

Annual report



2005-2006

Hounslow Homes

The non-executive directors on the Board and the members of the senior management team provide strategic leadership and operational direction for Hounslow Homes. The Board is made up of tenant and leaseholder representatives, independent people, and representatives from the London Borough of Hounslow.

Tenant Board Members

Alf Chandler
Margaret Alverio
Chris Boucher
Robert Charig
Daniel Martin – Resigned 5 December 2006
Cathy Matthews – Started 26 January 2006

Council Board Members

Cllr John Cooper
Cllr Ilyas Khwaja
Cllr Mick Hunt
Cllr Michael Carman
Cllr Luke Kirton – Retired 24 May 2005
Cllr Rajinder Bath – Started 24 May 2005

Independent Board Members

David Procter
Mohammad Chaudhry
Michael Jones
Paula Lewis
Nigel Reeves – Retired 26 January 2006
Peta Caine – Started 26 January 2006, resigned 11 April 2006

Senior Management Team

Chris Langstaff – Managing Director
Lesley Roberts – Director of Housing Services
Neil Isaac – Director of Resources
Sayeed Kadir – Director of Property Services – Resigned March 2006
Tim Keogh – Director of Property Services – Appointed March 2006

Hounslow Homes is an Arm's Length Management Organisation (ALMO) owned by the London Borough of Hounslow. It was set up to manage and improve homes on behalf of the Council which continues to set rents and service charges, determine housing policy and nominates five representatives to the Hounslow Homes board.

Mission statement

"To deliver excellent housing services and encourage the development of sustainable local communities."

A year of unparalleled success

2005/06 was a year of fantastic achievement for Hounslow Homes.

- In May 2005 the Audit Commission awarded Hounslow Homes a 3-star with Excellent Prospects rating following a rigorous and objective assessment by the Housing Inspectorate.
- We completed the Decent Homes Standard for all the Council's housing stock in March 2006, 4 years ahead of the Government's deadline.
- Tenant satisfaction with the services we provide reached 80% during the year – the highest level so far.
- Our service provided excellent Value for Money and the Capital and Revenue savings, which we have achieved, enabled the Council to be top of the national league of Gershon savings.
- We pioneered proposals for the provision of new affordable housing, which was adopted as a national pilot by the then Office of the Deputy Prime Minister.
- We were at the forefront of proposals to secure the long-term financial stability for investment and services to the Council's housing.
- We promoted innovative regeneration and new build packages to support bids for additional funding from the London Housing Board.
- We further strengthened our commitment to continuous improvement of services delivered to our customers.

This considerable success could not have been achieved without the support of our key stakeholders, the Board and the workforce of Hounslow Homes to whom I'd like to extend a very warm and grateful thanks.

We have a remarkable partnership with the Hounslow Federation of Tenants and Residents Associations (HFTRA); the organisation which has represented tenants and residents for the past 30 years. Their strength and commitment has been a critical ingredient in the continuous improvement that we have achieved in our services. The trust and faith that the Council placed in Hounslow Homes during the year gave us the confidence to be creative, to be innovative and to seek new opportunities.

The 700 employees of Hounslow Homes were the backbone of our success; not only have they secured the highest recognition from the Housing Inspectorate, but they also secured and retained a range of external accreditation for the services we provide. This year of unparalleled success was their achievement, and I would like to extend my personal thanks to them for their professionalism and commitment.

In a year when governance achieved a higher national level of prominence, I would like to highlight the leadership, direction and support which our Board of non-executive directors has provided. All 15 members of the Board are volunteers and undertake their duties and responsibilities without pay. It is a considerable strength of the Housing ALMO sector that we have tenants and leaseholder board members who were elected directly from their communities. We are doubly fortunate in Hounslow Homes, as the Chair of our Board is a tenant who has served the tenant movement locally and nationally for many many years and I would like to pay tribute to the enormous contribution made by Alf Chandler to our success.



Chris Langstaff
Managing Director, Hounslow Homes

Reaching out

On behalf of the Board of Hounslow Homes, I once again take great pleasure in presenting the annual report. Our organisation enters another year in good heart, working closely with our tenants and leaseholders within the resources available to us and having an approved capital investment programme for the next year.

We are rated by the Audit Commission – the body that inspects ALMOs - as a three star ALMO with excellent prospects. This is the highest rating possible, so there is everything to play for.

Over the past year, all members of the board have worked extremely hard in fulfilling their tasks, and officers and staff have worked towards a common objective. Looking forward, we will continue to work with the council on regeneration projects and are hopeful that we will be able to start building new homes for families.

Best wishes to all tenants, leaseholders and staff. I am sure that Hounslow Homes will rise to the challenges of the future giving people the quality homes and services they need and deserve.

Yours sincerely



Alf Chandler
Chair, Hounslow Homes



Staying ahead

Tenants and leaseholder representatives have continued to work in partnership with Hounslow Homes over the past year to deliver the kind of things that residents want. The Decent Homes programme was completed at the end of the year, four years ahead of schedule; most of us feel that this justifies the bold choice residents made in setting up Hounslow Homes.

Because Hounslow was one of the first arm's length organisations in the country, we often get asked to be first to try out some of the new thinking from government and others. We in the Hounslow Federation of Tenants and Residents Association (HFTRA) have been working on your behalf to see that these new ideas deliver positive results for Hounslow residents. Reorganising the way that we manage housing finances and building new homes for residents are just two of the new ideas that we are helping to consider.

The year ahead also sets new challenges with a Council review, with residents input, of Hounslow Homes' performance.

Yours sincerely,



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

Proud but never complacent

Delivering continued improvements for our community

The London Borough of Hounslow welcomes the work of the staff at Hounslow Homes in the last 12 months. Although a new Council has been elected, with the consequences that many of the Council's nominees to the Board have changed, all councillors past and present appreciate the improvements in the quality of service, and the level of investment that the establishment of Hounslow Homes has achieved.

The achievements of Hounslow Homes have been recognised both inside and outside Hounslow. We appreciate the recognition given to those achievements by the Audit Commission, and by the Department for Communities and Local Government. Savings in value for money have also been significant.

There is a lot to come: we are in the middle of a thorough Review of the Management Agreement which will provide an opportunity to deliver further benefits to our clients. We are part of a radical pilot looking at the way in which council housing finances can achieve long-term stability. This may provide significant benefits to tenants and leaseholders in enabling them to plan future investment more efficiently.

Hounslow Council is committed to its tenants and leaseholders, who can be assured that we will strive tirelessly to deliver further improvements throughout the year ahead.



Councillor Phil Andrews
Lead Member for Housing & Community Safety – London Borough of Hounslow

A leading organisation

Delivering decent homes

The three star rating awarded by the Audit Commission is evidence of the excellent standards that we have attained and continually strive to improve. With the extra £99.7m government funding awarded to us, over 10, 500 (or 70%) of our homes have been improved by the governments target date of 2010. Hounslow Homes is one of the first, not only in London, but in the country, to achieve this.

Improving the lives of the elderly and vulnerable

With additional ALMO resources secured, a programme of aids and adaptations work was conducted in conjunction with kitchen and bathroom work. The detailed assessments carried out by occupational therapists highlight adaptations and facilities which allow the elderly and vulnerable remain in their own home.

Surveys on adaptations showed that residents were very satisfied with the quality of work and the helpfulness of staff.

Estate regeneration

We have already carried out major refurbishment programmes and community development projects in partnership with the London Borough of Hounslow. In addition, two regeneration projects on hotspot estates are designed to tackle crime, antisocial behaviour, community safety, social exclusion, diversity and cohesion.

Decent estates

In order to consolidate this regeneration work and keep the decent homes investment sustainable, we worked closely with HFTRA to develop the decent estates programme. This provides resources to communal areas to improve residents quality of life. We will do this by investing in the quality and appearance of communal buildings, expanding parking facilities, improving conditions and security of lifts, entrances and stairwells, creating new play areas and facilities for young people, assessing how rubbish is dealt with, and making the most of under-used land. Alongside our sustainable communities activities, this programme will help to prevent and address antisocial behaviour and crime on estates and help create a safe and pleasant living environment.



Sustainability

Hounslow Homes wants to ensure that the Decent Homes Standard (DHS) is maintained in residents homes and an ongoing programme of internal modernisation is now in place for 300 homes per year. Residents satisfaction with the major work to their property was also at an all time high with a fantastic 90% satisfaction rate.

The call centre and repairs maintenance

While we are pleased that we have brought all homes up to the Decent Homes Standard, residents have also received exemplary repairs and maintenance services. Urgent repairs completed within timescales remain high at 98.5%, and overall satisfaction with the repairs service is at 90.33%.

Maximum efficiency

To show our commitment to residents we have continued to improve our repairs appointments system. Our innovative scheduling system allows call centre staff to

book immediate repair appointments – this ensures priority jobs are carried out in the most time-efficient manner and that appointments are never missed. There has been an increase in performance, and the percentage of repairs jobs for which an appointment was made and kept has increased to 99.6%. In addition, as efficiency increases, more calls are being answered.

The success of the project during 2005-2006 meant an appointment scheme can now be rolled out to housing management services.

Laughing gas

Excellent satisfaction levels were received from residents in response to our gas maintenance service in 2005. It is not surprising that when asked whether they were satisfied with the overall service, residents were extremely positive in their response with a 98.2% satisfaction rate from the latest survey.

High customer satisfaction

It's important to be able to respond quickly to residents telephone queries, and to reduce the amount of questions we need to ask when they do get in touch. In 2006, we introduced a new customer relationship management system which merged all information about residents into one system, allowing staff to access all of the callers' information and details. This also involved installing new telephone systems to allow caller identification.

Future plans involve the amalgamation of telephony staff to one central area with a single telephone number.

With an 86% customer satisfaction rating and 83,254 call centre calls answered during 2005-2006, we aim to further improve this service so caller enquiries are dealt with even more efficiently than before.



The key to our success

Annual report 2005-2006

Understanding our residents

We have continued to involve tenants and leaseholders in our decision making through consultation and the use of 'mystery shoppers'. We have also maintained excellent partnerships with Hounslow Federation of Tenants and Residents Association (HFTRA). The HFTRA capital working group helped us to develop criteria in respect of the decent homes programme: for how and where money should be spent; suggesting areas requiring improvement; choosing products used in modernisation; communicating with residents; carrying out surveys; agreeing designs; and also in liaising with consultants on testing services such as electricity.



Equalities for all

Hounslow is one of the country's most diverse and multi-ethnic boroughs with an estimated 40% of residents coming from black and ethnic minority backgrounds. Hounslow Homes remains at the forefront of leading and coordinating equality and diversity issues for the borough as a whole. We have been recognised as a model of good practice in dealing with issues around community cohesion. New community working groups have been set up to improve communications and build stronger relationships to improve our understanding of a range of diversity issues, and our Somali community workers continue to increase participation to excluded groups.

Extensive training on disability and sexuality issues has led to a greater understanding by our staff of the diversity of clients we serve. Courses have covered diversity, equality, community cohesion, lesbian, gay, bi-sexual and trans-gender (LGBT) awareness, sign language and the use of minicomms.

Safer communities

Hounslow Homes continues to strive to create a climate where antisocial behaviour (ASB) is not tolerated and in establishing preventative measures to promote community cohesion. Our antisocial behaviour team, set up in 2003, now has more than 20 specialist staff dealing with complaints of ASB and race crime. They are supported by the 13 neighbourhood housing wardens and our 17 concierge staff who are based in blocks of flats.

Satisfaction with our antisocial behaviour team shows that:

- 96% of respondents considered their case officer to be sympathetic
- 73% of respondents were fairly or very satisfied
- 77% of respondents felt they were dealt with fairly

The ASB team is currently looking at initiatives to improve feedback of legal and other related successes. These include an ASB focus in local publications and residents newsletter and also developing links with local and specialist medias.

Action to tackle antisocial behaviour April 2005 – April 2006

Acceptable Behaviour Contracts and Parental Control Agreements	30
Anti Social Behaviour Orders (ASBO)	13
Notices of Seeking Possession served	83
Injunctions obtained	15
Evictions	11
DIY ASB legal actions	
Interim ASBO applications	2
Injunctions	2



Case studies

17 year old youth caused distress to residents

Over a period of time, a 17 year old youth was responsible for a range of incidents including severe harassment, verbal abuse, breaking into properties, drug use and criminal damage. Residents were distressed by the perpetrator's continual intimidating behaviour.

Working with the police and the local residents' group, a case was built using evidence from CCTV cameras installed to monitor the youth's movements. A Professional Witness also provided important evidence and an ASBO was issued to restrict his movements and set limitations on his behaviour.

Team working to tackle ASB

Residents were subjected to a high degree of antisocial behaviour when a flat was used by drug dealers as a 'crack house'. The ASB team worked with the police, building contractors and the local residents to record information which eventually led to a police raid. Our Professional Witness and neighbourhood wardens patrolled the estate and monitored the property and were also able to provide a full report to the police. As a result, this led to the closure of the crack house and repossession of the property.

Improving our estates

Localised support

When there are problems, people need to know that there is someone to turn to and that if they report a crime their information is taken seriously. The neighbourhood warden scheme forms part of our integral housing management service. The wardens work closely with residents and other agencies to make neighbourhoods a safer place and reduce crime, and in 2005-2006, reported 918 crimes to the police.

In November 2005, the warden service was reviewed and restructured in line with residents views, the number of neighbourhood wardens increased from eight to thirteen. This provides a greater presence on estates and helps deliver a mobile, responsive and proactive service to both high rise and low rise blocks.



We know that abandoned vehicles concern residents. As well as being eyesores, they can be dangerous and are symptomatic of antisocial behaviour. Dealing with the problem is a priority, and we had some good results in 2005-2006:

- 100% of non dangerous vehicles were removed within 28 days of being reported
- 94.6% of dangerous abandoned vehicles were removed within one working day of being reported
- 630 abandoned vehicles were reported to our contracted security company

Living up to promises

- 98.11% of estates attained two or three stars based on the result of mystery shopping inspections carried out by Hounslow Homes officers and residents
- 73% of tenants are satisfied with the areas in which they live
- 100% of graffiti is removed within seven days of being reported
- 100% of offensive graffiti is removed within 48 hours

Case study

A community clean up on a local estate was organised to improve and encourage residents to take pride in their community and get more involved. Neighbourhood wardens and other Hounslow Homes officers attended the event with Council officers to blitz the area – picking up litter, removing graffiti and paint followed by a fun day with fairground rides, food and drinks.

Working towards a common goal

Alongside the success of reducing antisocial behaviour through investigating cases, Hounslow Homes is also working with residents to create preventative measures and encourage people to be more active within their community.

During the year, Hounslow Homes organised more community events than ever before with 28 events being held.

We continue to work alongside Brentford Football Club in providing free football training sessions and tournaments for young people, and in October 2005 we were successful in our bid to get extra funding from the Football Foundation. This allowed us to expand the ever popular Street Soccer programme and introduce professional coaching sessions all year round. Over 21 estates took part in inter estate tournaments last year.

New projects have also been completed to combat antisocial behaviour. Residents assisted with the development of a new football pitch and basketball court on one estate. It not only now provides regular facilities for youths, but also helps with the soccer programme and coaching sessions.



We launched a new programme in youth working, 'Young People making a difference' in association with Youth Services. The first 'Hounslow Youth Bash' was well attended with over 100 young people from across the borough meeting in November; there was a range of activities allowing young people to have their say about where they live.

A youth reward scheme was also initiated to spur on team working and community cohesion. This scheme encourages young people to help out with community projects, and build up credits which they can exchange for rewards.

Hounslow Homes' gardening competition is held every year and encourages residents to take pride in their community.

New skills and prospects for residents

Last year 626 tenants received free training, and for some this enabled them to progress into careers and jobs. The First Aid Certificate has been helpful to some residents in acquiring jobs within the health and safety sector. Six women residents have also enrolled on a plumbing course and this included work placements with us.

Many of the introductory courses, which we run in partnership with the Council's adult education service and the Learning and Skills Council, have led to jobs in health and social care, youthwork, playwork, AfroCaribbean hairdressing, and cleaning supervision. Along with adult education, we are also piloting a 'learning champions' scheme – this is a team of enthusiastic residents who publicise the good work, and provide mentoring and leadership to other residents.

For others, training has opened up new avenues to create better communities. The multicultural gardening project offered several residents in 2004 an introduction to gardening and the opportunity to brighten up and improve the communal spaces on the estate. Two years on, the scheme has dramatically improved the Heston Farm estate and attracted attention from the BBC Neighbourhood Gardeners' Project and the Royal Botanical Gardens at Kew. Tenants were able to go on work placements at Kew Gardens as part of their course.

A joint funded project allowed money to be invested to build a new music and broadcasting studio for young people on a Hounslow estate. It gives youths the opportunity to attend free music and radio courses, have fun and allows them to gain qualifications in music technology.

Case study

Jenny Figaro went on Disability and Equalities training and then went on to set up the housing disability forum

'As a disabled resident, I wanted to find out more about housing management services for the disabled. I attended a relevant course which gave me a huge insight into what's on offer. From there I decided that I could help and support other disabled residents and set up the forum. It is very rewarding.'



Customer focused

In order for us to be more effective, we need well-trained and motivated staff. The training we provide to our staff helps them to better understand the needs of the community. This positive training programme has assisted staff further develop their career and individual service level.

Over the last year Disability Equality training was our biggest ever training programme. Health and safety and IT training have also been well represented as staff learned more about subjects from asbestos to advanced MS Word. Amongst others, we have held courses on community cohesion, a practical course on communication aids, and an introduction to procurement for budget holders.

To share IT knowledge, we set up a 'superuser group'. Here, expert users of our main desktop computer system offer guidance and help to other members of staff.

Board members, too, need a range of skills to be able to do their jobs and they have also received comprehensive training, for example in Contract Compliance, Aspirations of Tenants for their Communities and Performance Management.

Training for the future

The Hounslow Homes apprentice scheme continues to be a success, providing a building training programme in partnership with United House. On the job training and college courses are provided to over 16 year olds; 12 new apprentices taken on could gain an NVQ and stand a better chance of getting a job.

Case studies



The icing on the cake

Apprentice Mark Tanner completed a four year electrical apprenticeship and a qualification from City and Guilds and was awarded Apprentice of the Year for his aptitude and hard work. He was then offered a permanent contract within our voids team as a result.



Sheltered scheme manager Margaret Ayers was recognised for her exceptional work when she was nominated by residents for an MBE for her work with older people and disabled.

Improved services

High satisfaction in accommodation for the over 60s

The sheltered housing service continues to provide a range of services and support for both those living in sheltered accommodation and in their own home. Our Linkline service consistently responds to emergency calls within an hour of the call being received. Residents say the system greatly improves their quality of life and provides quick and efficient responses from helpful and friendly staff.

Satisfaction with the sheltered housing service remains high at 86%, and as the service engages more with ethnic minority groups, numbers of new BME tenants has increased.

Increasing information to leaseholders

As a learning organisation, Hounslow Homes is committed to continuous improvement and never being complacent. We have been working hard to improve leaseholder services where we know we can do better.

During the course of the year, we have been working with leaseholders and the Council's Scrutiny Panel to agree a programme of improvements working towards long term benefits.



Learning from Hounslow Homes

The caretakers training centre has had continued success, winning repeat contracts with other organisations and a new contract for Westminster and Kingsway College to provide staff training in cleaning.

The centre has also now become a BICS registered training centre, and in January was shortlisted for a 3M award for training and development.

Working alongside other councils and housing organisations, Hounslow Homes has also won contracting arrangements to provide services such as tenant participation, performance management and best value. This income has enabled us to support the housing revenue account during a period of declining housing subsidy. It has also allowed staff to share their skills with other organisations, and has aided their own personal development.



Health and safety

We take the health and safety of residents and staff very seriously and the past year has seen success in this area. For example we achieved four star accreditation from the British Safety Council in September 2005. This scheme looks at a wide range of our systems and practices to check that we take full account of health and safety issues. We are now working towards achieving the maximum five stars in February 2007.

Type 2 asbestos surveys covering 10% of our homes and all non-domestic buildings began in April 2004 and will be completed within three years. Once results for each type of property are known we will advise tenants and leaseholders.

Other highlights include:

- We increased the number of tenants paying by direct debit – there are now 751 and the target was 450
- Percentage of complaints replied to within target time 90% – our target was 85%
- Percentage of enquiries from councillors replied to within target time 97% – our target was 85%

How the money was spent

Financial review

Hounslow Homes manages the housing revenue account on behalf of the London Borough of Hounslow as part of the management agreement.

The turnover of Hounslow Homes for 2005/ 2006 was £91.47m and includes the management fee of £89.36m and other income from grants and material sales to partners.

Management spend

The total revenue fee of £33.6m was spent on:

Housing management services

£2.4m	Caretaking
£0.7m	Concierge
£2.0m	Sheltered housing
£0.3m	Neighbourhood wardens
£1.0m	ASB
£1.7m	Communal and estate services
£12.5m	Others
£13.0m	Repairs and maintenance (which includes responsive repairs, emergency call outs, annual painting, cyclical maintenance, planned maintenance, service contracts eg gas, door entry etc)

Capital fee spend

Hounslow Homes has invested £55.8m on behalf of the London Borough of Hounslow funded from money raised from loans, government subsidy, capital receipts and other sources to spend on improving properties. It was spent on:

£1.0m	Heating
£25.1m	Kitchens and bathrooms
£10.7m	Other*
£15.5m	Roofs and windows
£3.5m	Structural improvements/repairs

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

Glossary

Turnover – includes money paid to us by the council to spend on services for tenants. An increase of £5m is due to decency improvements undertaken in 2005/6. Turnover also includes amounts paid to us as a result of non-Housing Revenue Account activities including the Slough Management contract; Seminars including Xmbrace, Neighbourhood Warden, Caretaking & Repairs services on behalf of non-related third parties.

Operating costs – the amount spent on capital works, repairs to property, tackling ASB and other core activities. This has increased because of additional capital works costs in 2005/6.

Tax on profit – £83k includes the deferred tax adjustment of £73k. The remaining £11k is actual tax payable for the year on taxable profits of £60k. All taxable profits relate to the abovementioned non-HRA activities. There is no profit generated by the main contract with Hounslow Council.

Net liabilities – the balances sheet shows a net liability. This is due to the continued application of the new accounting standard in relation to pension schemes. Measures are in place to address this liability by increasing employers' contributions.

The management fee – reimburses costs incurred in managing and maintaining the housing stock as well as the amounts spent improving the stock, including all the 'decent homes' work.

Profit and loss account

Profit and loss account 2005/2006	2005/6 £000	2004/5 £000
Turnover	91,472	86,860
Operating cost	-91,124	-86,606
Operating profit	<u>348</u>	<u>254</u>
Interest received	4	3
Other finance (costs) / income	-30	-313
Profit / (loss) before tax	<u>322</u>	<u>-56</u>
Tax on profit	-83	12
Profit / (loss) after tax	<u>239</u>	<u>-44</u>
Balance sheet	2005/6 £000	2004/5 £000
Stock	214	212
Debtors	8,469	11,782
Cash at bank and in hand	4,336	742
Creditors due in one year	-12,768	-12,417
Net current assets	<u>251</u>	<u>319</u>
Provision for liabilities and charges	-181	-297
Net assets excl pension liability	<u>70</u>	<u>22</u>
Pension liability	-7,916	-8,244
Deferred tax asset	<u>2,375</u>	<u>2,473</u>
Net liabilities incl pension liability	<u>-5,471</u>	<u>-5,749</u>
Capital and reserves		
Profit and loss account	445	206
Pension reserve	-5,916	-5,955
Shareholder's funds	<u>-5,471</u>	<u>-5,749</u>
Cashflow statement		
Cash inflow / (outflow) from operating activities	3,590	-2,558
Return on investment and servicing of finance	4	3
Corporation tax paid	-	0
Increase / (decrease) in cash in the year	<u>3,594</u>	<u>-2,555</u>

Our future

Our mission and key objectives are set to provide and secure excellent services designed for residents in Hounslow. We are committed to working closely with HFTRA and the Council to achieve continuous improvements and secure a long term future for our services.

The decent estates programme will be piloted during the course of the new year and we hope to play a part in the self financing modelling.

During the course of 2005-2006, we developed our new build initiative and this was adopted as a national pilot by the then ODPM. We are currently discussing this opportunity with the Council.

As Hounslow Homes manages the housing revenue account, we were in a strong position to undertake exploratory work around financial freedoms and flexibilities.

This has paid off in the current financial year as we have now been invited by the DCLG to pilot the new financing initiative. We have earned a place on this programme as we meet the eligibility criteria of being a three star organisation, and therefore all the hard work from staff, HFTRA and the London Borough of Hounslow has brought very positive results for us.

The form of management agreement in place enables and encourages Hounslow Homes to develop new ideas and opportunities and we hope this will continue. We have so far been very successful in winning new business which, as well as bringing in additional income to support core activity, has extended and developed our workforce.



List of partners

A big thank you to everyone who has helped us achieve so much in the last year.

Alan John Associates
 Aldbourne Associates
 Aldbourne Consultancy
 Apollo Roofing
 Ash Reid Design Ltd
 Astraseal - Graham Holmes
 BAA
 Bowaters Windows
 Brentford Football Club
 British Safety Council
 Brunel University
 Catalyst Housing
 Centre for Sheltered Housing Studies
 Challenge Training
 Chartered Institute of Housing
 CHAS CL
 Hounslow Citizens Advice Bureau
 Chubb Fire
 Community Safety Partnership
 Complete Tree Care
 Construction Health and Safety Group
 Crispin & Borst
 David Lloyd
 Disability Network Hounslow
 Emergency Planning College
 Euro World Direct Marketing Limited
 Farah Bashir Associates
 First Folio Design Ltd
 Ford and Warren Solicitors
 FPD Savills
 G & B Printers Ltd
 GMB
 Grand Union Community Development Ltd
 Groundwork Thames Valley
 Hammersmith and West London College
 Haywards Property Services
 Hounslow Army Barracks
 Hounslow Metropolitan Police Authority
 Housing Quality Network
 Hounslow Racial Equality Council
 Liberata
 London Fire and Emergency Planning Authority
 ID Promotional Services
 Institute of Arbitrators
 Jackson Associates
 JIVE
 John Rowan & Partners
 LA Fitness
 Learn Direct
 Lewisham College
 London and Quadrant
 Lovell Partnerships Ltd
 Leuty Photographics
 Middlesex University
 NCC Services Ltd
 North British Housing Association
 North East Surrey College of Technology
 Open College Network
 Pinnacle
 Premiere Kitchens
 PRP Architects
 Red R Design
 Richmond upon Thames College
 Richmond Housing Partnership
 Rixonway Kitchens
 Royal Botanical Gardens, Kew
 Royal Society for the Prevention of Accidents
 Safeware Management
 Serco QAA
 SHELTER
 Shepherd's Bush Housing Association
 S J Pope Photography
 Sodexo Land Technology
 Spooner Associates Ltd
 St Giles Hotel (Heathrow)
 Stonewall Housing
 Thames Valley Housing Association
 The BBC
 The London Borough of Hounslow
 Adult & Community Education
 CIP
 Corporate Training & Development
 Corporate Communications
 Economic Development Unit
 Occupational Health Services
 Money Advice Unit
 Social Services
 Solicitors
 Youth Service
 The Osterley Cottage
 Trowers & Hamblins
 UNISON
 United House
 University of Westminster
 WAMT
 Watermans Arts Centre
 West Middlesex University Hospital
 Wilmott Dixon
 Wolseley Centers
 WWP Training

Interpretations and translations

If you require a copy of the annual report 2005-2006 in another language or format, please contact 020 8583 2299 or Minicom 020 8583 3122.

Nese keni nevojë për kopjen e Raportit Vjetor 2005-06 të Hounslow Homes në ndonjë gjuhë tjetër, me shkronja të mëdha, audio kasete ose Braille (gjuhen e të verbërve), ju lutemi thirrni 020 8583 2299 ose minikom 020 8583 3122.

Albanian

إذا كنت تحتاج للحصول على نسخة من تقرير الإسكان السنوي لهونسلو هومز 2005-06 بلغة أخرى أو مطبوع بحرف كبيرة أو مسجل على شريط كاسيت أو بلغة برايل، الرجاء الاتصال على 020 8583 2299 أو على المينيكوم 020 8583 3122.

Arabic

آگر شما نیاز به یک نسخه از گزارش سال 2005-6 هانزلو هومز (Hounslow Homes) به زبان دیگری، طبع بزرگ، نوار (کست) و یا به بریل دارید لطفاً به شماره تلفن 020 8583 2299 و یا مینی کام 020 8583 3122 تماس بگیرید.

Farsi

જો તમને હાઉન્સલો હોમ્સનો વાર્ષિક રિપોર્ટ 2005-06 ની માહિતી ગુજરાતીમાં, મોટા અક્ષરમાં છાપેલી, ઓડિયો ટેપ પર કે અંધવિધિ (બ્રેલ)માં જોઈતી હોય તો, કૃપયા ફોન કરો: 020 8583 2299 અથવા મિનિકોમ: 020 8583 3122.

Gujarati

यदि आपको हंसलो होम्स की वार्षिक रिपोर्ट 2005-06 की कॉपी हिन्दी में, बड़ी लिखाई में, सुनने वाली टेप पर या ब्रेल में चाहिए तो कृपया 020 8583 2299 पर फोन करें या 020 8583 3122 पर मिनीकॉम करें।

Hindi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਸੰਨ 2005 ਤੋਂ 2006 ਤੱਕ ਦੀ ਹੰਸਲੋ ਹੋਮਜ਼ ਦੀ ਸਾਲਾਨਾ ਰਿਪੋਰਟ ਦੀ ਇਕ ਕਾਪੀ ਪੰਜਾਬੀ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ, ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਜਾਂ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ 'ਕ੍ਰਿਪਾ' ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ: 0208 583 2297 ਜਾਂ ਮਿਨੀਕਾਮ ਕਰੋ: 0208 583 3122

Panjabi

Haddii aad doonaysid nuqul Warbixinta sannadka 2005-06 ee Hounslow Homes oo ku qoran luqad kale ama farta waawayn, ama ku duban cajal ama farta dadka Indhaha la',fadlan kala soo xidhiidh 020 8583 2299 ama minicom 020 8583 3122.

Somali

آگر آپ کو ہاؤسلو ہومز سالانہ رپورٹ برائے 2005-06 کی نقل اردو زبان، بڑے حرفوں، آواز کی صورت میں آڈیو ٹیپ یا ناہیا لوگوں کیلئے بریل یعنی ابھری ہوئی لکھائی میں درکار ہو، تو براہ کرم اس نمبر 020 8583 2299 یا مینی کومنیٹر 020 8583 3122 پر رابطہ کریں۔

Urdu