

Hounslow Homes news

www.hounslowhomes.org.uk

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It's her off the telly!



The 2007 Hounslow Homes' gardening competition is now well under way. And to help inspire your green thumbs a Charlie Dimmock-a-like has launched this years competition. See details below of how to enter your garden, window box or photography.

To enter: call 0208 583 4431, email: anthea.johnston@hounslowhomes.org.uk or visit your local Hounslow Homes' reception.

REMEMBER to get your entries in by the 15th June.

The categories are:

- The United House Best garden - £150!
- The United House Best hanging basket or balcony - £150!
- Best communal area / sheltered housing garden - £150!

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New! Lovell Photography competition

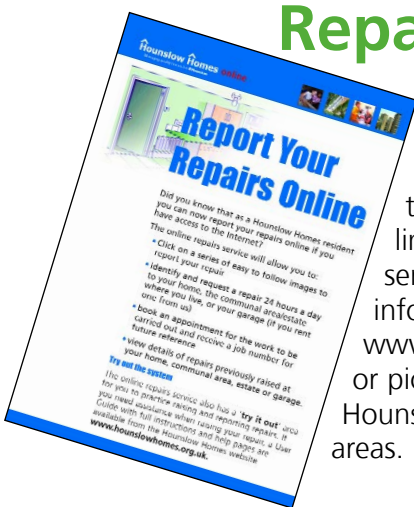
Theme: A natural view of the Hounslow Borough

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

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Repairs online



Remember you can now raise repairs and book appointments using the Hounslow Homes online service. To access this service or for more information go to www.hounslowhomes.org.uk or pick up a leaflet from Hounslow Homes reception areas.

Inside this issue

- Approved Capital Investment Programme 2007/2008
- Internet usage questionnaire

The Way ahead

Convent Way residents celebrated the completion of 18 months regeneration work on the estate with a community event in May.

Tim Keogh, the Director of Property Services at Hounslow Homes said: "the regeneration work included new interiors, paving, dog walking paths, grassed areas, an upgraded CCTV monitoring station and communal areas with seating. We are delighted the work is now complete and look forward to beginning a new phase of development on the estate soon."

Local children enjoyed shooting hoops with a Will Smith (actor and comedian) look-a-like on the estate's recently built basketball court, whilst a variety of other activities included: dance mats, a huge recycling themed snakes and ladders game, a beat the goalie competition and local youths displaying their DJ talents.

Inside the community centre a variety of stalls were set up for residents, including: Hounslow Homes, Lovell (contractors), Dunlop Hayward, Hounslow Police, Recycling, Hounslow Homes' caretakers and adult education.

Laura Wood from the Convent Way Residents' Association said: "the residents are extremely happy with the results of the regeneration work and the new facilities. It was a great afternoon, as the event brought everyone together to celebrate."

Hounslow Homes regeneration projects continue on other estates around the borough.



Will Smith aiming high with Convent Way children

All aBoard!

In June there will be an election to vote two tenants and a leaseholder onto the Hounslow Homes' Board for Central Area, East Area and the designated leaseholder role.

A tenant/leaseholder Board member helps makes decisions from the residents' perspective about how Hounslow Homes is run and how services can be improved.

Look out for your ballot papers, which will be sent

to you in mid June and will be personally addressed to the named resident(s) for each property managed by Hounslow Homes.

Don't miss your chance to choose who should represent you on the Hounslow Homes board.

The closing date for returning ballot papers is Tuesday 3 July 2007. Election results will be available on 4 July 2007.

Happy Birthday to us!



Your newsletter, Hounslow Homes News, celebrates five years this month!

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 Log

Calling all **leaseholders** to YOUR **event!**

Leaseholder Open Evening, 18th June 2007
Venue and time: Civic Centre, 5pm - 7pm

Why not come to this year's annual leaseholders' open evening? This is your chance to talk to Hounslow Homes' staff and other relevant professionals about the services you receive and how you can work with us to improve them. This year we are trying something different - a drop-in session at the Civic Centre from 5-7 pm, with themed tables, so you can choose who to speak to about the things that matter to you.

We hope to have stalls for major works, the customer service centre, Zurich Municipal - our insurers, CHAS - who provide financial and debt advice, and the Leaseholder Services' area teams. We will also have a leaseholder forum stall, where members can explain what the forum does and why you should consider becoming a forum member or the leaseholder representative on the Hounslow Homes' board.

Contact Leaseholder Services on 0208 583 4003 if you require more information. Your invitation will go out to you nearer the time.

Specialist in-house team to tackle asbestos

Ready for action. The new Hounslow Homes asbestos team.



Studies have now shown that white asbestos, the most commonly used in construction, is not as harmful as other types. As a result recent changes were made to asbestos legislation, so that working with this material is no longer restricted to licensed contractors. This provided Hounslow Homes with the opportunity to establish their own asbestos team.

Selected staff have undergone training to enable them to work safely with asbestos. They have also had medical assessments and been

provided with a range of specialist equipment, including facemasks.

Steve Wells from the Health and Safety Team said: "Now the training has been provided and the equipment obtained, the removal of asbestos floor tiles and textured coatings can commence. Conducting this service internally will hopefully save us money in the long run."

Hounslow Homes treats asbestos very seriously and if you have any further questions please call Hounslow Homes free on: 0800 085 6575.

Farewell to Doris

Doris receives flowers from Kim Mitchell, Hounslow Homes Housing Services Manager



At 85, Doris Stone is stepping down from her involvement with the Bedfont Line Community Association (centre) after an incredible 40 years. Doris's input will be sadly missed and the Bedfont Lane community pass on their thanks for her many years of hard work.

HFTRA NEWS



Hi everyone,
We celebrated our 10th annual conference, 'Crossroads to Involvement', on Saturday 12th May at the Renaissance Hotel.

We welcomed a record 220 adults, and over 60 children enjoyed the day in the Kids' Zone.

It was hugely different to our first conference in 1997, when a consultancy-arranged event saw only 30

tenants turn up, the food was terrible and nobody seemed to know what was going on!

After that bad experience we agreed that HFTRA would run future conferences - the rest, as they say, is history.

This year's workshops gave residents the chance to hear what's going on at Hounslow Homes and to join in the debates. The opportunity to network with other residents helps make the conference a success.

By swapping names, addresses and phone numbers, shared issues can be resolved together - resident involvement at its best.

The Talkiokie machine encouraged some lively open debate during the

coffee breaks. Other highlights included some great food and the opportunity for a shoulder massage and manicure during the lunch break.

Feedback has been very positive and the ideas for next year's conference are flooding in.

As usual, the day flew by and it only remains for me to thank everyone that attended and those who gave up their Saturday to help in all sorts of ways.

I hope to see even more of you next year to experience first hand how we, as residents, can work together to make a difference.

Julie Brooker
Vice Chair HFTRA

Message from the lead member



When we were elected a year ago, one of our priorities was to restore a sense of pride in Hounslow. With that in mind, I'm delighted the Convent Way estate has celebrated the completion of its refurbishment. It was heartening to see all sections of the Convent Way community coming together to celebrate their estate's new look.

This project underlines the commitment of Hounslow Homes and

the London Borough of Hounslow to improve the Borough's neighbourhoods and instil a sense pride in the community.

This project is one of many regeneration programmes in the borough and Convent Way's smart new look clearly demonstrates the positive results of co-operation and partnership working.

The next phase of work on Convent Way will see Hounslow Homes overseeing the construction of some new homes, which is part of a building initiative on Hounslow's estates.

The healthy state of tenant involvement was demonstrated on an even bigger scale at the tenth HFTRA conference on 12th May.

A record turn out for

the event at the Renaissance Hotel demonstrated how London Borough of Hounslow and Hounslow Homes are working with the people that really matter, you, the residents.

Residents' valuable input is an integral part of improving housing services and building sustainable communities. It was fantastic to meet so many of you and hear your views on housing in the borough.

Congratulations to Julie Brooker and the HFTRA team for organising such a successful conference and I look forward to speaking to many more of you at community events over the next few months.

Cllr Phil Andrews,
lead member for Hounslow Homes

UPCOMING EVENTS

Closing date for the gardening competition - 15th June

Fun days:

Haverfield on Saturday 30th June 1pm - 4pm,
on the estate around Mission Hall
Clayponds on Saturday 28th July Midday - 4pm,
in Clayponds Gardens

HFTRA conference celebrates a ten-year milestone

The tenth Hounslow Federation of Tenants and Residents Associations (HFTRA) conference proved to be the biggest yet, with a record number of participants enjoying the informative workshops and stalls. With plenty of lively interaction, residents were also able to share ideas with senior representatives from Hounslow Homes and the London Borough of Hounslow by engaging in a question and answer session in the afternoon.

What you thought:

Yemi Sanusi, leaseholder, Heston Farm.



'It's been a fantastic day. I particularly enjoyed the workshop on how to become a Board member the friendly atmosphere at the event.'

Lynn Rawlings, Tenant



'It's been a very useful day, with some good stalls. I received a demonstration on how to order repairs online, which will prove very handy.'

Mrs D Maniar, Oriel estate



'It's been a great opportunity to find out what's happening from Hounslow Homes staff and share information with fellow residents. I will certainly come again next year.'

Workshops:

The following interactive workshops proved very popular:

1. GETTING INVOLVED

Discussed how residents can become more involved in the decision-making process. It also focused on how important residents' ideas and contributions are in helping Hounslow Homes improve services.

2. THE WAY FORWARD IN HOUSING

Looked at the recent changes within Hounslow Homes and how further budget restrictions may impact on residents. Sought residents views on how best to utilise the money available to Hounslow Homes in future.

3. SAFER NEIGHBOURHOODS - ONE YEAR ON

Explored the question: do you feel safer in your neighbourhood with community police and neighbourhood wardens?

4. RESPECT IN THE NEIGHBOURHOOD

Looked at what makes a good neighborhood and how everyone can work together to create a place where we all want to live.

5. ELECTIONS TO THE BOARD

Discussed the role of the Hounslow Homes' Board and how becoming a Board member can empower residents to play an important role in taking Hounslow Homes into the future.

6. QUALITY OF LIFE FOR OLDER PEOPLE

Looked at the importance of healthy living and wellbeing for older residents.

You don't scare me!



A crèche, which provided for 60 children, allowed parents to enjoy the day. The highlight of the day was the visit of the Bug Man.

Question time



A panel of Bernadette O'Shea, Chief Executive Hounslow Homes; Councillor Andrews, lead member Housing & Community Safety; and Alf Chandler, Chair of Hounslow Homes, answered questions from the floor. These can be seen on the Hounslow Homes website: www.hounslowhomes.org.uk, or on the HFTRA conference link.

Goodbye Mr Fry

George Fry, Chair of HFTRA announced he would not be standing for re-election this July. George cited the demands of his new

role with the police for his decision to step down from a position he has 'thoroughly enjoyed' over the past five years. Julie Brooker thanked George on

behalf of HFTRA with the presentation of a glass decanter. Good luck and many thanks George from everyone at Hounslow Homes.



Julie looks ahead

After working tirelessly organising the event, Julie Brooker of HFTRA is already looking to the next conference.

'Ten years on and I am delighted that the

HFTRA conferences are as popular as ever. This year we had an exceptionally great turnout and I can now look forward to next year's event,' she said.

Translations



A sense of community

Mayor Felicity Barwood (second right) opens the new Sutton Lane Community Centre in conjunction with Hounslow Homes' Rhoda Akol (second left), Sutton Lane Residents' Association Chair Imelda O'Shaughnessy (far right) and Mrs Taylor (far left), on the 4th April 2007.

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

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

New service!

Go to 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

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, BEDFONT 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

RIGHT TO BUY

020 8583 3918

HOUNSLOW FEDERATION OF TENANTS' AND RESIDENTS' ASSOCIATIONS

020 8569 5823
www.hftra.co.uk



INVESTOR IN PEOPLE

Congratulations Alf



Alf Chandler, Hounslow Homes' Chair, has received a Bohemian Crystal Bowl for 'Life long commitment to the advancement of tenant empowerment and working for a national tenants' movement' from the Tenant and Resident Organisation of England (TROE).

Baroness Andrews CBE, the Parliamentary Under Secretary of State presented Alf with the deserved award at the 1st National Conference of Tenants and Residents at Kensington and Chelsea Town Hall. Congratulations Alf and thank you for your continued dedication and hard work.

Future Hounslow Homes' Board meetings:

- **24 May 2007** - St Catherine's House, 7pm start
- **26 July 2007** - St Catherine's House, 7pm start
- **4 October 2007** - St Catherine's House, 6.30pm start (please print bold AGM followed by Board Meeting)
- **29 November 2007** - St Catherine's House, 7pm start

What's the catch? Shark mortgage companies target council tenants

There has been a recent spate of shark mortgage companies scamming tenants into buying their homes with mortgages they cannot afford. These companies, often unlicensed lenders, offer money and loans under very poor terms and in some cases the interest can mean owing double or even triple the original sum.

Don't be caught out

- Do not be tempted by someone who comes to the door with what might seem like a good deal
- Check the small print
- Don't sign anything straightaway and always take advice if you're in any doubt
- Make sure you understand all of the terms and conditions
- Look for a reputable lender

If the offer seems to good to be true it often is! So always double-check everything before committing.

Bring a ray of sunshine to your estate

Enter the 2007 Hounslow Homes gardening competition

For more details see front page