And Angles Angus Homes news

www.hounslowhomes.org.uk

Issue forty-six | September - October 2007

......Call your Customer Service Centre on freephone 0800 085 6575 for all your council housing queries......

New reception office hours

Research has shown that Hounslow Homes' reception areas are rarely used between 8.45am and 9am. In response to this, reception areas will now open from 9am. There has also been a change to the days that the Brentford and Chiswick offices are open. Opening hours from 1 October 2007 are as follows:

CHISWICK (Town Hall):

Monday and Tuesday - 9am to 5pm

BRENTFORD (58-59 High St):

Wednesday, Thursday and Friday - 9am to 5pm

ST CATHERINE'S HOUSE (2 Hanworth Road):

Monday to Friday - 9am to 5pm

CIVIC CENTRE:

Monday to Friday - 9am to 5pm



As from 5 November 2007, Hounslow Homes' will be opening a new reception area at the Langdale Centre (Monday to Friday - 9am to 5pm):

The Langdale Centre 240 Summerwood Road Isleworth, Middlesex TW7 7QN

A limited reception service will remain at the Civic Centre.

If you need to contact Hounslow Homes before 9am you can call our Customer Services Centre on freephone: 0800 085 6575 (between 8am and 8pm.)

For emergencies between 8pm and 8am please call the emergency line 0208 583 2222.

Please note the Customer Service Centre is no longer open on Saturday mornings.

See page 3 for the new hours of the Money Advice and Housing Benefits service.

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

Inside this issue

- Residents involvement questionnaire
- Soccer leaflet

Your thoughts count

In the last edition of Hounslow Homes News (July-August) we enclosed a questionnaire that asked for your thoughts on how we can save money. This is because our funding from the government has reduced and we need to make £5m savings over the next few years.

Your views are very important to us and are already being considered. We are looking into various options for changing some front line services and will let you know the full outcome of the consultation exercise in the near future.

Making savings

We do not want to reduce the quality of service you receive and have already saved money by moving our staff to cheaper accommodation and re-organising some of our "back office" functions. However, some impact on services is unavoidable and we have been discussing the best way forward with the Council, and representatives from the Hounslow Federation of Tenants' and Residents' Associations (HFTRA). It is also likely that some service charges will be introduced. For more information on service charges and how they work see page 2.

A bright future

Once our plans have been implemented the financial future of Hounslow Homes will be in good health. We remain determined to ensure that

you receive excellent services that also represent value for money.

We will keep residents fully informed about any changes we make through regular articles in Hounslow Homes News, so please watch this space!



All together now

New residents' association unites Ivybridge

The Ivybridge estate in Isleworth has received a huge boost with the formation of the United Residents' Association of Ivybridge. Former residents' groups have come together to form the new association, which chair Tina Howe says will provide a powerful voice for the community.

"It's a very exciting time," says Tina. "Now that the estate is united under one association we will waste no time in seeking improvements that benefit everyone."

The association, which is also setting up a youth arm, will look to establish strong links with local organisations like Brentford Football Club, the Rugby Football Association and Thames Water.

Committee member Tony Smith, an Ivybridge resident of 27 years, shares Tina's enthusiasm.

"A residents' association should represent everyone's needs," he says. "There were too many politics involved before. We are looking forward to the whole estate pulling together." To find out more about the United Residents' Association of lyybridge please contact: Ron Robinson, Association Secretary on 0208 843 7131.



Leaseholders Log

The following news updates are for leaseholders of Hounslow Homes

New building Insurance contract.

Following a recent tendering exercise, Ocaso SA will be providing comprehensive building insurance for leaseholders for the next five years. The cover will be very similar to our previous insurers, but lessees will find premiums from October 2007 are lower.

Payment initiatives

The Direct Debit option for paying annual service charges has proved very popular. 20% of leaseholders now pay their monthly charges in this way. We expect to introduce Direct Debit arrangements for insurance and major works later this year.

On the move

The Home Ownership Unit will be leaving 21 High Street soon to return to St. Catherine's House. No date yet, but leaseholders will be notified when it happens.

Business Improvement Plan

We are committed to improve the services we provide to leaseholders and to keep leaseholders better informed about projects that will affect their blocks and estates and the associated costs. We now have an Improvement Plan to keep us on track and ensure that leaseholders' interests and concerns are given a high profile.

We will give you details of the Plan in future newsletters. If you want to know more right now, or if you have any suggestions on ways we can improve our services to you, please contact ownership@hounslowhomes.org.uk or call 020 8583 4006.

Service charges explained

You should have received a full explanation of service charges in the questionnaire enclosed in the last edition of Hounslow Homes News. Here is a summary of that information.

Why are we thinking of introducing service charges?

They will help increase our income and efficiency across the organisation.

What services will be subject to charges?

Service charges could be levied for those services that some tenants receive but other tenants do not. Examples include: grounds maintenance, communal lighting, caretaking, concierge and neighbourhood warden services.

When will we receive more information?

Final decisions regarding both the introduction of service charges, and the delivery of front line services, will not be taken until early next year and would not come into action until April 2008.

For more information please contact Hounslow Homes on freephone: 0800 085 6575.

HFTRA NEWS



The last edition of Hounslow Homes News included a questionnaire, which asked for your views on service charges and the delivery of front line services. Your input will play a

significant role in helping Hounslow Homes decide how to shape its services. **HFTRA** are also providing a voice for residents in formal discussion groups with Hounslow Homes and the **London Borough of** Hounslow. Thank you to those of you who returned the questionnaires - the bigger the response the greater the impact made by residents. I hope to

be able to report back to you on the results of the consultation exercise in the next edition of HHN.

Congratulations to Tina Howe and the residents of lyybridge who worked so hard to form a new residents' association on the estate. I am sure the new United Residents Association of lyybridge will be a great success and will waste no time in tackling the local issues that really matter to the community.

I would also like this opportunity to bid a fond farewell to Chris Boucher who is stepping down from his position on the Hounslow Homes' Board. Chris has been a Board member since the organisation's inception. Thank you for your efforts Chris and good

luck with your future

I wooderlug

plans.

Julie Brooker Chair of HFTRA

Message from the **lead member**



When the new administration took office in Hounslow and I assumed the Housing portfolio on the new Executive, my first priority was to realise the aspiration which had inspired me to get involved in community politics in the first place -

ensuring that all our residents have equal and unfettered access to the process of participation whatever their views or allegiances.

Following the review of

the Management
Agreement I was able
to make the necessary
tweaks to ensure that,
on our estates, this
would become a reality.
One consequence of
this work of which I'm
fiercely proud is the
formation of a new,
united residents'
association on lyybridge,
which brings an end to
years of conflict on the

estate and with it the promise of a stronger voice for our residents than ever before. I wish Tina Howe and her team every success.

Less alluring is the challenge we all face on the financial front following the completion of the Decent Homes programme and the cut in government funding which we will receive.

Hard decisions need to be taken, and we've had to consider the option of "depooling" service charges to you and I - which most other London boroughs already collect.

We have consulted with HFTRA, as well as directly with our tenants, and though nothing has yet been ruled in or out I am determined that we will listen to you, and provide you with the service you require at the price you are prepared and able to pay.



Clir Phil Andrews, Lead Member, Housing and Community Safety



Hello under there!

These three young happy chappies found the best seat in the house at the the Highfields' estate fun-day in August.

A key issue

All fob and door entry keys have been moved to the Brentford Office (58-59 High Street). Tenants will no longer be able to purchase them from other area offices and they should order them through the Customer Service Centre 0800 085 65 75.

Magnificent mural halts traffic!



spectacular new mural Ainspired by the Charlton House Residents' Association in Albany Road, Brentford, is leaving passers-by open-mouthed in admiration.

The mural has had motorists slowing down and even leaving their cars to get a closer look! It depicts local landmarks like Brentford Football Club, the Steam Museum and the River Thames and was skillfully created by young people from



Haverfield and Brentford Towers as well as residents from Charlton House itself. Hounslow Homes' Tenant Participation Officer, Eileen Gladwell said: "It really is a stunning piece of work of which the local community can be immensely proud.

It has to be seen to be believed." Replacing the existing 30-year-old weather-beaten mural, the new design also received invaluable support from Westplay and Thames Community Foundation as well as the Watermans Art Centre and the local Area Forum.



How to access Hounslow Homes service charter

ecent consultation Showed that some tenants are not familiar with the **Tenants Service Charter - our Service** Standards' booklet.

The booklet highlights Hounslow Homes' aim to maintain high standards in customer care and is available from any of our housing offices, or on request to our Customer Service

Centre by phoning 0800 085 6575. It can also be accessed via our website http://www.hounslowho

mes.org.uk/tenant_chart er_2006_final.pdf

All set for the **CWEST** test?

Independent assessors, KWEST, will be sending a number of surveys to randomnly selected residents over the next few weeks. The surveys will ask about the services you receive from Hounslow Homes and what it is like living in your community.

The information received is then collated by KWEST and the results presented to Hounslow Homes. These results are published and comparisons are made with:

- 1. the results of last year's survey and
- 2. how you view us in comparison with how other Arms length Management Organisations' (ALMOs) customers assess their services.

We use this information to identify how we are performing and how we can improve our services further. Please take the time to complete this important survey if one lands through your letterbox.

Cheaper rent with Direct Debit

If you start paying your rent by Direct **Debit (and continue** to do so for at least one year) your rent account will be credited with £35 immediately. You can also receive a £25

credit if your preferred payment method is via a **Standing Order. Over** 300 tenants have already taken advantage of this offer.

Direct Debit means we

spend less money on collecting your rent and more money on providing services. Direct Debit also means that your rent is automatically paid from your bank so no more standing in post office queues!

If you are interested in switching to Direct Debit (or Standing Order) please contact the Income Section on 020 8583 3806 or freephone: 0800 085 65 75.

Up for a cuppa?

Members of the Sutton Lane Residents' Association got together at the end of August to enjoy morning tea and cake. This is set to become a regular event on the last Friday of each month.



New opening times for Money Advice and Housing Revenues and Benefits

As of 1 October 2007 the above services will operate the following hours at Hounslow Homes' Neighbourhood Offices.

Chiswick Town Hall

Revenues and Benefits: Monday, 9am-5pm,

by appointment only

Money Advice: No service **Brentford (58-59 High Street)**

Revenues and Benefits: Thursday, 9am-5pm and Friday (appointments only), 9am-4.45pm Money Advice: Thursday and Friday,

10am-1pm

St Catherine's House (2 Hanworth Road, Feltham)

Revenues and Benefits: Monday to Friday, 9am-5pm. Thursdays by appointment only. Money Advice: Monday, 10am-1pm,

Tuesday, 1.30pm-4.30pm

Langdale Centre, Ivybridge estate, **Isleworth (from 5 November 2007)**

Money Advice: Thursday, 10am-1pm Money Advice (Civic Centre): Tuesday 1pm-4pm

To arrange an appointment with Housing Revenues and Benefits please call 0208 583 4242.

A **fond** farewell

A message from Chris **Boucher, a Board Member** of Hounslow Homes since its formation in 2002, who is stepping down in October.

"The opportunity to become a Board member of a tenant-led ALMO with real possibilities to improve the lives of tenants and leaseholders in Hounslow was irresistible. I have been able to work with the Equalities Unit in

setting up training, so that people understand diversity in the Borough, especially with regard to the Lesbian, Gay, Bisexual and Trans-gendered Community. I am very proud of the ongoing achievements in this area of Equalities.

"I would like to thank all my colleagues on the Board for their hard work, the officers and all staff at Hounslow Homes for their dedication and loyalty to the company and to

the residents and HFTRA for their invaluable input in monitoring Hounslow Homes to ensure it delivers. I will miss being a Board Member but will always feel a great sense of pride when I see the Hounslow Homes' vehicles driving around the Borough because I was part

Many thanks for all your hard work at Hounslow Homes over the years Chris and we wish you well for the future.

PLEASE NOTE CHANGES TO OPENING **HOURS BELOW**

NOTICEBOARD Housing contacts

CUSTOMER SERVICE CENTRE (CSC)

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 THE CSC IS NO LONGER OPEN ON SATURDAY MORNINGS (at all other times call 020 8583 2222)

REPORT YOUR REPAIRS

Call the freephone number above Email housing.repairs@hounslowhomes.org.uk

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

9am - 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

9am - 5pm Monday to Friday (5.30pm on Thursday by appointment)

ADDRESS

The Civic Centre, Lampton Road, Hounslow TW3 4DN

From 5 November 2007 the main central area reception will be at the Langdale (see front page)

WEST AREA

FOR TENANCIES IN FELTHAM, BEDFONT AND HANWORTH

Minicom: 020 8583 4387 Caretaking Service: 020 8814 1771

OPENING HOURS

9am - 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

079 48 401 584 www.hftra.co.uk



A lot of lolly!



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 goraal 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.

'હાઉન્સલો 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 કરોઃ 020 8583 2294

ਹੰਸਲੋਂ 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 ਫ਼ੋਨ ਕਰੋ।

Hounslow Homes News eshte per njerezit te cilet jetojne ne shtepija te Keshillit (Council Houses). Nese keni nevoje per ndihme per te kuptuar kete botim ne gjuhen tuaj, ju lutemi thirrni Sherbimin per Perkthime ne 020 8583 2298.

> हंसलो होम्ज न्यूज़ उन लोगों के लिए है जो काउंसिल के घरों में रहते हैं। यदि आपको इसके वारे में हिन्दी में जानकारी चाहिए तो कृपया ट्रांसलेशन सर्विस को 020 8583 2520 पर फोन करें।

> > " بإونسلو بومزنيوز" كى اشاعت كوسل كے كھرول ميں رہنے والے افراد كيلئے ہے۔ اگر آپ إس اشاعت مے متعلق مدد حاصل كرنا جا ج بين توبراه كرم إس نمبر يرشيليفون ييح 2293 8583 020

أخبار المنازل في هاونسلو - 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: . 8583 2298

"اخبار مسکن هانسلو" برای افرادی است که در خانه های شهرداری زندگی می کنند. اگر در فهمیدن این نشریه به زبان خودتان به کمك نیازمندید، لطفا با خدمات ترجمه با شماره 2298 8583 ماس حاصل غاييد.

Gardening competition



ollowing the announcement of the winners in the last edition of this newsletter, below is a list of those tenants who were highly commended in the 2007 Hounslow **Homes Gardening** Competition. Well done all!

The United House Best Garden

Highly commended -**Mrs Lott**

The United House **Best Balcony**

Highly commended -**Miss Hastie**

Best Communal Garden (sponsored by Pinnacle PSG)

Highly commended -**Mr Burrows**

Panjabi

Hindi

Arabic

Best Community Garden (sponsored by London Borough of Hounslow)

Highly commended -**Sutton Lane Community Centre**

Competition Under 16's

Lovell Photo

Highly commended -**Miss Batty**