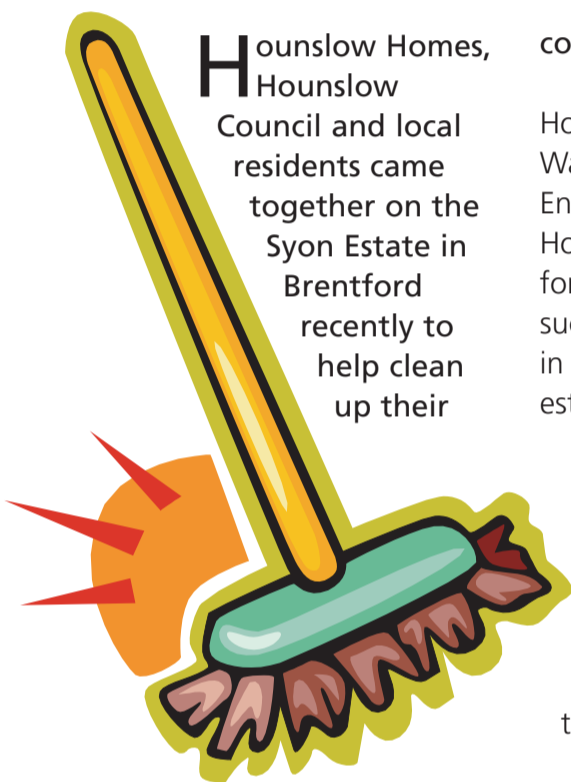


Hounslow Homes news

www.hounslowhomes.org.uk

Issue thirty seven | October - November 2005

Working together for cleaner neighbourhoods



Hounslow Homes, Hounslow Council and local residents came together on the Syon Estate in Brentford recently to help clean up their

community.

Staff from Hounslow Homes, Neighbourhood Wardens, Youth Services and Environmental Services from Hounslow Council joined forces to make the day a success and support residents in their mission to tidy up the estate.

From 11am to 1pm the estate was blitzed by keen litter pickers, graffiti was removed and the Community Hall also received a fresh coat of paint. Everyone then had the chance to relax at a

community funday until 4pm, which included fairground rides, Dj-ing classes and plenty off food and drink.

The event first started over a year ago. Since then, more people have become involved and it's hoped the estate clean up will be an annual event.

Eileen Gladwell, Tenant Participation Officer said: "The litter pickers did a great job and they came back with bags and bags of rubbish. I'd like to thank everyone involved, especially the residents for making the day a huge success."



Young litter pickers helping to clean up on the Syon Estate in Brentford.

Get rid of your old banger for free



Did you know you could have your old car towed away for free?

It costs Hounslow Homes in the region of £100,000 to remove abandoned vehicles from

estates each year. This is money that could be spent on core housing services like caretaking, tackling crime and anti-social behaviour and property repairs.

You can help us reduce this

cost by surrendering your old car to the council for removal, meaning Hounslow Homes will not need to pay for a private contractor. Vehicles that are dumped on our estates are also an eyesore and can be dangerous, especially for younger residents.

To take advantage of free removal please ensure that:

- You are a resident in the London Borough of Hounslow.
- The vehicle is located within the Borough.
- The vehicle is easily accessible.

To report a vehicle for collection call:

020 8583 5555

Football's comin' home!



See page 7 for details of our new floodlit street soccer programme coming to your estate soon. Full programme included with this issue.

Resident involvement questionnaire
Included inside
Please complete and return



See page 3 for details of our leaseholder information evening on Tuesday 29th November

Delivering safer places to live

We all have an important role to play in making our estates safer and more secure places to live.

We want to continue to prevent and tackle anti social behaviour and crime, supporting all our residents. We have recently discussed a variety of options for change to ensure that we continue to provide value for money to all our tenants and leaseholders and deliver an effective asb and crime prevention service.

By talking with

Hounslow's Federation of Tenants and Residents' Associations and leaseholder and resident representatives we have agreed to make the following changes.

New opening hours at Concierge

All four estates will continue to be served by a Concierge 7 days a week from 8 am to midnight but there is some reduction to opening hours. This will result in savings that will be used to expand the Neighbourhood Warden Service.

Concierge blocks opening times from Dec. 1st 2005

Highfields estate	
At Belverdere or Hunter House	Monday to Friday
	8 am to midnight
	Weekend
	4 pm – midnight
Heston Farm Estate	
Fenton House	Monday to Friday
	8 am to midnight
	Weekend
	4 pm – midnight
Brentford Towers	
Cornish House	Monday to Friday
	8 am to midnight
Boulton House	4 pm to midnight
Wickstead House	8 am to 4 pm
	Weekend
Cornish House	8 am – midnight
Ivybridge Estate	
	Monday to Friday
Haweswater House	8 am to midnight
Easedale House	8 am to midnight
Windermere House	8 am – 4 pm
Thirlmere House	4 pm – midnight
	Weekend
Easedale House	8 am to midnight
Haweswater House	8 am to 4 pm
Thirlmere House	4 pm to midnight

Neighbourhood Wardens patrolling more estates

Our Neighbourhood Wardens will continue to have a presence on all four concierge sites from 3.00pm to 11.00pm every day – tackling crime, anti-social behaviour, helping with community development and reporting repairs. We will continue to provide a rapid response service across all our estates to respond to incidents of nuisance or ASB and we will be increasing the number of Neighbourhood Wardens on patrol.



New and more reliable door entry systems

A new more up-to-date and reliable type of door entry system for tower blocks has been commissioned.

A trial has been completed on the Highfields estate in Feltham and will be rolled out to the other concierge sites. This will improve security and should reduce the need for concierge intervention because residents will be able to give access to their visitors themselves. The system has the potential to be integrated with CCTV monitoring and other safety features.

On site neighbourhood teams 2006

The Ivybridge Neighbourhood Team will be based on the estate next year and the Langdale Centre will be converted into a one-stop shop.

The Brentford Towers and Haverfield estate neighbourhood team will be based at Boulton House and the existing concierge area will be transformed into a new reception area.

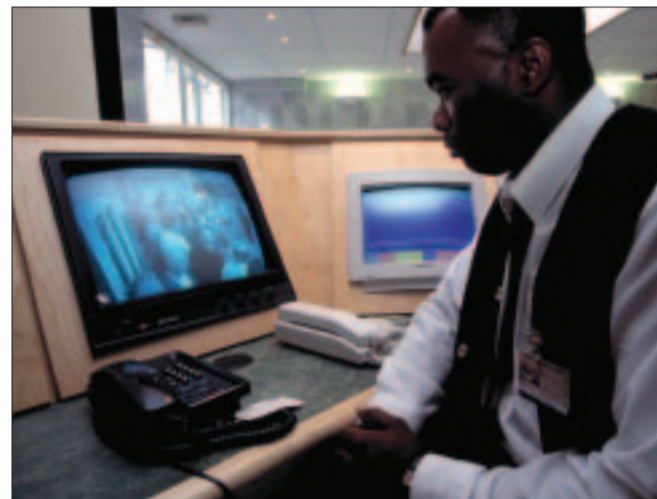
New CCTV cameras watch over more estates



New state of the art CCTV recording systems will be installed at our concierge sites.

This system will allow staff to monitor both the immediate area surrounding the block and other approaches.

This is expected to have a major impact on deterring crime and anti-social behaviour by allowing Hounslow Homes and the police to access images of anti-social behaviour and crime across numerous estates at one time.



New Neighbourhood Police teams

The Metropolitan Police are introducing new Neighbourhood

Policing Teams.

These are led by one sergeant, and have two PCs and three PCSOs

(Police Community Support Officers). PCSOs provide high visibility patrolling, including patrolling on Hounslow Homes concierge estates. Our aim is to work better with the police in tackling crime and anti-social behaviour

combining our resources and expertise.

It is our aim to continue to combine the benefits of a responsive Neighbourhood Warden service with maintained concierge control centres on our larger estates.



Local police and Hounslow Homes Neighbourhood Wardens working in partnership to create safer streets and estates

If you would like to tell us what you think about any of the changes or improvements planned please write to us at: N Padwal, Neighbourhood Warden & Concierge Manager, ASB Team, Chiswick Town Hall, Heathfield Terrace, Chiswick, W4 4JE

Leaseholder news

HFTRA news



Is buying your council home right for you?



Dear Tenants,

We will all soon be receiving a letter from our landlord reminding us of our

right to buy our own homes. This is nothing new; it's just that government think it's a good idea to remind us.

Some of you will already be planning to buy your home and we in HFTRA respect and support your right to do so. If you live in a flat then this will mean that you will become a Hounslow Homes leaseholder, owning your flat under a long lease from the landlord, Hounslow Council. If you live in a house then you will own your home outright (except that you will probably still owe a lot of money to your bank or building society!) and you will be responsible for all the repairs inside and out.

Becoming a leaseholder means that you will have to make contributions to the overall cost of upkeep and renewal of your block and estate. You will receive information about this from Hounslow Homes as the management company working on behalf of your landlord, Hounslow Council. But it's a good idea to talk to other leaseholders to get the fullest picture of what these costs might be. Services like external repairs and cleaning are currently paid as part of your rent. If you become a leaseholder, you will have to pay for these directly. This can be quite expensive if there are things like lifts to maintain or estate regeneration programmes are planned.

Another thing to consider is whether the building in which you live needs a lot of work to bring it up to today's standards; or whether there are

things that you and your neighbours would like to have done to make the place better for everyone. The chances are that this sort of work is already programmed to take place and the landlord will be able to tell you about these if the work is to take place in the next five years. Some leaseholders are currently facing quite large bills for necessary repair and improvement works. You would do well therefore to think about whether there is any other work that might need doing where you live in say five or ten years time because you will also have to pay for this when it gets done at some time in the future.

There will be other cost items like building insurance which you will want to ask about when you are adding up what it will cost to own your own home.

We all know that housing costs are high now but are not likely to get any higher very quickly. We also know that it is quite easy to borrow the money we need to buy our homes and the cost of this is very low. This may not always be the case. It is a good idea to ask a friend or someone in your family to help you look at what you might save and what you might spend if you bought your home.

Our advice is always to play safe and to think about all the things you will need to pay for, like children's clothes and holidays, before you decide you want to take on a mortgage. Remember, mortgage lenders, just like the council, want their payments made on time! Do a lot of thinking and good luck in making the right decision for you and your family.

Yours,

George Fry
Chair, HFTRA

How are we doing?

We don't always get it right first time so it is important to us that we know when things go wrong so we can look at the reasons why and fix them. We continuously review the complaints we receive to find out if any patterns are emerging. We also need to hear from you to ensure that we are making the right changes to the right services.

Please let us know if you are dissatisfied with any of the services we or our contractors and partners provide to you.

Our Complaints Officers are based at our Call Centre. You can contact them by:

Telephone on: 020 8583 3737 minicom/typetext calls also accepted.

Write to them at: the Call Centre, Ashmead Road, Feltham, Middlesex, TW13 5AB

e-mail: complaints.team@hounslowhomes.org.uk

Fill out a form online: www.hounslowhomes.org.uk

In person: You can also complete a complaints form available at receptions or ask a member of staff to complete one for you if you need help.

Leaseholder
Information
Evening

Tuesday
29th
November
2005
5.30-8.30pm



Programme

5.30pm - 6.15pm Arrival and refreshments

Welcome by Hounslow Homes and the Hounslow Federation of Tenants' and Residents' Associations (HFTRA) Hounslow Homes Leaseholder Representative, and Secretary of HFTRA

Stuart Freeman, CHAS CL

Provides free and independent debt advice to leaseholders

Nicholas Kissen, LEASE

Organisation funded by ODPM to provide free advice and guidance to leaseholders and landlords

Refreshment break

Richard Powell

Leasehold Services Manager, London Borough of Sutton and Sutton Leaseholder Association representative

Questions

8.30pm CLOSE

Location

Spring Grove House
(entrance off
Harvard Rd)

West Thames College

London Road,
Isleworth TW7 4HS
Free car parking

Transport

Buses 117, 235, 237 and H37 stop
outside the college, or catch any
bus to Hounslow Bus Station.

Rail and tube

Piccadilly Line to Osterley or
Hounslow East station; or Isleworth
Station via Brentford or Hounslow

News in brief

'Your service charge broken down' - new leaflet explains

We have produced, in consultation with the Leaseholder Forum, a leaflet explaining your Service Charge Certificate. We hope that you find it clear and helpful. It also tells you where you can seek further advice if you do not agree with the amounts charged and also offers advice on what to do if you have difficulty paying your service charges.

Don't forget, if you want a more detailed explanation or information about your service charges, we can provide this for you. Please contact Leasehold Services (telephone numbers on the back page).

We are also currently carrying out consultation about the possibility of extending the repairs service to leaseholders as an alternative to using commercial companies. Many thanks to all of you who returned your questionnaires, the results are being compiled and we will update you on the results as soon as possible.

Annual Report 2004/05

Annual report

We have just published our annual report, which highlights the achievements and changes that have taken place over the last 12 months.

It also summarises how money has been spent across a range of housing and property management services.

Here is a summary of the report and you can visit www.hounslowhomes.org.uk or call 020 8583 4137 for a full copy.

Onward and upward!

At the heart of the community



On behalf of the Board of Hounslow Homes, I am proud to present the Report and Accounts for 2004/05.

After just three years, it shows that Hounslow Homes is really part of the local community.

This year we had an excellent three-star rating from the Audit Commission which proves that we are independently judged to be very good. But more importantly tenant and leaseholder satisfaction is at an all-time high. For me, this is proof that we get it right with the people who matter.

We also place real importance on efficiency, diversity, safety and community cohesion. By doing this we are promoting sustainable communities.

On energy efficiency for example, this year we have fitted energy saving light bulbs and installed cavity wall and loft insulation in many properties. We couldn't have got here without the commitment and expertise of staff and partners.

This report can only touch on a few of the highlights from the year, but you have all helped make a 'real difference'.

I am very proud of the professionalism I see and would like to personally thank all those involved.

Alf Chandler
Chair, Hounslow Homes

Involving you

Resident participation is really important to us. We need you to tell us what we're doing right and where we can improve. Our tenant involvement compact ensures that you know our targets and how you can get involved in decision making.

Training residents

We offer training on a range of subjects to provide you with skills that will hopefully improve your lives and work prospects. Resident training courses this year has ranged from Basic Skills training in English to professional gardening qualifications with work experience at Kew Gardens.



"Erecting wooden fencing on the bend in the road has stopped cars parking there, made the area safer for residents and dramatically reduced the number of accidents. Reduced parking rates for Bethany Waye residents have also made life easier and the association has had some very positive feedback."

Tony Gurrin,
Chair of Bethany Waye Residents
Association

Making life easier for you

We have:

- Answered 73,729 calls – our repairs call centre is already open 6 days a week and performance is now at an all time high.
- Received over 1 million visitors to our website, as residents use the site more frequently to pay rent and service charges and report incidents of anti-social behaviour.
- Introduced neighbourhood drop-in sessions to encourage face to face communication with our tenants and leaseholders.
- Updated our leaseholder handbook in consultation with you.
- Launched a free and confidential debt advice and counselling service for leaseholders.
- Dealt with 2,000 incidents of anti-social behaviour, thanks to our neighbourhood wardens.



Working together to prevent anti-social behaviour
1,000 young people enjoyed professional football coaching from Brentford Football Club pictured above as part of our partnership 'football in the community' programme.

Creating safer places to live

We don't just look after buildings, our anti-social behaviour (ASB) team tackles nuisance, harassment and racial harassment on estates. Over the last year they obtained:

- 3 anti-social behaviour orders.
- 28 acceptable behaviour contracts (ABCs).
- 3 parental control agreements.

53 new kitchens every week

The government's 'decent homes' programme aims to bring all social housing up to a certain standard. It involves installing new kitchens, bathrooms, heating systems and windows and the programme has a final deadline of 2010. We hope to finish our programme by 2006, when we will have improved 10,000 homes.



The Ofosusiau Family live in Brentford and recently had their home refurbished as part of the decent homes programme. Mr Ofosusiau said: "My home now looks like a top hotel! I feel like the landlord respects me and cares about my welfare."

The Ofosusiau Family, Brentford

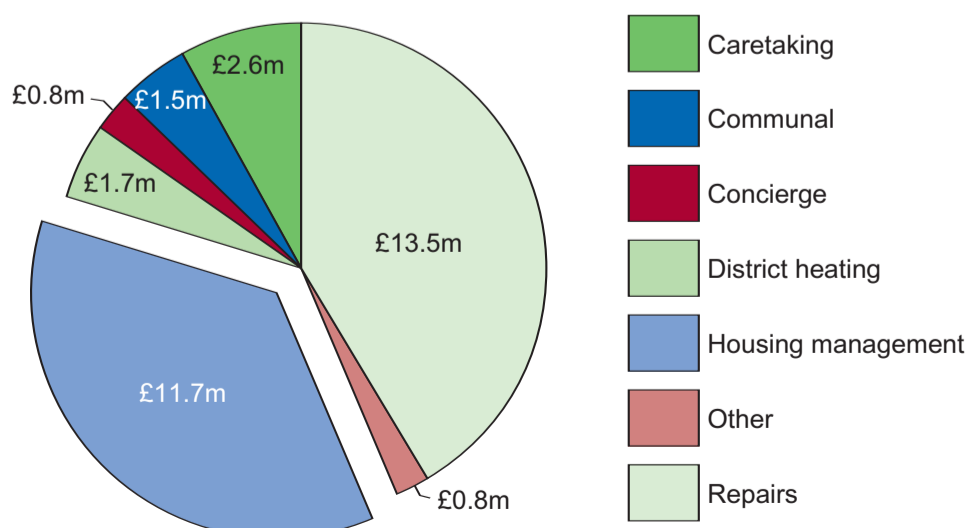
99% of urgent repairs in 24 hours

This year, we kept 99.5% of repair appointments and completed 99% of urgent repairs within our 24-hour target.

How did we allocate the money to our services?

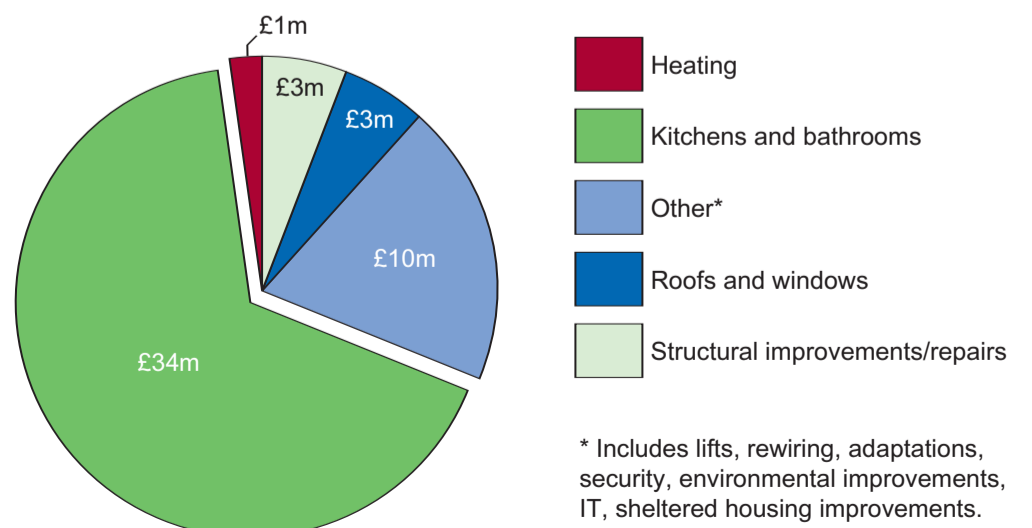
Management fee spend

The London Borough of Hounslow paid Hounslow Homes £32.6 million out of rents, government subsidy and other income in the year. It was spent on:



Capital management fee spend

The London Borough of Hounslow also paid Hounslow Homes £51 million out of money raised from loans, government subsidy, capital receipts and other sources to spend on improving properties. It was spent on:



* Includes lifts, rewiring, adaptations, security, environmental improvements, IT, sheltered housing improvements.

Multicultural festival a success!



A wide range of cultures was represented at this year's Festival.

"The thing which struck me most, was the enthusiasm people had to learn more about different cultures. I believe this experience must have enlightened and enriched everyone's knowledge about different communities and cultures."

Mohamed Mahat, Equalities Team, Hounslow Homes



Hounslow Homes, the Orchard Residents Action Group (ORAG) and residents of the borough came together last month to celebrate and learn about different cultures.

The event was held on Sunday the 18th September on Feltham Green. The Mayor opened the event and residents from across the west area were treated to a huge range of activities including yoga workshops, a Bollywood dance display and a competition for residents to showcase traditional clothing from

around the world. Residents also had the chance to chat about their own culture and experience other cultures in a relaxed environment. One of the event organisers Joan Henderson of ORAG said:

"We've held similar events on the Green before but this year I think the layout of the event and the variety of activities on offer was much better. The day went really well and it was great to see so many people from so many different backgrounds coming together to enjoy themselves. I'd especially like to thank

"We really enjoyed the festival, it was wonderful to demonstrate our culture and be able to experience the cultures of others all in one place. The whole event was great and we should have many more"

Heston Somali Womens Group

Hounslow Police for all their help on the day and Jacky Rankine from Hounslow Homes for all her hard work, before during and after the event.

Anyone who would like to be involved in next years festival can contact me on 020 8893 2525".

"It has been a wonderful day, everyone pulled together to make it a success. The atmosphere was very friendly and enjoyable, it was an honour to take part."

OASIS Church Group

If you have any ideas of similar events we can organise or groups we can set up to better understand the needs of all communities, improve the services we provide and also improve the quality of life on our estates, then please contact Shabera Rashid, Housing Services Manager, Hounslow Homes on 020 8583 4009 or Shabera.Rashid@hounslowhomes.org.uk

"It was great to see people enjoying themselves and I thought the range of activities from different cultures was great. Me and my team have enjoyed working here today."

Police Community Support Officer Benning



New Board member



Cllr Rajinder Bath

As you may be aware, Hounslow Homes Board is made up of 15 members, five councillors, five residents and five independent board members. From time to time we recruit new members and our latest new face is Councillor Rajinder Bath who replaces Councillor Luke Kirton.

Rajinder Bath has lived in Hounslow for 43 years and has been a Ward Councillor since 1990. He was the Mayor of Hounslow in the 1998-99 and Deputy Mayor in 1997-98. Rajinder serves on various committees and is the Chair of the Labour Group and Heston and Cranford Area Committee. Until recently he was also Trustee for Heston and Isleworth 'Old People Welfare Society'.

Rajinder is actively involved in housing issues including the improvement of the housing stock, facilities for children and youth and tackling Anti-Social Behaviour.

Other recent changes to our board include:

- Alf Chandler has been re-elected as Company Chair. David Procter and Councillor Ilyas Khwaja continue as Vice Chairs.
 - Councillor Mick Hunt was elected to the Personnel sub Committee.
 - Tenant Board members, Chris Boucher and Daniel Martin indicated their wish to stand down, we will be working with HFTRA to find replacements.
 - Nigel Reeves (Independent Board Member) has resigned; we will be recruiting his successor as soon as possible.
- We would like to thank Chris Boucher, Daniel Martin, Councillor Luke Kirton and Nigel Reeves for their time and commitment during their terms of office.

Street soccer scheme is back and bigger than ever!



One of the 2005 winning teams with Rachel Heydon, Secretary of HFTRA

Hounslow Homes has been successful in bidding for extra funding from the Football Foundation to expand the popular Street Soccer programme.

This means that young people from estates across the borough will have access to professional coaching from Brentford FC all year round. The new Floodlit soccer sessions will

complement the Summer Street Soccer and both programmes will include the inter-estate tournaments that are so popular with the participants.

The new scheme will be launched at a special halftime ceremony at

Pictured below: young residents in action



Brentford Football club during their home game against Bournemouth on the 29th October.



Who can take part?

There are 3 age groups. 8-10 years, 11-13 years and 14-15 years.

When?

Between 5pm and 7pm from October 2005 to July 2006, Mondays through to Thursdays.

Where are the sessions held?

Training session and mini tournaments are held on or near estates. See the programme included with this issue for full details.

How can I sign up?

Complete the team application and consent form in the programme included with this edition.

If your programme is missing you can download one at

www.hounslowhomes.org.uk or call brentford football in the community on: 0845 3456 442

As part of our 'Young People - making a difference' programme, there are two exciting events coming up

Youth Reward Scheme

Work as part of a team on a special project to make a difference in your community. You can work together to earn credits which can be exchanged for sports wear tokens, mobile phone top ups, away trips and more. Starting in November. If you would like to know more about what's on offer phone

YOUNG PEOPLE MAKING A DIFFERENCE

Having your say at Hounslow Youth Bash - special event 19th November.

Do you have something to say about where you live? Then let us know, you can write and perform your own rap or tell us what you really think in the big brother style diary room. There will also be a DJ, and the chance to win big prizes.

To find out more about both these events call Cath on 020 8583 2945.

Your vote counts

We want to remind you to register to vote if you have yet to do so, so that you can get involved in the decisions shaping your neighbourhood. Every household is required by law to register, even if you decide not to vote.

Anyone who is not registered will be unable to vote at future elections and it could affect future applications for mortgages or credit.

Hounslow Council has sent registration forms and an explanatory leaflet



to every household in the borough. If you haven't received yours contact Electoral Services, London Borough of Hounslow, Civic Centre, Lampton Road, Hounslow, TW3 4DN. You can email elections@hounslow.gov.uk

or telephone 020 8583 2137 or 020 8583 2110.

If no changes need to be made, there is a 24-hour, free telephone number for householders to call to re-register. The number is 0800 197 4916 (English only), or 0800 107 4916 (other languages).

Registration forms must be completed and returned, or telephone re-registration completed by December 1st. Failure to do so could result in prosecution.

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 ਉਹਨਾਂ ਸਾਰੇ ਲੋਕਾਂ ਲਈ ਹੈ ਜੋ ਹਾਊਸਿੰਗ ਡਿਪਾਰਟਮੈਂਟ ਦੀ ਦਿੱਤੀ ਹੋਈ ਰਿਹਾਇਸ਼ 'ਚ ਰਹਿ ਰਹੇ ਹਨ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਪ੍ਰਕਾਸ਼ਨ 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 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 کم ایس نمبر 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 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.

Less time in the office and more time on estates

Our Estate Monitoring Officers (EMOs) now have access to a new computer system that allows them to send detailed information about estate inspections back to the office without having to leave the estate.

This means that turnaround times for estate maintenance should be quicker and staff should be free to spend more time managing estates and less time writing reports in the office.

EMOs can report abandoned vehicles, order repairs and address any

environmental issues as they carry out the estate inspection, meaning there is less need for them to return to the office to fill out paper work.

The wireless system, which was tailor made for Hounslow Homes, went live on Monday the 3rd of October. Kamini Hussain, Senior EMO said:

"This new system is going to change how I work. I won't have to return to the office after every inspection to fill out paperwork and raise orders any more. I can do all this on the go, which means I can spend more time out and about on the estates."



Senior Estate Monitoring Officer, Kamini Hussain getting to grips with the new system.

GEM (Going the Extra Mile) Awards 2005-2006



Margaret Ayers (above) is one of our sheltered scheme managers who won an award in the last round of entries. If you know someone you think deserves recognition for going the extra mile, please let us know.

Discovering our GEMs

We want to continue to recognise and reward our staff who have

made an extra special effort to help and support our residents.

A GEM (Going the Extra Mile) award not only recognises staff

commitment but also supports our continuous drive to improve customer service.

Please help us to recognise staff who

have provided an exceptional service by nominating them for a GEM award. You can nominate either a team or an individual and awards are given out quarterly.

How do I nominate?

You can pick up a leaflet by visiting or calling your local Housing Office or download it from, www.hounslowhomes.org.uk.

Completed nomination forms should then be returned to: Head of Human Resources, St Catherine's House, 2 Hanworth Road, Feltham Middlesex, TW13 5AB. The next closing date for entries is Monday 9th January 2006.

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 Anthony Kluth on: anthony.kluth@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



Hounslow Homes

Managing quality homes for Hounslow