

# Hounslow Homes News

Issue 75  
Summer 2012



The magazine for all Hounslow Homes residents



Mohammad Chaudhry from Hounslow Homes, Dave Cox from HFTRA and Cllr Streve Curran sign the management agreement

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[www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk)



It is a very exciting time for HFTRA as we work closely with the London Borough of Hounslow and

Hounslow Homes to make the new Tenant and Leaseholder Protocol a reality. This is a unique tripartite agreement developed by HFTRA Executive members as part of the Housing Options Review that took place last year. It ensures that we as residents have a right to be consulted and an opportunity to influence the services that we receive, as well as play an equal role in putting forward new ideas for the future.

The tripartite agreement will be something for us all to celebrate at the HFTRA Annual

Conference which will be held on 8 September 2012. It is early days but I think we will have a great event that will build on the success of the past.

Benson Close is now having a face lift with new automatic external doors which will keep the building secure and warmer in the winter. It's also good to see a number of new organisations using the Alf Chandler Centre on a daily basis for community events.

Another piece of news is that a Scrutiny Steering Group has been set up to develop an independent, resident-led Scrutiny Board. Residents on the Scrutiny Board will come up with recommendations for improving services which will be presented to the new Partnership Board.

If you are interested in joining

the Scrutiny Board please contact Oonah Lacey our independent advisor on 01473 326 343 or email [oonah.lacey@involvis.co.uk](mailto:oonah.lacey@involvis.co.uk) for an application pack. Alternatively contact Fiona King, Resident Involvement Manager on 020 8583 4602 or email [beinvolved@hounslowhomes.org.uk](mailto:beinvolved@hounslowhomes.org.uk). The closing date for applications is 18 July 2012.

The HFTRA Executive looks forward to seeing you at events in your area.

If you would like to email me please do so at [Dave-HFTRA@hotmail.co.uk](mailto:Dave-HFTRA@hotmail.co.uk) or call 077 4231 4368.

Dave Cox  
Chair of HFTRA



We currently have more than 12,000 people on our housing register, and many of these have no realistic chance of being offered a property.

Recent changes in the law mean we can now have more say about how we allocate social housing in the borough and we want to use this as a chance to provide a fairer

system that reflects local demand for housing and will make the Housing Register more efficient.

Over the summer we will be asking you for your thoughts on issues like who should be included on the housing register? Should some lettings be reserved for certain groups such as those on low incomes and former members of the armed services? How could we simplify the banding system?

A new draft policy is being published and we want your

thoughts on what is being proposed.

The consultation will run over the summer, and there will be questionnaires and focus groups to make sure you can have your say.

I urge you to take this chance to share your thoughts about how we provide social housing, and help shape our allocations policy for years to come.

Cllr Steve Curran

## HFTRA Conference

This years HFTRA conference will be held on 8 September 2012



HFTRA's 2012 Conference will be held in the Civic Centre, Hounslow TW3 4DN. For more information about the day or to express an interest in attending, please phone 020 8583 4602 and leave your details, email [dave-hftra@hotmail.co.uk](mailto:dave-hftra@hotmail.co.uk) or go to our website [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk)

## Hounslow Homes News will now be quarterly

We will now be producing a larger newsletter on a quarterly basis. Our next edition, autumn, will be arriving on your doorsteps mid October.

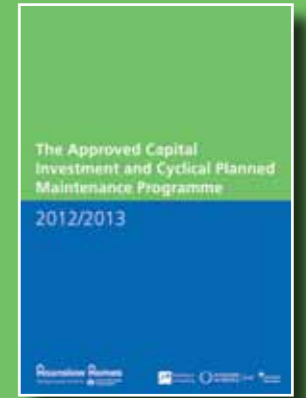
You will still find all the information you need to know about what we are doing to meet your housing needs, the best ways to contact us and information on everything from gas servicing to events on your

estates. Please keep an eye on our website for the most up to date information at [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk)

We will also be planning to get more feedback from you on our newsletter. Watch this space!

### IN THIS ISSUE

The Approved Capital Investment and Cyclical Planned Maintenance Programme 2012/2013



## Hounslow Homes Young Tenant of the Year for 2010

Torron-Lee Dewar will be one of the lucky local residents carrying the Olympic torch this summer!



Torron and his mother Debbie

# The first council-owned homes completed for 20 years!

The 19 new Council owned homes at Elmwood Avenue are now complete. Built on the site of the old Elmwood House and Olaf Palme House, these homes consist of one and two bedroom apartments and two, three, four and five bedroom houses with two houses built specifically for disabled residents.



Hounslow Homes' Chief Executive, Bernadette O'Shea and London Borough of Hounslow Lead Member for Housing Councillor Steve Curran celebrated the completion with new tenants on Tuesday May 15th.

## Harlech Gardens Allotment Project

Through the support of the Rainbow Project, Sodexo, The Conservation Volunteers and Hounslow Homes staff, Harlech Gardens successfully bid for a £5,000 grant to put towards their Gardens Allotment Project.

With 10 people and counting so far signed up to having their own garden allotment, this part of Harlech Gardens is soon to be a gorgeous, green and sustainable living area! With the opportunity to grow everything from fruit and vegetables to flowers, residents who have signed up have decided to start their own gardening club and were given lessons in garden maintenance and tips on how to grow their own food.



**Congratulations to Angela Miles** who will be attending a training day "Planning an Organic Vegetable Garden" at Capital Growths training centre in Regents Park.

# Power to the People

Hounslow Homes has recently completed negotiations with the Council for a new Management Agreement, which allows residents more say in how their housing service is provided to them. The agreement is called a tri-partite agreement.

### What is our tripartite agreement?

Our tripartite agreement is an innovative way of delivering housing services to you. The first in the country, it allows HFTRA a much bigger part in decision making with Hounslow Homes, and the London Borough of Hounslow. It puts more power, control and authority back in your hands as residents.

Furthermore, the agreement also links in the work of the Tenant Scrutiny Panel consisting of representatives from the Council, Hounslow Homes and HFTRA.

We believe more resident involvement means we get to hear more about how you want your homes managed and the services that you want us to provide, and is an opportunity that all three parties are looking forward to taking on.

### You're on board!

As part of the tri-partite agreement, we now have more tenant board representatives than ever before! We now have seven Tenant Board Members out of a total of 15 on the Board. This includes five Tenant/Leaseholder Representative, five councillors and five Independent Board Members acting on your behalf.

## A warm welcome to our new Hounslow Homes board members

### Jennie Figaro - Tenant Board Member - East



"I joined the Hounslow Homes Board because I am passionate about issues facing tenants and feel privileged to be able to represent their views and also enhance positive relationships between residents and service providers."

### Diana Holden - Leaseholder Board Member



"I joined the board because I want to ensure that all the interest/ views of leaseholders are properly considered and that these influence all decision making at board level. I am privileged with the faith entrusted in me by leaseholders; we are important and I will endeavour to represent with a pride that generates mutual benefits to all."

### Yaganesh Patel - Tenant Board Member - Central



"I joined the Board to be part of a company that strives to provide good quality services to residents in the Borough."

### Tina Howe - Tenant Board Member - West



"I joined the Board to encourage tenants to get involved and to help make sure Hounslow Homes continues to improve its services to tenants."

We also wish a fond farewell to Bill Gallup, retiring Tenant Board Member, and Graham Edwards, retiring Leaseholder Representative. Their commitment to Tenant and Leaseholder issues was unsurpassed. We thank them both for their time and knowledge and wish them well in their future endeavours.

# HOUNSLOW HOMES HOUSING HEROES AWARDS 2012!

We are delighted to announce that nominations for this year's Housing Heroes Awards are now open!

## THIS YEAR'S CATEGORIES ARE:

- ★ **Young Tenant/ Leaseholder of the Year** – a young tenant who has overcome obstacles to achieve success
- ★ **HFTRA Representative of the Year** – a member who has achieved outstanding results in improving the lives of local residents
- ★ **Resident Association Committee Member of the Year** – a member who has made a significant contribution to their association
- ★ **LBH resident of the year** – a resident who has made a difference in their community
- ★ **Anti-Social Behaviour** – outstanding achievement in the fight against anti-social behaviour
- ★ **Good Neighbour of the Year** – an individual who goes that extra mile or who works tirelessly to improve their local community
- ★ **Best Scheme/Project of the Year** – a person or group who has made a difference to the lives of people in their community
- ★ **Outstanding Achiever of the Year** – anyone who has made a significant contribution to the lives of local people
- ★ **Contribution to Innovation** – a commendation to any resident who has provided innovative ideas to improving the lives of others or their community

Short-listed nominees will be invited to an awards ceremony to celebrate their achievements! **The closing date for entries is Friday 7 September 2012.** For nomination forms or more information visit [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk) or contact the Communications Team on [communications.team@hounslowhomes.org.uk](mailto:communications.team@hounslowhomes.org.uk) or on 020 8583 6419.

## Hounslow Homes tackles ASB

All residents have a right to live in a safe environment.

That's why Hounslow Homes ASB Teams actively pursue all cases of alleged anti-social behaviour.

One case involved our tenancy management and rents teams working jointly to secure a possession due to high rent arrears and ASB. This case was contested by the resident for over two years. In another case, a resident deliberately left behind dogs in

the property on the day of the planned eviction, which had to be rescheduled, for Police to attend to seize the dogs. However the resident had by then accepted the court's decision and vacated the property.

Another instance required us to get police to force entry, due to reports of a heavy water leak into the flat below. When Police entered the premises they

discovered bags of cannabis and other drug paraphernalia. Due to the serious breach of tenancy this case was presented at Brentford County Court and a possession order was granted. The resident was ordered to pay outstanding rent arrears and court costs.

If you do have concerns or need to make a complaint please contact our Customer Service Centre on 0800 085 6575

# How does your Garden Grow?

## Annual Gardening competition 2012

It's that time of year again. The Gardening Competition is just around the corner and entry forms should be submitted to us by 13 July. The categories are:

<p>£150 1<sup>st</sup> Prize</p> <p>Complete Tree Care Best Garden</p>	<p>£150 1<sup>st</sup> Prize</p> <p>HFTRA Best Sheltered Housing Garden</p>
<p>£150 1<sup>st</sup> Prize</p> <p>Sodexo Housing Best Communal Area</p>	<p>£150 1<sup>st</sup> Prize</p> <p>Pinnacle Best Balcony or Hanging Basket</p>







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### YOUR DETAILS

Full name .....

Address .....

Phone number .....

Email address .....

### AWARD CATEGORIES

Please tick the category you would like to enter (one category only):

<input type="radio"/> Best Garden - 1st Prize £150, 2nd Prize £50	<input type="radio"/> Best Sheltered Housing Garden - 1st Prize £150, 2nd Prize £50
<input type="radio"/> Best Communal Area - 1st Prize £150, 2nd Prize £50	<input type="radio"/> Best Balcony or Hanging Basket - 1st Prize £150, 2nd Prize £50

**Please send two recent photographs of your garden along with your completed form by Friday 13 July 2012 to:**  
 "Gardening Competition 2012" 58-59 Brentford High Street, Brentford, TW8 0AH

### Paying Leasehold Charges

When you use a cheque to pay leaseholder charges please remember

- to make it out to London Borough of Hounslow and
- to tell us which account(s) you want the money to go to, by putting the account number(s) on the back of the cheque - these should have 14 digits, including the noughts at the beginning.
- to send it to the Civic Centre (Cash Office), Lampton Road, Hounslow, TW3 4DN.

There are quicker ways to pay, such as by telephone or online using a debit/credit card. (A small charge is made for the use of credit cards; however, there is no charge for using a debit card.)

Better still, why not avoid all these requirements by arranging to pay by direct debit? 40% of our leaseholders pay their annual service charges monthly in this way. You can also pay other charges, such as the annual ground rent, insurance and major works. And you may be entitled to a financial incentive.

Information about all our payment methods is shown on the back of our invoices, or you can contact the customer service centre on 0800 065 085 for more details.

# Thinking of buying your property?

From 2 April 2012, the Government has changed the Right to Buy Scheme to assist more people to buy their council home.

This means that if you want to buy your Council home, you are entitled to a discount off the total purchase price. The maximum discount has now increased from £16,000 to £75,000, dependant on the value of your property, whether it is a house or flat, and how long you have been a tenant.

### Is buying your home right for you?

To qualify for the right to buy your home, you need to have been a public sector tenant for 5 or more years. You may take into account periods as a tenant of a council, a housing association and other landlords shown on the right to buy application form. Sometimes periods as spouse or child of a tenant may also count, as do periods in armed forces accommodation.

You will then need a

**mortgage or loan for the remainder of the cost of your home** once the discount has been applied. To work out the cost of your home, visit [www.zoopla.com](http://www.zoopla.com), [www.findaproperty.co.uk](http://www.findaproperty.co.uk) or [www.rightmove.co.uk](http://www.rightmove.co.uk) to get an idea of property prices in your area.

**And please be aware, if you buy a flat, you purchase a lease and become a leaseholder. This lease requires you to pay towards repairs and services to your block and estate. These costs can be considerable – so please research your home first!**

### Want to take it further?

For more information on the Right to Buy scheme, and to work out how much you might need to pay for your home, please visit [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk) for a house price calculator.

## Brookwood Estate Mural



Some of the kids who took part in creating the mural

## Changes to services for housing, support and care for older people

The London Borough of Hounslow ran a consultation exercise earlier in the year, proposing changes to housing, support and care for older people across the borough.

Many tenants and relatives took part in the consultation by attending meetings and completing questionnaires and we would like to thank everyone who had their say as your input is incredibly important to us.

Tenants who completed and returned the questionnaire have been entered into a prize draw. Two lucky winners will receive Argos vouchers worth £100 and the last prize draw winner will receive an Argos voucher worth £50.

The Council's Cabinet reviewed a report on Tuesday 17 April 2012 and as a result, the following changes have now been approved:

- **Adoption of the sheltered housing standard**

All kitchens, bathrooms, heating and ventilation in all individual flats, as well as communal facilities and areas, will be assessed against the new standard with all schemes/facilities being inspected by 2016.

- **Adoption of the decant policy**

The policy explains the process used and the compensation payments for tenants who need to move, if their scheme is to close.

- **Core schemes**

"Core" schemes are those that will be used for extra community activities for older people in the borough as well as the residents. They will be arranged to make

sure residential areas are kept secure and separate from the area where additional community activities are taking place.

- The following are set to become core sheltered housing schemes:

- Greenham House
- Danehurst
- Frogley House; and
- Edward Pauling House.

- **Cluster schemes**

Cluster schemes are those where social activities are for residents only. A good example of this is a coffee morning event. Residents will also be given the opportunity to socialise with others and try out new activities at "core" schemes. With the exception of Loraine Road and Everglades, the remaining schemes will be "clusters". The tenants of the cluster schemes will still have their own social activities taking place. A good example of this is a coffee morning event. Tenants will be given the opportunity to socialise with others and try out new activities at any other core schemes."

- **Changes to sheltered scheme managers - working arrangements**

The changes will mean:

- each scheme will have a designated sheltered scheme manager

- sheltered scheme managers will work from Monday to Friday and continue to make daily calls

- the Linkline service will take over on Saturdays and Sundays; and
- residents have the choice to opt out of the Linkline visitor service.

Until we at the London Borough of Hounslow are satisfied that sufficient safeguarding arrangements are in place, the changes in working arrangements for the sheltered scheme managers and Linkline will not be implemented. This will be October 2012, at the earliest.

With regard to the future requirements for the resident sheltered scheme managers, authority has been assigned to the Lead Cabinet Member for Education, Housing and Human Resources, to determine and agree the requirements for Hounslow Homes.

We will now work with Hounslow Homes to draw up a timetable to implement the changes. Residents of sheltered housing schemes will be kept up to date on what is happening in their own scheme and others, across the borough.

If you have any concerns or would like to make a suggestion, please contact Barbara Perry on 020 8583 3758.

# Gas Safety Check / Access



In accordance with the Gas Safety Installation and Use regulation 1998, it is a legal requirement for Hounslow Homes to carry out a Gas Safety check every 12 months. This is carried out by our gas partner contractor T Brown Group.

proposed appointment. If the appointment is not convenient you can contact T Brown to rearrange (0800 634 9434)

- If access is not obtained on the appointed date a "No Access" card will be left, asking you to contact T Brown (0800 6349434).
- Or if you do not make contact within 2 weeks a second letter will be sent with a second appointment, with an option of rearranging the appointment.
- If access is not obtained on the appointed date, a "No Access" card is again left.

- 2 weeks later if still no response from you a 3rd letter is sent showing the details of the previous visits, and informing you if contact is not made within 7 days, legal action will proceed to obtain access.
- If no contact is made within 7 days T Brown passes all records/information back to Hounslow Homes to instigate legal process.

We will always do our best to make an appointment that suits you but when we are unable to gain access to your home there are legal steps we will take to keep you safe and to make sure that this requirement is kept.

The process that we have instructed them to follow in order to gain access is set out below:

- Every 10 months from the date of the last gas safety check, a letter will be sent to you, with a

## Congratulations to Hounslow Homes and WeAre1!

Hounslow Homes in partnership with WeAre1 received a Highly Commended Award for Excellence in the Community at the recent TPAS Awards.

Led by volunteers and started by Ronnie Doran and Katrina Foreman, WeAre1 is a community initiative that launched after many day centres across Hounslow closed. WeAre1 provide a secure place to support people with any problem that may cause them to become isolated: such as mental health issues, physical disability and drug or alcohol related problems. Their mission statement says "Every member of society should be given the opportunity to develop and grow on an equal and non discriminating basis without exclusion". This is at the core of what WeAre1 is achieving.



Ronnie Doran, Katrina Foreman with a volunteer

# Bank details for London Borough of Hounslow have changed

Payments you now make to the council such as rent, service charges or former tenancy arrears should be paid into this account.

NatWest Bank,  
Sort code: 60-11-18,  
Account number: 20364814

The address for the Hounslow branch of NatWest Bank is 275-277 High Street, Hounslow, TW3 1ZA.

If you have any queries please contact the Customer Service Centre email [customerservicecentre@hounslowhomes.org.uk](mailto:customerservicecentre@hounslowhomes.org.uk) or 0800 085 6575.



## Welfare benefits and money advice service

The Welfare Benefits and Money Advice service is a free confidential service we provide based at St. Catherine's House. If you are facing complicated benefit problems, such as an appeal or need debt and benefit advice then we are available to help and advise you. Debt and benefit advice sessions are also available. To access this service ring 0800 085 6575 and asked to be referred to this service.

## Come down and participate!

### WELFARE REFORM

If you have any queries relating to rent, service charges or you are after advice on money matters, please call the Customer Service Centre for a referral to the WBMA on 0800 085 6575

### MONEY TALKS

As part of our "Managing Your Money" campaign, we are inviting all residents to another one of our very successful "Money Talks" events. As well as refreshments and entertainment for the kids, you will be able to find out information on

- Budgeting your money
- What will happen if you don't pay your rent
- Returning to work
- Different ways of paying rent
- Reasons to get in contact if you become in debt
- Changes in your benefits, soon to be called Universal Credit
- Confidential 1 to 1 sessions will be available (pre-booked time slots)

**When: Saturday July 7th from 12-3pm**

**Where: Alf Chandler Centre, Benson Close, Hounslow TW3 3QX**



# Residents get involved in Urban Athletics

Hounslow Homes' Tenant Participation Team worked with Brentford FC Community Sports Trust to put on a series of athletics events on estates across the borough in May and June.

We encouraged residents aged 6 and up to get involved in either the 1 mile run or 60 metre sprint. The first set of races was held on the Brabazon Estate and more than 50 people showed up to race!



## This is your opportunity to be part of an independent resident led scrutiny board for tenants and leaseholders of London Borough of Hounslow

- ✓ Do you know where your rent or service charges go to?
- ✓ Are you happy with the housing services your landlord provides?
- ✓ Do you feel you can make a difference for residents?

**Interviews will be held in August 2012**

**The closing date for applications is 18 July 2012**

For more information and an application pack contact either:

**Fiona King on 020 8583 4602, email: [beinvolved@hounslowhomes.org.uk](mailto:beinvolved@hounslowhomes.org.uk) or Oonah Lacey on 07718 263614**

**Recruitment days will be on Saturday 21 July 11am-3.30pm and Tuesday 24 July 5pm-8.30pm at the Alf Chandler Tenants Resource Centre Benson Close, Hounslow.**



## What's on

For more information on events taking place on your estate please visit our website, [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk) or contact the Tenant Participation team on 020 8583 4602 or email [beinvolved@hounslowhomes.org.uk](mailto:beinvolved@hounslowhomes.org.uk)



## Take part in tenant training!

Date	Course	Time	Venue
21 July	<b>Communication Skills</b>	9.30am – 4pm	Benson Close Cromwell Road Hounslow TW3 3QX
28 July	<b>Fundraising Opportunities</b>	9.30am – 4pm	Bridgelink Summerwood Road Isleworth TW7 7QU
8 Sept	<b>Creating healthy communities</b>	10am – 4pm	Bridgelink Summerwood Road Isleworth TW7 7QU
15 Sept	<b>Assertiveness skills, the difference between assertiveness and aggression</b>	10am – 4pm	Benson Close Cromwell Road Hounslow TW3 3QX
24 Sept - 22 Oct	<b>Advanced Word</b>	4.15pm – 6.15pm	Hounslow Manor School Cecil Road Hounslow TW3 1NE
26 Sept - ober	<b>Work Club</b>	Between 4pm – 6pm	Hounslow Manor School Cecil Road Hounslow TW3 1NE
29 Sept	<b>Mediation skills and negotiations</b>	10am – 4pm	Benson Close Cromwell Road Hounslow TW3 3QX
6 Oct	<b>Positive thinking</b>	9.30am – 4pm	Benson Close Cromwell Road Hounslow TW3 3QX
13 Oct	<b>Basic skills to maintain your home</b>	9.30am – 3pm	Bridgelink Summerwood Road Isleworth TW7 7QU
13 Oct	<b>Stress management – how to be happy</b>	10am – 4pm	Benson Close Cromwell Road Hounslow TW3 3QX
5 Nov - 3 Dec	<b>Advanced Internet</b>	4.15pm – 6.15pm	Hounslow Manor School Cecil Road Hounslow TW3 1NE

**For more information and to book, contact the Tenant Participation Team on 020 8583 4602**

## Training Courses

### Social housing reform course

Do you want to learn more about social housing reforms and how it affects you?

**Monday 9 July 6.30-9pm**

Benson Close, Cromwell Road, Hounslow TW3 3QX

- the way social housing is regulated, and the role of tenants in co-regulation and scrutiny
- the complaints system and the housing ombudsman
- the role of Tenant Panels
- tenure: the new 'fixed term' tenancies
- allocations and the way waiting-lists for social housing are managed
- the rights of homeless people
- council housing finance.

### Introduction to signing

**7 July 9.30am - 3pm**

Bridgelink, Summerwood Road, Isleworth TW7 7QU

### Communication skills

**21 July 9.30am - 4pm**

Benson Close, Cromwell Road, Hounslow TW3 3QX

### Fundraising Opportunities

**28 July 9.30am - 4pm**

Bridgelink, Summerwood Road, Isleworth TW7 7QU

# We are looking for apprentices!

Are you looking for what your next step might be? We are looking to recruit apprentice electricians, plumbers, plasterers, bricklayers, painters and decorators to start in September 2012.

If you're looking for an exciting and challenging career in any of the above trades and are

prepared to strive and always achieve your best, you have come to the right place!



There are lots of benefits to doing an Apprenticeship. You can earn while you learn, and learn in a way that is best suited to you including through hands on experience on the job. Key benefits of being an apprentice include;

- earning a good salary
- getting paid holidays
- receiving training
- gaining qualifications
- learning job-specific skills
- Access to saving for a Pension
- Annual leave entitlement

As an apprentice you will also build up knowledge and skills, whilst gaining your qualifications.

You are required to attend College throughout your training, where you will study for a National Vocational Qualification in your craft. All craft apprentices attend college on a day or block release basis at Acton and West London College. Hounslow Homes will pay your tuition fees.

For more information contact the Customer Service Centre on 0800 085 6575.



## Need to get back to work?

### Hounslow Homes training bursaries for 2012-2013 are now available!

Are you a Hounslow Homes Tenant/Leaseholder? Do you want to return to work? The bursary is open to all tenants and leaseholders who are in receipt of one of the following and/or who have a household income of less than £15,000

- Job Seeker's Allowance
- Council Tax Benefit
- Housing Benefit
- Income Support
- Working Tax Credit and a household income of less than £15,050
- Unwaged dependants of those above
- People aged over 60 and unwaged

- People who are receiving Disability Living Allowance, Incapacity Benefit or Disabled Person's Tax Credit

If you have answered YES to any of the above you may be eligible for the Hounslow Homes Bursary. We are taking applications now! More details will be posted on our website.

For more information on the bursary and how to apply



please call 020 8583 4602 or email [beinvolved@hounslowhomes.org.uk](mailto:beinvolved@hounslowhomes.org.uk)

## Sports Bursaries

Are you a keen sports person or maybe you would like to

try something new? 8-19 years of age? Living with a Hounslow Homes tenant or leaseholder?



If you answer YES to any of these questions a sporting opportunity could be available to you!

Hounslow Homes is offering a sports Bursary to tenants and leaseholders

so that they can further their interest in Sport. It can be football, badminton, athletics, gymnastics, tennis, snooker, cricket or any number of other sports you can think of.

For more information contact the Tenant Participation Team on 020 8583 4602 or email [beinvolved@hounslowhomes.org.uk](mailto:beinvolved@hounslowhomes.org.uk)





## Improving our estates

A specialised team involving Police, LBH and Hounslow Homes has been set up to tackle anti-social behaviour, improve life on estates across the borough and support the local Safer Neighbourhood Teams.

The pilot scheme has been in place since January in Central Hounslow with all partners working closely on estates in Hounslow Central, Hounslow Heath and Hounslow West wards with officers patrolling areas identified as having problems. Three months into this scheme all initial issues raised had been addressed with positive action taken. On one estate, reports of a flat being used to distribute drugs and with a large amount of unwelcome visitors, was

targeted using local intelligence and CCTV. Following an arrest and charge of a person for 'possession of drugs with intent to supply', the reports have stopped.

Further issues on estates have been identified and are being addressed including better lighting and challenging residents who allow strangers through the security doors without being identified. If this scheme continues to be successful it may be adopted borough wide.

## When we charge for repairs

It is your responsibility to look after your home. We will carry out repairs that are for normal wear and tear, but any damage caused by you, someone living with you, or a visitor to your home is your responsibility and you will be charged for this.

If you leave a property in a poor state of repair, for example, you remove internal doors or carry out alterations without permission, we will carry out the remedial work and the costs of this will be charged to you. This also applies if you carry out a mutual exchange. Also, If you lose your keys or get locked out, we will charge you for the call-out and replacements, including changing the lock if needed.

You need written permission before making alterations or improvements to the property i.e. fitting your own kitchen units, cupboards etc, or you will be charged after you leave so we can restore it to its original

condition. If you are permanently leaving your home, please remember to take everything with you, including bags and toys and to clear carpets, flooring, lofts, garages and sheds. Make sure the property is completely empty or you will be charged for any clearance we do. Even if only one item is left behind, there is still a standard charge.

For more information check your tenancy agreement or contact the Customer Service Centre on 0800 085 6575.

Useful numbers:

Tidy Town 020 8583 5555  
Hounslow Furniture project 020 8814 2225.

## Would you like to become a mystery shopper volunteer?

Mystery shopping is a tool used by companies like Hounslow Homes to measure quality of service or gather specific information about products and services.



Mystery Shoppers then provide detailed reports or feedback about their experiences. We use mystery shopping as a way of making sure our estates are continuously improved. We train our mystery shoppers and when they go out, we support them with a member of staff until they're fully trained and feel confident in going out on their own. This is an unpaid role, though reasonable expenses for travel will be reimbursed.

If you are interested in becoming a mystery shopper for Hounslow Homes or volunteering in other areas, please contact the Tenant Participation Team on 020 8583 4602 or email [beinvolved@hounslowhomes.org.uk](mailto:beinvolved@hounslowhomes.org.uk). Groups such as the TRA on your estate are always looking for volunteers.



## Follow the Wardens Big Tweet



The Neighbourhood Wardens Service is one our busiest teams. They aim to improve your neighbourhood, make it a safe place to be and work to reduce the fear of crime and antisocial behaviour.

They also help the community in other ways, from reporting repairs to recommending environmental improvements on your estate.

To give you an idea of the wide range of work they deal with, we're going to 'Tweet' the enquiries, incidents and locations they visit for an entire shift, from 3pm-11pm on Wednesday 18 July.

Go to [www.twitter.com](http://www.twitter.com) (you'll need to register an account)



and search for Hounslow Homes and click follow.

Don't want to join twitter? No problem, follow the feed on our DigiTV service using the interactive services on Sky (channel 539), Virgin (press the red button), or by internet using mobile or PC, or download the free app for iPhone and android. Search for [lookinglocal/hounslowhomes](http://lookinglocal/hounslowhomes). You can also follow us on Facebook by liking our page.

## Well done Hounslow!

Hounslow has seen an increase of 46% in recycling after the London Borough of Hounslow used a grant to get more flat dwellers to recycle their waste.

The council estimates that 2,506 more flats across the borough now have access to near entry recycling bins than last year, thanks to the £199,179 grant from the London Waste and Recycling Board.

It is important to offer the 50% of our residents who live in flats and multi-occupancy buildings

accessible recycling services. For more information about recycling visit [www.hounslow.gov.uk/recycling](http://www.hounslow.gov.uk/recycling), email [recycling@hounslow.gov.uk](mailto:recycling@hounslow.gov.uk) or call 0208 583 5555.

# Our Caretaking Team

## How we performed

March 2012

The Hounslow Homes Caretaking Team are here to help you. With more than 80 staff across our caretaking team including admin staff, bulk lorry drivers, cleaners and of course caretakers, they each do their best to keep your estates across Hounslow free of fly tipping, waste and running smoothly.

Fly tipping in particular has proven to be a costly problem. Leaving any non-domestic waste out in bin rooms or anywhere on estates is classed as fly-tipping and costs time and money. If you have waste you need to get rid of or wish to report fly-tipping please contact the Customer Service Centre on 0800 085 6575.



### Jamie – Bulk Driver

**How long have you worked at Hounslow Homes?**

I have worked here for 24 years

**What does your job entail?**

I drive around picking up fly tipping, dumped rubbish and any waste really, the things people throw out. I also get a lot of emergency calls for spillages that need cleaning up. On busy days I sometimes have

to make about four trips to the tip but it's important to keep your estates clean.

**What is your favourite part of the job?**

I really enjoy working right across the borough and because I do so many different things the job never get boring. When you've been in a job for a while that can be a challenge.

### Kevin – Cleaner

**How long have you worked at Hounslow Homes?**

I've been here since 1995

**What does your job entail?**

I'm based at Brentford Towers and it's my job to maintain the cleanliness of the blocks on estates. That's everything from the removal of litter, broken glass and general maintenance. I start every day by checking with the concierge first to see

if there have been any reports made overnight and then I do a general walk through including checking dry risers, stair cases and light fixtures.

**What is your favourite part of the job?**

I started as a resident caretaker here but my favourite part of the job is the satisfaction of seeing the end result of what you've achieved.



Communal repairs completed

Target: 97%  
Performance: 96.4%



Satisfaction with responsive repairs

Target: 97%  
Performance: 93.2%



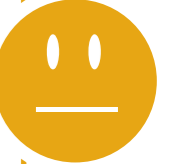
Repairs on void properties

Target: 13 days  
Performance: 11.09 days



CSC calls resolved at first contact

Target: 85%  
Performance: 81%



Rent collection

Target: 101.14%\*  
Performance: 100.25%

\*collection of previous arrears as well as current rent



Repairs completed at first visit

Target: 88 %  
Performance: 88 %



% of estate inspections resulting in a 2/3 star rating

Target: 80%  
Performance: 85.26%



Average re-let times (excluding sheltered)

Target: 30 days  
Performance: 56 days



Tenants satisfied with their new home

Target: 96%  
Performance: 97%



Gas Service Checks

Target: 100%  
Performance: 99.27%



# CUSTOMER SERVICE CENTRE

Please ring our freephone number for all housing queries

# 0800 085 6575

If you are calling from a mobile, please ring **020 8583 4000**, the cost of the call will be cheaper from mobiles but charges will vary depending on your network provider

Minicom: 0800 389 9821; Email: [customerservicecentre@hounslowhomes.org.uk](mailto:customerservicecentre@hounslowhomes.org.uk)

Open: 8am-8pm Monday-Friday (at all other times call 020 8583 2222)

## Report your repairs

Call the freephone number above or email [customerservicecentre@hounslowhomes.org.uk](mailto:customerservicecentre@hounslowhomes.org.uk)

Go to [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk) and report a repair as well as book an appointment online

DigiTV through your Virgin Media/Sky box or iPhone app

## EAST AREA

### FOR TENANCIES IN BRENTFORD AND CHISWICK

There are two offices open part-time hours. For emails and post, please only contact the Brentford office.

#### BRENTFORD OPENING HOURS

Wednesday, Thursday and Friday 9am - 5pm

#### CHISWICK OPENING HOURS

Monday and Tuesday 9am - 5pm

#### 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 OPENING HOURS

Monday to Friday 9am - 5pm

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

## WEST AREA

### FOR TENANCIES IN FELTHAM, BEDFORD AND HANWORTH OPENING HOURS

Monday to Friday 9am - 5pm

St Catherine's House, 2 Hanworth Road, Feltham TW13 5AB

Housing Benefit and Council Tax Services

Monday, Tuesday and Wednesday 9am - 4.45pm

Thursday by appointment only

Friday 9am - 4.30pm

## CUSTOMER COMPLAINTS

020 8583 3737

Fax: 020 8583 4336

Minicom: 0800 389 9821

[complaints.team@hounslowhomes.org.uk](mailto:complaints.team@hounslowhomes.org.uk)

## REPORT ANTI-SOCIAL BEHAVIOUR

Contact our customer Service Centre on 0800 085 6575 and

Police: 020 8577 1212 or

Crimestoppers: 0800 555 111

Neighbourhood Wardens hotline number: 020 8583 4141

Wardens can be contacted between 3-10pm everyday

## LEASEHOLDER SERVICES & HOME OWNERSHIP

020 8583 4295 (Brentford & Chiswick)

020 8583 3418 (Feltham)

020 8583 3417 (Hounslow)

Fax: 020 8583 4133

[home.ownership@hounslowhomes.org.uk](mailto:home.ownership@hounslowhomes.org.uk)

## RIGHT TO BUY

020 8583 3916

For heating repairs and maintenance  
call T Brown freephone 0800 634 9434

## LONDON BOROUGH OF HOUNSLOW CONTACTS

### HOUSING ADVICE SERVICE

020 8583 3844

Minicom: 020 8583 3111

### RE-HOUSING UNIT

020 8583 4422

### HOUSING BENEFIT

HELPLINE

020 8583 4242

### HOMELESS PERSONS UNIT

020 8583 3842

## HOUNSLOW FEDERATION OF TENANTS' AND RESIDENTS' ASSOCIATIONS

0794 840 1584 or [www.hftra.co.uk](http://www.hftra.co.uk)

## Translation

If you need language assistance with this publication or would like a copy in large print or Braille, please call 0800 085 6575, from your mobile on 020 8583 4000, on our Minicom number 0800 389 9821 or email [customerservicescentre@hounslowhomes.org.uk](mailto:customerservicescentre@hounslowhomes.org.uk)

**Somali** Hadii aad u baahantahay caawin luqada ah ayna lasocdaan Akhbaar Guyaha Hounslow ama aad jeceshahay inaad hesho koobi farwayn ku daabacan ama Braille, faclan soo wac 0800 085 6575, kana soo wac mobilaada 020 8583 4000 numberkeena Minicomka ah 0800 389 9821 ama emailka [customerservicescentre@hounslowhomes.org.uk](mailto:customerservicescentre@hounslowhomes.org.uk)

**Gujarati** જો આપને હાઉસલો હોમ્સ ન્યુઝ અંગે ભાષાકીય સહાયની જરૂર હોય અથવા જો આપ મોટા અક્ષરોમાં કે બ્રેઇલ લિપિમાં નકલ ઇચ્છતા હો તો, કૃપા કરીને 0800 085 6575 પર કોલ કરો, આપના મોબાઇલ પરથી 020 8583 4000 પર કોલ કરો, અમારા મિનિકોમ નંબર 0800 389 9821 પર કોલ કરો અથવા [customerservicescentre@hounslowhomes.org.uk](mailto:customerservicescentre@hounslowhomes.org.uk) પર ઇમેઇલ કરો

**Punjabi** ਜੇ ਤੁਹਾਨੂੰ ਹਾਊਸਲੋ ਹੋਮਜ਼ ਨਿਊਜ਼ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਦੀ ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਕਾਪੀ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0800 085 6575 ਤੇ, ਆਪਣੇ ਮੋਬਾਈਲ ਤੋਂ 020 8583 4000 ਤੇ, ਸਾਡੇ ਮਿਨੀਕੋਮ ਨੰਬਰ 0800 389 9821 ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ [customerservicescentre@hounslowhomes.org.uk](mailto:customerservicescentre@hounslowhomes.org.uk) ਤੇ ਈਮੇਲ ਕਰੋ।

**Albanian** Nëse keni nevojë për përkthimin e lajmeve të Hounslow Homes ose dëshironi një kopje me shkronja të mëdha ose në shkrimin Braille, ju lutemi telefononi në numrin 0800 085 6575, nga celulari në numrin 020 8583 4000, në numrin tonë Minicom 0800 389 9821 ose dërgoni email në adresën [customerservicescentre@hounslowhomes.org.uk](mailto:customerservicescentre@hounslowhomes.org.uk)

**Hindi** यदि आपको 'हउंसलो होमस न्यूज़' के लिए भाषा संबंधी सहायता चाहिए या बड़ा प्रिंट या ब्रेल चाहिए तो कृपया फोन से 0800 085 6575 पर, मॉबाइल से 020 8583 4000 पर, मिनिक्ॉम नंबर 0800 389 9821 पर कॉल करें, या [customerservicescentre@hounslowhomes.org.uk](mailto:customerservicescentre@hounslowhomes.org.uk) पर ईमेल करें

**Urdu** اگر آپ کو ہائسلو ہومز نیوز کے سلسلے میں زبان سے متعلق مدد کی ضرورت ہے یا آپ بڑے چھاپے کے حروف یا بریل میں اس کی ایک کاپی چاہتے ہیں تو، براہ کرم 0800 085 6575 پر، اپنے موبائل سے 020 8583 4000 پر، ہمارے منی کام نمبر 0800 389 9821 پر کال کریں یا ہمیں اس پتے پر ای میل کریں [customerservicescentre@hounslowhomes.org.uk](mailto:customerservicescentre@hounslowhomes.org.uk)

**Arabic** إذا أردت الحصول على المساعدة اللغوية في نشرة أخبار هاونسلو هومز أو وددت الحصول على نسخة كبيرة أو بطريقة برايل، فيرجى الاتصال على رقم 0800 085 6575 أو من هاتفك المحمول على رقم 020 8583 04000 أو عبر رقم المينيكوم الخاص بنا 9821 0800 389 9821 أو عبر البريد الإلكتروني [customerservicescentre@hounslowhomes.org.uk](mailto:customerservicescentre@hounslowhomes.org.uk)

**Farsi** در صورت نیاز به کمک در زمینه زبان برای Hounslow Homes News و یا در صورت تمایل به درخواست نسخه چاپ شده با حروف بزرگ یا به خط بریل، یا شماره 0800 085 6575 تماس بگیرید، همچنین از طریق تلفن همراه خود با شماره 020 8583 4000 تماس بگیرید یا شماره Minicom 0800 389 9821 تماس بگیرید. از طریق آدرس [customerservicescentre@hounslowhomes.org.uk](mailto:customerservicescentre@hounslowhomes.org.uk) نیز می توانید برای ما ایمیل ارسال کنید.