

Hounslow Homes news

www.hounslowhomes.org.uk

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All things bright and beautiful! Hounslow Homes' residents bloom with gardening awards

The winning entry in the Best Garden category.



Best Garden winner Joan Norris with her daughter.



Our Judges: Rachel from HFTRA, Janet from Lovell and Brenda from Hounslow Homes.



The Saunders family celebrate Joan (right) winning the best balcony category.



The colourful winning entry in the under 16's artwork category.



Winner Hannah Cattmul collects her prize.

Hounslow Homes' annual gardening competition again had our panel of judges oohing and ahing at the stunning array of gardens and window-boxes on display.

The judges were particularly impressed by the amount of community spirit on show.

"Best Communal area" winner, Paul Martin from Chiswick spends hours tending to the communal gardens at his block. His enthusiasm has proved infectious and now his neighbours muck in and help out too. David Kwan also from Chiswick, who was awarded a Commendation for resident involvement, tends to the gardens at his block and also gives Tai Chi lessons to his neighbours in the tranquil surroundings.

Overall winner Mr Hutchins from Isleworth wowed the judges with his garden full of interesting features including three ponds stocked with Koi carp, while the category of "best picture" for under-16's unlocked the creative side of our young residents. A beautiful collage by 9-year-old Hannah Cattmul deservedly scooped first prize.

See page two for a full list of this year's winners.

The prizes were presented at an awards evening in August. If you would like to learn more about gardening see the Tenants Training Opportunities Autumn Programme available by visiting www.hounslowhomes.org.uk or by calling 020 8583 3746.

We Stand Together

Following the aftermath of the tragic bombings in London in London and further security alerts, Hounslow Homes has been liaising with authorities such as the Council, Hounslow Police & other partners. Hounslow has a proud record of people from different backgrounds getting on well together. It is therefore vital in these times that residents maintain their good relations with their neighbours. Hounslow Homes promotes community cohesion by developing and maintaining good community relations and any harassment, including racial or religious is completely unacceptable. If you have experienced harassment, please call in confidence the Hounslow Homes anti social behaviour team at your local housing office, numbers are listed on the back page.

The Community Safety Unit (Police) can be also contacted on 020 8247 6329 for support and advice if you have experienced a religious or racially linked incident.

Giving us your views

- Residents' Panel insert inside



Message from the Leader



Cllr. Colin Ellar,
Leader, London
Borough of Hounslow

Our society is a balance of different cultures, races and religions living together in peace and harmony.

The terrible events of July 7 were a crude attempt to disrupt and destroy that harmony and cause

conflict and division.

We cannot and will not let that happen. In Hounslow, we are proud of our multi-cultural community and will continue to support our partners in the police service and the Local Strategic Partnership to ensure safety, security and prosperity for our residents.

This is a time when it is important for communities to remain calm and united against those who seek to divide us.

News in brief

Double bonus for Ivybridge kids

Local MP Anne Keen was recently invited to Ivybridge estate in Isleworth to formally open the new playground.

She also took the opportunity to visit a new kids area in the Bridgelink café. The popular café now has an area just for children, which has been brightly decorated by mums from the estate.



Ann Keen MP with residents and Board Member Chris Boucher from the Ivybridge Estate in the newly decorated Bridgelink café.

New machine cleaning up estates

Hounslow Homes Repairs service recently took delivery of a new jetting machine (below) that is wiping graffiti off our estates.

Walls covered with graffiti are treated with a chemical then the new machine literally blasts the graffiti away.



Garden Competition Results

The judges deliberated long and hard, as the standard of entries this year was the highest ever received. We'd like to thank all residents who entered and are happy to announce the winners as:

- Overall winner**
Mr Hutchins, Isleworth
- Best Garden**
Joan Norris, Feltham
- Best balcony/hanging basket**
Joan Saunders, Feltham.
- Best sheltered/communal area**
Paul Martin, Chiswick.
- Commendation for resident involvement**
David Kwan, Chiswick.

Slough partnership

Councillors and Board Members from Slough Council and Hounslow Homes recently gave the go-ahead to a new housing partnership between the two neighbouring authorities. Since achieving a

3 star excellent rating from the Audit Commission, other housing organisations have been contacting Hounslow Homes for advice and support. Slough has requested consultation on a range of services based on Hounslow Homes' experience of setting

up and managing an ALMO. In preparation for the launch of Slough's ALMO. People 1st (Slough) a small number of Hounslow Homes staff will be working temporarily at Slough for approximately 6 to 12 months.

Estate regeneration round up

Progress on the "decent homes" programme continues at a pace. 893 homes were refurbished between April 05 and July 05 against a target of 666 for that period.

Below is an update of the areas where kitchen and bathroom refurbishments have been completed or are nearing completion and details of where we're moving on to next.

Homes recently completed at:	Work started at:
South Road Estate	Gordon Road
St Thomas Road	Redwood Estate
Grove Park Gardens	Spring Grove
Linden Gardens	Russell Kerr Close
Shipway Road	Cherwell Road
Spencer Road	Trafalgar Court
Duke Road	Hamilton Court
Boston Park Road	Thames Road
Burford House	Edensor Gardens
Cranford Lane	Quinton Court
Albany House	Essex Road
Glebe Close	
Hogarth Estate	

Convent Way Make Over

A major regeneration programme will begin this month at Convent Way estate in Heston.



A computer image of the new look estate.

The work planned aims to regenerate and revitalise the area and address the communities key concerns.

What work and improvements will be made?

This extensive programme will tackle design and general repair and maintenance, a lack of adequate parking and high levels of anti-social behaviour. Changes to the layout of the estate will create distinct 'courtyards' made up of several blocks. This approach to tackling crime and reducing anti-social behaviour has a proven success record on other estates. For more information contact the Tenant Liaison Officer on: 020 8583 3769.

Dedicated anti-social behaviour team making a real difference

A recent questionnaire sent out to residents who have used our anti-social behaviour (ASB) team showed satisfaction levels are on the up.

Since the formation of the dedicated ASB team in December 2004 you told us:

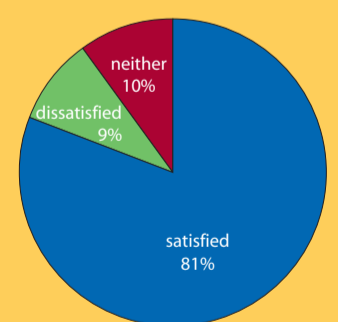
"I can't speak highly enough of the officer who dealt with my case"

"As far as I am concerned it is an excellent service"

But you would like to see us improve the following:

- Communication between staff and residents reporting ASB.
- Faster resolution of cases.
- More long term monitoring following the resolution of cases.

Satisfaction levels



0 8 4 2 4

HOMES IMPROVED

Leaseholder news

Buying your council property could be one of the biggest investments you ever make. We don't want you to be put off and we are always happy to offer help and advice, but you must make sure you have all the information you need before signing on the dotted line.



As a Leaseholder you will pay an annual service charge for day-to-day services such as caretaking and grounds maintenance. You will also pay a share of costs for repairing and improving your block and your estate and this may include major maintenance and refurbishment works, which can be very expensive. If you are a council tenant purchasing your home, you need to ask about any major works coming up in the next 5 years. Buyers should ensure that their solicitor finds out all the information. It is your responsibility to find out the pros and the cons are before you buy.

Other things to be aware of include:

- As an owner-occupier you will not receive any housing benefit to help with mortgage costs.

- If you are elderly the value of your home may be taken into account when assessing your entitlement to financial help with the costs of residential care.
- If you become unemployed you would not normally receive Income Support to help with mortgage payments for the first 9 months.
- You will also have to find your own builder, electrician or plumber for repair and maintenance work.

The Home Ownership Unit offers free advice if you are thinking about buying your home. You can contact us on: 020 8583 3918.

Home Ownership Saturday Telephone Service

This service has been running for 7 months and the number of calls has been very low. This does not indicate a demand from leaseholders or make financial sense so we are withdrawing this service. All published telephone contact numbers for the Home Ownership Unit now have message facilities. If you leave a message at anytime over the weekend a member of staff will get back to you on the following Monday morning.

Getting Everybody Digging

from George Fry, Chair of the Hounslow Federation of Tenants' and Residents' Associations (HFTRA)



Those of us lucky enough to have a garden or even a bit of green space outside our door will know that things always look better this time of year, and this is specially true if we have made a bit of an effort to tidy things up or plant some things that will add a bit of colour. Two winners from this year's gardening competition Mr Kwan and Mr Martin won not only because of their superb gardens, but also impressed the judges with the fact

that so many of their neighbours were involved in keeping the garden beautiful. We can all do so much more if we work together like this. Many of our members tell us that they have been involved with similar schemes that help get people talking and working together; even where there are language barriers to overcome or where people are at first worried about fitting in.

At HFTRA we try to get as many different people from across the borough to participate in the work that we do. We recently held our Annual General Meeting (AGM), which is our own opportunity to get everyone digging in. This year we elected an

executive committee that we think represents everybody and our election process makes sure that all tenants and leaseholder are represented with all the boroughs three areas properly covered. Special posts have also been filled to look after the interests of the young and people with disabilities. Full details of this election together with the names of those elected to the Area Housing Management Forums are available at www.hounslowhomes.org.uk. Members of the executive committee can be contacted by e-mail at enquiries@hftra.com or by phone on 020 8569 5823.

Free call back service for minicom users

As of the 1st August customers with a hearing impairment who contact their housing team using a minicom will have found the service costs them less. This pilot scheme will ensure that when a customer calls a staff member will obtain the customer's name and number and call them back immediately.

You can call us via a minicom on the following numbers:

Adaptations Unit:	020 8583 4131
Central Area Office:	020 8583 3959
East Area Office:	020 8583 4390
West Area Office:	020 8583 4387
Linkline Office:	020 8583 4377
Customer Services:	020 8583 3901
FREephone Repairs Call Centre	0800 389 9821

Independent living for people aged 60 years and over

Safe, secure, friendly

Sheltered housing is purpose built accommodation for people aged 60+ who need some support and want to enjoy independence and the benefits of shared living. A Sheltered Scheme Manager ensures everything runs smoothly and looks after the interests of residents. Facilities include residents lounge, kitchen, laundry rooms and gardens.

- own front door ■ emergency alarm system ■ social events

For information on sheltered housing schemes, please contact the Rehousing Unit on 020 8583 4401/3817

www.housingcare.org.uk



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.

English

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.

Somali

'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 કરો: 020 8583 2294

Gujarati

ਹੰਸਲੋ ਹੋਮਜ਼ ਨਿਊਜ਼ ਉਹਨਾਂ ਸਾਰੇ ਲੋਕਾਂ ਲਈ ਹੈ ਜੋ ਹਾਊਸਿੰਗ ਡਿਪਾਰਟਮੈਂਟ ਦੀ ਦਿੱਤੀ ਹੋਈ ਰਿਗਾਇਜ਼ 'ਚ ਰਹਿ ਰਹੇ ਹਨ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਪ੍ਰਕਾਸ਼ਨ ਨੂੰ ਸਮਝਣ ਲਈ ਮਦਦ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 020 8583 2297 'ਤੇ ਫੋਨ ਕਰੋ।

Punjabi

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

Albanian

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।

Hindi

”ہاؤنسلو 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 ایم پی ٹیلیفون کیجئے 020 8583 2293

Urdu

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.

Arabic

”اخبار مسكن هاؤنسلو“ برای افرادی است که در خانه های شهرداری زندگی می کنند. اگر در فهمیدن این نشریه به زبان خودتان به کمک نیازمندید، لطفا با خدمات ترجمه با شماره 020 8583 2298 تماس حاصل نمایید.

Farsi

Through the keyhole

Hounslow Homes opened its doors to residents from across the borough recently as they were invited behind the scenes for a day to see how the company operates.

The residents' were taken on a tour around the borough, including stops at Hounslow Homes' area offices, the residents' Call Centre and one of the estate Concierge Offices.

Residents were also shown what a vital role the Hounslow



Residents look behind the scenes at our call centre.

Federation of Tenants' and Residents' Associations (HFTRA) plays and how resident and tenant groups

make a real difference to local communities.

For more information on how you can get involved in

your community contact your Tenant Participation Officer on:

Brentford and Chiswick:
Eileen Gladwell
020 8583 4380

Feltham, Hanworth and Bedfont:
Jacky Rankine
020 8583 4305

Heston, Cranford, Hounslow and Isleworth:
Nickasha Jones
020 8583 3930

Make a difference, get involved!

We recently received complaints about questions relating to sexuality, gender and ethnicity that are included in our service questionnaires. We'd like to remind all residents that it is entirely up to you whether you provide us with this information and any information you provide is confidential. We ask these questions to help us provide a better quality service and information about you can help us understand the needs of our community better.

Fun in the sun on Hounslow estates!



Long summer days may have been in short supply this year, but regardless of the unpredictable weather, residents associations at the Ivybridge Estate, Convent Way, Dukes Meadow and the Clayponds Estate all held fundays this summer. Activities included fair ground rides, face painting, arts and crafts and a reptile exhibition.

Left: Young residents make themselves at home at the Ivybridge funday.

Right: Neighbourhood Wardens join in the fun at the Clayponds funday.



Fun in the sun at the Dukes Meadow funday.



Children's rides at the Convent Way funday.

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

