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Albanian

Nese deshironi te keni kopjen e ketij dokumenti i cili eshte lidhur me se si mund te merrni pjese ne ceshtjet te cilat ndikojne ne qiragjinjet, ne gjuhen tuaj, ju lutemi kontaktoni 020 8583 2299.

Arabic

اذا كنت ترغب بالحصول على نسخة بلغتك الخاصة من هذه الوثيقة التي تناقش مدى قدرتك على الاشتراك بالمسائل التي تؤثر على المستأجرين الرجاء الاتصال بـ 020 8583 2299

Farsi

چنانچه شما مایل هستید که نسخه ترجمه شده این اطلاعات به زبان خود را دریافت کنید، که توضیح می دهد چگونه می توانید در مورد مسائلی که مربوط به مستأجرین می شود فعال شوید، با شماره ۰۲۰۸۵۸۳۲۲۹۹ تماس بگیرید.

Gujarati

આ દસ્તાવેજમાં એ સમજાવે છે કે ભાડૂતોને અસર કરતાં મુદ્દાઓ વિષે તમે ચર્ચામાં કેવી રીતે સામેલ થઈ શકો છો અને જો એની નકલ ગુજરાતીમાં તમને જોઈતી હોય તો કૃપયા સંપર્ક કરો: 020 8583 2294

Hindi

इस दस्तावेज़ में बताया गया है कि आप किराएदारों को प्रभावित करने वाले मुद्दों में कैसे शामिल हो सकते हैं। हिन्दी में इसकी कॉपी लेने के लिए कृपया 020 8583 2299 पर फोन करें।

Panjabi

ਇਹ ਦਸਤਾਵੇਜ਼, ਕਿਰਾਏਦਾਰਾਂ ਤੇ ਅਸਰ ਪਾਉਣ ਵਾਲੇ ਮਸਲਿਆਂ 'ਚ ਤੁਸੀਂ ਕਿਵੇਂ ਸ਼ਾਮਲ ਹੋ ਸਕਦੇ ਹੋ, ਬਾਰੇ ਦੱਸਦਾ ਹੈ, ਜੇਕਰ ਇਸ ਦੀ ਕਾਪੀ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 020 8583 2299 ਉੱਪਰ ਫੋਨ ਕਰੋ।

Somali

Haddii aad rabto koobbi ah warqaddan falanqaynaysa sida aad uga qayb qaadan lahayd arrimaha saameeya dadka guryaha ku jira oo ku qoran luqaddaada, fadlan soo wac 020 8583 2299.

Urdu

اگر آپ کو اس دستاویز کی کاپی اردو زبان درکار ہے تو آپ کو یہ بتانا ہے کہ آپ کیسے ان معاملات میں ملوث ہو سکتے ہیں جو کرایہ داروں پر اثر انداز ہوتے ہیں، تو براہ کرم اس نمبر 020 8583 2299 پر رابطہ کریں

The information in this leaflet was correct at the time of printing, April 2006.



## Involvement

### Housing Management Forums



## Housing Management Forums

### What is a housing management forum?

There are three housing management forums – one for each area. These are where residents, members of staff, and councillors get together to look at Hounslow Homes' performance. The forums also have a say in how money should be spent to improve their area.

### What sort of things would I be involved in?

You will investigate the reasons behind any poor performance; you will also look for the reasons why things are going right. In this way you help improve the way services are provided.

### If I was involved, what would I do?

You will be looking at performance reports from all areas and giving your opinions. You will be challenging managers and contractors - the people that provide you services.

### How much of my time would it take?

Forums meet four times a year, but you will need to attend a pre-forum meeting each time to go through the paper work with other residents in preparation for the main meeting.

### Housing management forums:

East Area Housing Management Forum  
West Area Housing Management Forum  
Central Area Housing Management Forum

If you would like more information about housing management forums, or would like to know more about other opportunities to get involved with your community, please contact the tenant participation officer (TPO) for your area:

**Telephone:** East Area      **020 8583 4380**  
West Area                    **020 8583 4035**  
Central Area                **020 8583 6737**

## Julie Brooker

**Tenant at Clayponds Gardens Estate, Brentford**  
**Member of Housing Management Forum,**  
**East Area**



I have been an active member of a housing management forum (or housing forum as it used to be called) for more than 20 years.

Over this time I have seen lots of changes but the one thing that hasn't really changed is that residents can really get to grips with the things that most concern them.

We always want to say and do more. It is because of this that we now get to talk about big issues like the budget and Hounslow Homes' future plans. It can be daunting though, especially for new people. That's why I became involved in providing training for those that wanted it.

We have always had a bit of money to spend on the things that residents most want. In East Area we have been able to gradually install door entry systems on a lot of blocks well ahead of most of the borough because this is what residents asked for, and I'm proud of this.

I'm always encouraging new people. It can be very interesting and you can get something out of it – I got a new job in community development because of the experience!