tender in the UK and Europe and bids will be received by August. If all goes to schedule the new insurance contract, worth £400,000 per year, will be in place by October. Leaseholders will be consulted throughout the process and those interested will be given the opportunity to be involved in the selection of the successful company.

**For more information please contact the Leaseholder Unit (contact numbers can be found on the back page).**

## Hounslow Homes

Managing quality homes for Hounslow

Working together with Hounslow Homes



## Bring a ray of sunshine to your estate and win up to £150 with the 2007 gardening competition



Get ready to plant, pot and prune! This year's gardening competition is budding to life and now all we need is **you!** So why not brighten up your estate with your gardening talents? Completed application forms should be submitted to us by 15 June, with judging taking place during late June and the finalists announced at a special awards ceremony on the 25th July.

### The categories are:

#### The United House

- Best garden - **prize of £150!**
- Best hanging basket or balcony - **prize of £150!**
- Best communal area / sheltered housing garden - **prize of £150!**

Sponsored by



Sponsored by



#### New! Photography competition

Theme: A natural view of the Hounslow borough

- Best photograph (over 16's) - **£100 prize**
- Best under 16s photograph - **£50 prize**

Sponsored by



**No garden? No worries. Enter your stairwell or windowsill in the Best Balcony Category.**



### Kew up

With such great prizes on offer, why not take part? Everyone who is short-listed will receive a free entry ticket into Kew Gardens for this summer, and will be invited to the gardening competition awards ceremony.

### How to enter

Entry forms can be found in this edition of the newsletter and are available from our housing receptions and your local tenants' and residents' association. Alternatively, email [anthea.johnston@hounslowhomes.org.uk](mailto:anthea.johnston@hounslowhomes.org.uk), call 020 8583 4431, or go to [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk).

**Open to residents of Hounslow Homes only.**

#### GARDENING TIP

**Potting On:** When moving houseplants into a larger pot, the plant will grow roots rather than produce flowers. So leave the potting until after the flowers have finished.

## HFTRA NEWS

### Looking to 2007



Hi, I would firstly like to say a few hellos and goodbyes. The smiling face of George Fry (Chair of HFTRA) is taking a break, as he has started a new job. Good luck George and thank you for the time you have put into HFTRA and this column. We also bid a fond farewell to Sheila

Peterson who, as an active HFTRA leaseholder forum member, has left the area to live closer to her daughter.

I would also like to say goodbye to two of the long-serving senior managers at Hounslow Homes, Chris Langstaff, Chief Executive and Lesley Roberts, Director of Housing Services. We wish them well in their new posts.

But it's hello and welcome to Bernadette O'Shea the new Chief Executive and Jill Gale the new Director of Housing services. We

look forward to continuing a healthy working partnership with both Bernadette and Jill.

#### It's conference time!

**Crossroads to involvement 2007** marks the ten-year anniversary of the HFTRA conference. (See front page for details). Each year our conference becomes more popular with a great turnout of tenants and leaseholders, and we hope this continues this year.

*Julie Brooker*

**Julie Brooker  
Vice Chair HFTRA**

## Message from the lead member



**Councillor Phil Andrews is Lead Member for Housing and Community Safety at the London borough of Hounslow**

#### Looking ahead

Many tenants and leaseholders will not be aware that there is a councillor on the Executive who represents them.

But as Lead Member for Housing and Community Safety my role includes responsibility for Hounslow Homes.

The new administration is determined that the

excellent progress which Hounslow Homes has already made in service delivery will continue and improve still further, and I want to work closely with tenants and leaseholders to ensure that they will all have a fair and equal opportunity to participate in the management of their homes and estates.

This will not happen overnight, and a close, honest and open working relationship between Hounslow Council and Hounslow Homes is vital.

For this to happen sound leadership is important, therefore I am delighted that Bernadette O'Shea is the new Chief Executive of Hounslow Homes. Bernadette has expressed her desire to open "a new chapter" in the relationship

between service provider and client, and to us at the council this is a source of great encouragement.

Bernadette has vast experience and knowledge of Hounslow Homes and was integral in its foundation as former Housing Director for Hounslow Council. She is the ideal candidate and I look forward to working with her.

#### A blooming borough

This latest issue of Hounslow Homes News marks the introduction of the annual gardening competition. Every year, many tenants put forward entries and the competition has become a real contest. We know people have real pride in their homes, gardens and their estates, and we hope to see record entries this year.

## UPCOMING EVENTS

**New Chief Executive starts: 2 April 2007**

**Sutton Lane Community Centre opening: 4 April 2007**

**HFTRA Annual Conference: 12 May 2007**

**Gardening competition: Closing date for entries - 15 June 2007**

**Introduction of new smoking laws: 1 April 2007**

**Home information packs compulsory: From 1st June**

# A look at the successes for the Anti-Social Behaviour team

Last year was a busy one for the ASB team ensuring that estates were kept as nuisance free as possible. There were four major courses of action undertaken by the Anti-Behaviour Unit in 2006, which were: Closure Orders, evictions, injunctions and Anti-Social Behaviour Orders (ASBOs).

## ASBOs

An anti social behaviour order is a civil order made against a person who has to have engaged in antisocial behaviour.

### CASE 1

A female resident from the Watermead Estate had an ASBO placed on her for several noise disturbance issues. She was in possession of over 30 stereos and she would play up to eight at the same time. The noise pollution team confiscated some of them, however, the noise continued. Noise abatement orders were issued by environmental services and these were supported by the court, who issued an ASBO.



## Injunctions

This is a form of court order whereby a party is required to do, or to refrain from doing, certain acts.

### CASES 1 and 2

A male from Brentford was excluded from a local estate in November of last year. Complaints from residents surrounding his racial and threatening behaviour led to the exclusion. A male drug dealer from Page Road was also excluded from his estate following several complaints of drug dealing and drug paraphernalia left around the estate.

## Evictions

An eviction is a court action used to remove a tenant from a property.



### CASE 1

A successful eviction took place at Allcott Close in Feltham in May 2006. Due to extensive police intelligence over a period of 3 years the tenants in question were finally evicted. They were given 28 days notice to leave after being issued with a household eviction notice.

### CASE 2

A male resident from Frank Towell Court in Feltham was evicted in November 2006 due to noise disturbances. This included on-going shouting and arguing. He received many warnings and due to concerned residents diligently filling out diary timesheets and making court appearances, he was evicted. This case demonstrates the success that tenant's involvement and participation can have in bringing cases to court.

### CASE 3

A male from Elmwood Estate was evicted on the grounds that the flat was in a terribly unsanitary state. He received many warnings following several home visits. The ASB team, in conjunction with the local police, issued several warnings but after they were all ignored final eviction notice was given.

## Closure Orders

A closure notice is applied on premises where there is reason to believe they are being used for the production, supply or use of Class A drugs and are causing serious nuisance or disorder.

### CASE 1

Two major crack houses were closed in 2006. A female from Benson Close, who had been a tenant for just six months, was involved in one drugs den. There were allegations from residents that a known drug dealer was visiting at all hours and drug paraphernalia was left lying around the tower block. This crack house has now been successfully closed.

### CASE 2

The second crack house was in Feltham and involved a leaseholder. There had been on-going allegations of drug dealing from the property. After the allegations were investigated the crack house was closed last year.



## 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 ਉਚਨਾਂ ਸਾਰੇ ਲੋਕਾਂ ਲਈ ਹੈ ਜੋ ਕਾਊਂਸਿਲ ਡਿਪਾਰਟਮੈਂਟ ਦੀ ਟਿੱਡੀ ਹੋਈ ਰਿਹਾਇਸ਼ 'ਚ ਰਹਿ ਰਹੇ ਹਨ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਪ੍ਰਕਾਰਨ 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 nevojje per ndihme per te kuptuar kete botim ne gjuhen tuaj, ju lutemi thirni 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، لطفاً با خدمات ترجمه با شماره 020 8583 2298 تماس حاصل نمایید.

## A BIG thank you

The success of the work carried out by our ASB team is largely to do with the involvement of our residents, Neighbourhood Wardens, professional witness officers and the police. Without their support the majority of cases would not take place and gain the desired results.

The support of our residents is vital to obtaining information, which is used to prosecute people. Filling in diary timesheets, although tedious, provides extremely useful information, that is backed up by residents in witness statements and court appearances.

THANK YOU for your time and involvement in these issues.

## A day in the life of a caretaker



**Hounslow Homes News caught up with Hounslow Homes caretaker Tom McGlew.**

**Tom covers up to ten estates in Hounslow and has been with Hounslow Homes for 12 years this March.**

### A typical day?

In caretaking there is no such thing as a typical day! However,

Tom's day starts at 7:30am when he reports to the office. Every week a schedule is posted indicating the sites, which need to be visited. Tom said, "These are only guidelines as jobs can be called in at a moment's notice."

His day includes checking the estates, where he performs a range of tasks to keep

them clean. On his visits he will scour the site and identify anything that poses a threat to residents, including broken glass and protruding items. Other duties include mopping and sweeping the stairwells as well as cleaning up all the litter and cleaning windows and doors.

When asked why he likes his job Tom said "I can be outdoors and move around all day. Most of the customers I visit are lovely and I really like the people I work with, it makes all the difference."

**Hounslow Homes currently employs around 80 caretakers in the borough. A caretaking schedule is posted on each estate so that residents can see what work is carried out each week. Caretaking satisfaction cards are also delivered regularly to targeted estates on a regular basis.**

## Hounslow Homes fund new residents room



**A new residents' room in Gunnersbury Close in Chiswick has recently been opened. Funded by the Hounslow Homes area forum, it will be used for residents meetings, children's parties and drop in parent and toddler sessions.**

## Sutton Lane Community Centre opening

On 4 April the Mayor, Councillor Felicity Barwood, will officially open the new Sutton Lane community centre at 4pm.

We hope as many local residents as possible will support the event which includes a range of kids activities. The event will run from 3:30pm to 6:30pm and will be held at the community centre at 14-16 Moulton Avenue, Hounslow. For more information please contact Jane Oxley on 020 8577 2088.

## Smoke free areas COMING SOON!

Last year the government published a new Health Act that will see the introduction of a ban on smoking in enclosed areas within virtually all public accessible areas, and places of work from the summer of 2007. The Government introduced this ban to limit the risk of second-hand smoke causing lung cancer and respiratory disease.



### How will these changes affect me?

The ban (from 1st April 2007) will include common parts of buildings including corridors, lifts, landings and foyers.

After 1st July 2007 fines and criminal prosecutions apply to those who are caught smoking in Hounslow Homes smoke free-areas.

### Can I continue to smoke at home?

Yes you can. However, the Hounslow Homes smoke free policy advises employees and contractors that if they visit a property where smoking is occurs, they can ask the occupant to stop smoking during the visit.

### Need help kicking the habit?

If you need some help kicking the habit contact the NHS Smoking Helpline on 0800 1690169 or visit

[www.gosmokefree.co.uk/](http://www.gosmokefree.co.uk/).

## NOTICEBOARD Housing contacts

**CUSTOMER SERVICE CENTRE**  
Please ring our freephone number for all council housing queries

**0800 085 6575**

Minicom: 0800 389 9821  
Language line: 0800 389 9830  
Email: [customerservicecentre@hounslowhomes.org.uk](mailto:customerservicecentre@hounslowhomes.org.uk)

Open: 8am-8pm Monday-Friday  
9am-12 noon Saturdays  
(at all other times call 020 8583 2222)

### REPORT YOUR REPAIRS

Call the freephone number above  
Email [housing.repairs@hounslowhomes.org.uk](mailto:housing.repairs@hounslowhomes.org.uk)

### New service!

Go to [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk) and report a repair as well as book an appointment online

### CUSTOMER COMPLAINTS

020 8583 3737  
Fax: 020 8583 4336  
Minicom: 0800 389 9821  
[complaints.team@hounslowhomes.org.uk](mailto:complaints.team@hounslowhomes.org.uk)

### EAST AREA

#### FOR TENANCIES IN BRENTFORD AND CHISWICK

Minicom: 020 8583 4390  
Caretaking Service: 020 8560 5447  
There are two offices open to you in person wherever you live. For emails and post, please only contact the Brentford office.

#### OPENING HOURS

8.45am - 5pm Monday to Friday  
(5.30pm on Thursday by appointment)

#### ADDRESSES

Chiswick Town Hall, Heathfield Terrace, Chiswick W4 4JE or  
58-59 Brentford High Street, Brentford TW8 OAH

### CENTRAL AREA

#### FOR TENANCIES IN HESTON, CRANFORD, HOUNSLOW AND ISLEWORTH

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

### WEST AREA

#### FOR TENANCIES IN FELTHAM, BEDFORD AND HANWORTH

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

## REPORT ANTI-SOCIAL BEHAVIOUR

contact our customer service centre on 0800 085 6575 and  
Police: 020 8577 1212 or  
Crimestoppers: 0800 555 111

### LONDON BOROUGH OF HOUNSLOW CONTACTS

#### HOUSING ADVICE SERVICE

020 8583 3844  
Minicom: 020 8583 3111

#### HOUSING BENEFIT HELPLINE

020 8583 4242

#### RE-HOUSING UNIT

020 8583 4422

#### HOMELESS PERSONS UNIT

020 8583 3842

### LEASEHOLDER SERVICES & HOME OWNERSHIP

020 8583 3418

(Brentford & Chiswick)

020 8583 4006 (Feltham)

020 8583 3417 (Hounslow)

Fax: 020 8583 4133

[home.ownership@hounslowhomes.org.uk](mailto:home.ownership@hounslowhomes.org.uk)

#### RIGHT TO BUY

020 8583 3918

### HOUNSLOW FEDERATION OF TENANTS' AND RESIDENTS' ASSOCIATIONS

020 8569 5823

[www.hftra.co.uk](http://www.hftra.co.uk)