

Press Release

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Contacts: Siobhan O'Rourke

Tel: 020 8583 4431

Email: siobhan.o'rourke@hounslowhomes.org.uk

Hounslow Homes' tenants spend time online

The Hounslow Homes website helps make residents lives easier after a recent survey found 64.8% of residents thought the website was simple to use.

Everything about Hounslow Homes services can be found on our website, such as reporting repairs, paying rent, paying service charges, anti social behaviour information and other features include RSS feeds (web feed used to publish frequently updated content), so residents can stay up to date with all the latest news and tenant participation opportunities. A large 62.7% of residents said they found exactly what they where looking for when visiting the site.

Reasons for residents visiting Hounslow Homes website:

- 21.3% visited the website to report a repair
- 7.3% visited to make a comment/complaint online
- 33.1% visited to find contact numbers
- 10.8% used it to pay rent or service charges
- 27.5% visited for general information.

One of the innovative additions to Hounslow Homes website was the repair reporting and appointment booking system with usage increasing by 12.3% to a noticeable 21.3%.

Bernadette O'Shea, Hounslow Homes Chief Executive plans to keep improving online services.

"Technology is constantly changing and Hounslow Homes want to make sure we are at the forefront of ALMOs when it comes to providing information and services to our residents online. Hounslow Homes is one of the only ALMOs who provide an online repair reporting system that allows tenants to report day or night and

book an appointment with the click of a button. Tenants can also now follow Hounslow Homes on Twitter and find out all breaking news.“

To find out how you can make your life easier visit www.hounslowhomes.org.uk and view our full instruction guide and help pages.

Notes To Editors

- Hounslow Homes was formed in 2002 as one of the first Arms Length Management Organisations (ALMOs) in the country. Hounslow Homes is tasked with managing the council's 16,500 homes and has delivered £120 million of refurbishment and improvement works to bring its housing stock up to the government's 'Decent Homes' standard, which took effect in 2006.
- The ALMO was awarded the highest possible three-star rating by the Audit Commission for excellent housing services in 2005.
- Services to residents include a free phone number and service, care-taking and ground maintenance