

Hounslow Homes news

www.hounslowhomes.org.uk

Issue forty | May - June 2006

Hounslow Homes – four years old, four years ahead!



Established in April 2002, Hounslow Homes celebrates its fourth birthday this year by completing its Decent Homes Standard (DHS) programme, four years ahead of the government's 2010 deadline. The £120m of refurbishment and improvement works has seen Hounslow Homes become the first housing provider in London to reach the government's decency standard. Hounslow Homes now looks

forward to the next phase of work, the Decent Estates Programme, when you, our residents, will continue your vital role in shaping our future.

On our fourth birthday, here is what some of the people we have worked with over the last four years had to say:

Jenny Figaro, tenant

"I've really enjoyed being involved and it's really been interesting finding out how things work."

Rachel Heydon, leaseholder

"We now have a more active leaseholder forum fighting for leaseholders' interests."

Steven Smith, young tenant

"You get to talk about how you really feel about things in your community and people really listen."

David Procter, board member

"One of the most enjoyable things about being on the board is helping

staff deliver excellent services to our residents."

Sadhna Mann, tenant liaison officer

"My role is both challenging and rewarding. I've met some very dynamic tenants and contractors."

Jacky Rankine, tenant participation officer

"It's invigorating to work for such a resident-led organisation."

New customer services call system launched

To improve the quality of service offered to customers, Hounslow Homes is using a new system for handling calls to area teams. The new system will improve the way that calls are logged and enable better tracking of actions taken following each call. To prevent bogus callers, protect your data and help stop identity theft, customer service staff will need to ask you for information to confirm your identity. This will include information such as your surname, date of birth or rent account number. We hope that these security questions do not cause you inconvenience, and we hope you will understand that this is to ensure that personal details are only discussed with the right person.

My Mate Bill

A tribute from Hounslow Homes Chair, Alf Chandler, to Bill Le Maire, Council Tenant Brookwood Estate who recently died

At the recent Tenants Conference a tribute was paid to Bill and a moment's silence followed as a token of respect.

Like many other council tenants, Bill went to work by day. After work he did voluntary work on behalf of his tenants' association and his community.

His priority was seeking improvements and working with others, helping to improve the quality of life for as many as possible.

Bill was very active on

Brookwood Estate and also served for many years on the executive committee of HFTRA.

My mate Bill was popular, hard working and helpful and will be sadly missed.

Bill was also elected to the Central Area Housing Forum and always attended the pre-forum as well as the forum meetings,

always seeking the best for tenants not only on the Brookwood Estate but across the Central area and borough.

My mate Bill was popular, hard working and helpful and will be sadly missed. Although after retirement he was still active, he found time each Saturday to travel to Hatton Cross to collect the weekly paper published by British Airways, where he worked for many years.

Farewell, Bill my mate, the quiet man who made a difference.

Included with this issue.....Dates for your diary – Your tenant's compact – New music suite – Talent Show finalists