

Your views needed to shape housing services



An important questionnaire enclosed in this magazine asks for your views on the services you receive from Hounslow Homes.

£5m savings

You may be aware that Hounslow Council and Hounslow Homes are dealing with some serious budget pressures at the moment. This year (2006/07) alone we had to make more than £4m savings and had to make over 60 staff redundant. Unfortunately we still have to make almost another £5m of savings over the next three years. The reasons for this are detailed on the enclosed questionnaire.

Tell us what you think

As a result of this situation the Council's Executive and Hounslow Homes Board have some difficult decisions to make on how to make these savings. We now want to hear what you think. Please complete the enclosed questionnaire and send it to us in the envelope provided. You do not need a stamp.



Gardening competition winners were announced on the 25 July, see inside for more details.

If you would like a copy of this publication in another language, large print or Braille please call 020 8583 2299 or minicom on 020 8583 3122

Inside this issue

- Budget consultation questionnaire

Five more years agreed

Hounslow Homes will manage Hounslow Council's housing for at least another five years following a new management agreement.



Phil Andrews, Lead Member for Housing and Community Safety, and Alf Chandler, Chair of Hounslow Homes, agreed the new contract.

The agreement, signed by Phil Andrews, Lead Member for Housing and Community Safety, and Alf Chandler, Chair of Hounslow Homes, extends the original agreement signed in April 2002.

The new contract will see Hounslow Homes taking even greater strides to improve housing services for its residents. With resident consultation underpinning a number of new initiatives, the next five years will also see a commitment to estate regeneration and new build projects to help achieve Hounslow Homes' mission of building sustainable communities.

Bernadette O'Shea, Chief Executive, Hounslow Homes said: "this agreement with Hounslow Council gives us renewed vigour to become the best ALMO in the country over the next five years. The contract provides both a strong foundation to improve further under a supportive Council and the opportunity to work in tandem to build the strong communities our residents deserve."

Building the future

New investment for Beavers estate and Clements Court



Beavers estate - due for regeneration

Beavers estate and Clements Court will benefit from a regeneration and redevelopment programme following a successful bid for funds from Hounslow Council and Hounslow Homes. A total of £5.6m has been allocated to the project from the London Housing Board Area Renewal Fund.

Who will oversee the work?

The Council has approved Hounslow Homes as its preferred developer who will be working with United House.

Why was this area chosen?

Because four blocks at Beavers Lane have significant structural problems that are very expensive to remedy. The scheme will provide new affordable and privately owned homes and improve the local

area from Beavers Lane to Clements Court.

What is the cost of the project?

The total cost is £29m. £21m is being paid for from the private sector through the sale of new homes, £5.6m from the Area Renewal fund and the remaining £2.5m is the Council's contribution.

What improvements will be made?

- Demolition of four blocks (total 72 dwellings).
- Provision of new homes - a mixture of houses and flats
- Including 94 new affordable homes for rent and low cost home ownership
- New community facilities at Clements Court
- Improved lighting, parking and boundary definition to design out crime and anti social behaviour
- Improved sound and heat insulation and other external works to Clements Court
- New cladding to high rise blocks at Clements Court and improvements throughout estate
- New windows, internal modernisation work and roadway improvements have already been undertaken at Beavers Estate.

Have tenants been consulted?

Consultation has taken part at each stage of the project and is ongoing. Clements Court residents will soon be consulted about proposed works.

Leaseholders Log

Information evening a success

The new format of this year's annual leaseholders' information evening proved a hit with those leaseholders that attended. The 'drop-in' session allowed access to a number of stalls, where specialist staff were on-hand to answer specific questions or provide general information. The stalls covered a wide range of leaseholder-related issues: those from Hounslow Homes included the home ownership unit, property services, major works, tenant participation, the Leaseholder Forum, the customer services centre and housing management. Our partners also had stalls, such as CHAS, who give independent financial advice, and Zurich Municipal, who provide buildings insurance cover for leaseholders.

How do we improve?

Despite the positive feedback, most leaseholders did not take advantage of the opportunity to attend the event and talk to staff so we really want to find out how we can encourage more leaseholders to attend next year. For instance, this year we chose a Monday, between 5pm & 7.30pm at the Civic Centre - would you prefer a different day of the week, a later time, or a location away from the Civic Centre? And do you have any suggestions for the format? Please let the leasehold team know on telephone no: 020 8583 4006, or email home.ownership@hounslowhomes.co.uk

Goodbye to Geraldine

Geraldine Kaa, Major Works Manager, is leaving the home ownership unit after 10 years. We wish Geri all the best and thank her for her dedicated long service.

Residents elect Board members

You have now voted for who you would like to represent your views on the Hounslow Homes Board. The election saw the following three candidates elected:

CENTRAL AREA



Alf Chandler

Has a long-standing involvement in Tenant Participation and is Chair of Hounslow Homes Board and Chair of Housing Management Forum Central area. Alf has had vast experience in tenant training including international training in Sweden. He enjoys stamp collecting and photography.

EAST AREA



Linda Leeming

Linda Leeming is a retired Grove Park tenant having spent over 30 years in the Communications industry. As a former Board Member of the British Fashion Council and Blenheim Exhibitions Group, her experience spans both public and business sectors. Linda is totally committed to improving our social environment.

LEASEHOLDER



Lawrence O'Connor

A business professional and father of three, Lawrence has lived and worked in Hounslow for 15 years, including 12 as a leaseholder. Lawrence has always been actively involved in trying to bring about positive change on his estate, in the community and across the Borough.

HFTRA NEWS



Hi everyone,
In June we held our annual general meeting (AGM). It was a busy meeting with Jill Gale, Hounslow Homes' Director of Housing speaking about her role and we also said a fond farewell to George Fry. George had been Chair of HFTRA for the last five years and worked hard to bring us into the 21st century. I would like

to personally say thank you to George and good luck for the future.

In the chair

I was honoured to be elected as the new chair of HFTRA and I will continue to aim to lead the Federation as well as the previous chairs have done over the last few years. I would like to also welcome the new members to our executive committee and to the area forums. They will now be undertaking some training to help them get to grips with the many issues we will need to address this year. One such issue will be service charges, of which I'll be keeping residents informed.

Summer fun!

Throughout the summer many estates will be having fun days, so please come along and join in! Your input is very important in helping to achieve the changes that you want to see. So why not get involved where you live? I appreciate you may be very busy but you only have to give what time you have spare - even an hour a month. It's surprising how such a little of your time can help make such big improvements.

Take care until next time

Julie Brooker

Message from the lead member



It was a pleasure to sign the five-year extension of the Management Agreement between the Council and Hounslow Homes a few weeks ago. The Agreement followed an extensive review of Hounslow Homes' services to tenants and leaseholders since its formation in 2002, which we found to be excellent.

There were some issues around Tenant Participation which we wanted to address. The new administration is committed to giving all our tenants and leaseholders the right to participate in the management of the estates on which they live. We believe the very minor changes which we made to the terms of the Agreement provide for this.

The big challenge is to now guard against complacency. Even though 100% satisfaction is a very tall order in any environment, it is the resident satisfaction target that we will always aim for.

Now that the decent homes programme has been rolled out, new challenges lie ahead. With reduced finances available, it is essential that a committed and passionate team deliver your housing services. I'm delighted to say that I believe Hounslow Council and Hounslow Homes offer such dedication in carrying this management agreement forward.

Thank you for the support you have given me up until now and please feel free to contact me with any issues that you may have on 020 8891 6359 or email phil@communitygroup.org.uk.

Who deserves an award?

Do you know a Hounslow Homes staff member who has done something extraordinary or is always prepared to go that extra mile? If you do then why not nominate them for a Hounslow Homes staff award? For more information or for a nomination form, go to www.hounslowhomes.org.uk. Nomination forms can also be picked up from reception areas.

A blooming success!



Congratulations to all the winning and highly commended entrants!

The 2007 competition enjoyed record entries in every category, with the summer's deluge of rain failing to dampen the enthusiasm of the Borough's green-fingered residents. The long-running

competition continues to blossom, reaching out to residents from every section of the community.

The winners were:

The United House Best Garden
Mr & Mrs Sheppard

The United House Best Balcony
Ms Elessor

Best Communal or Sheltered Area (sponsored by Pinnacle)
Ms Stevens

Best Community garden
Ms Davidson

Lovell Photo competition

Adult category
Mrs D'Orso

Under 16's
Miss Munday

More on the gardening competition next issue.

Linkline launch new Telecare initiative

Hounslow Homes' Linkline service has launched a range of new safety measures, in partnership with the London Borough of Hounslow, to support vulnerable customers.



The one-year pilot scheme will extend the community alarm service by monitoring devices such as extreme temperature gauges, property exit monitors and carbon monoxide and gas detectors. Any triggered device will

alert staff at the Linkline control room, who will notify the next of kin or emergency services.

Nearly 3,000 customers benefit from the existing alarm service. For more information contact Linkline on: 0208 583 4400.

Increasing RESPECT in your community

Hounslow Homes has signed up to the government's RESPECT STANDARD for housing management.

What is the Respect Standard?

It is a voluntary standard aimed at social landlords, such as Hounslow Homes. Signing the Respect Standard means Hounslow Homes has made a public commitment to deliver services to help stop anti-social behaviour, create a culture of respect and improve the quality of life for residents - particularly those in the most disadvantaged communities.

"Respect is important and is about us being considerate to the needs of others in our community. Hounslow Homes is committed to challenging and dealing robustly with those who cause anti-social behaviour and distress to others." Sinead Mooney, Deputy Housing Services Manager.

Challenge us

Residents should expect Hounslow Homes to deliver a service in line with the Standard and should challenge us where performance falls short through our complaints procedure. To raise a complaint phone 0800 085 6575.



For more information or to receive a free leaflet contact the Hounslow Homes Anti-Social Behaviour team on 0800 085 6575.

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.

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.

'હાઉસલો 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

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

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.

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।

”ہاؤسلو 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 براہ کرم اس نمبر پر ٹیلیفون کیجئے 020 8583 2293

أخبار المنازل في هاوتسلو - 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.

”اخبار مسكن هانسلو“ 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.

English Somali Gujarati Panjabi Albanian Hindi Urdu Arabic Farsi

In memory of Sheila



It is with deep regret that we inform residents of the death of Hounslow Homes' caretaker, Sheila Johnson who passed away on Monday 18 June 2007. Sheila had been with us for four years and was an extremely

valued and highly regarded member of staff. Jose Holt, caretaking manager said: "Sheila was a kind, loving person who will be sorely missed by all of us at Hounslow Homes. Our thoughts and deepest sympathy go out to her husband, children, family and friends."

Hounslow Homes set for digital TV

The UK is set to convert to digital television by the year 2012 and as a responsible social housing landlord we have a duty to prepare our properties for this change. A £2.3m project has begun to install a new satellite reception system on all our communal blocks.

There will be a small service charge for this service, which will be due when your new system has been installed. For some residents this may not be for some time, with installation being rolled out until 2009/10. You will receive a letter giving you notice of the changeover in advance of any work commencing.

For more information about service charges visit www.hounslowhomes.org.uk or call our Customer Services Centre on freephone: 0800 085 6575.



And the winner is...

Hounslow Homes are delighted to announce that David Procter, Independent Board Member, has been named Board Member of the Year. David received his accolade at the National Federation of Arm's Length Management Organisation's (ALMO) award ceremony in York.

PHOTOCALL

This CCTV van is proving an effective tool in the fight against anti-social behaviour. The footage captured by the van helps prosecute people causing anti-social behaviour and also acts as a crime deterrent in and around Hounslow Homes' estates.



Stubbed out!

Remember on 1 July it became illegal to smoke in virtually all enclosed public spaces and workspaces.



Can I still smoke in my home?

Yes. But should a Hounslow Homes' employee or contractor decide that the smoke is excessive, one or more of the following actions may be taken:

- You are be asked to refrain from smoking
- A request for the windows to be opened
- Time allowed for the smoke to clear

If a Hounslow Homes' resident does not comply with these reasonable requests an employee or contractor is then authorised to terminate the visit.

Can I smoke in communal areas of my block?

No. In line with legalisation, no-smoking signs are now on display.

Need help giving up?

Contact the NHS smoking helpline on 0800 1690169 or visit www.gosmokefree.co.uk

NOTICEBOARD Housing contacts

CUSTOMER SERVICE CENTRE

Please ring our freephone number for all council housing queries

0800 085 6575

Minicom: 0800 389 9821

Language line: 0800 389 9830

Email: customerservicecentre@hounslowhomes.org.uk

Open: 8am-8pm Monday-Friday

9am-12 noon Saturdays

(at all other times call 020 8583 2222)

REPORT YOUR REPAIRS

Call the freephone number above

Email housing.repairs@hounslowhomes.org.uk

New service!

Go to www.hounslowhomes.org.uk and report a repair as well as book an appointment online

CUSTOMER COMPLAINTS

020 8583 3737

Fax: 020 8583 4336

Minicom: 0800 389 9821

complaints.team@hounslowhomes.org.uk

EAST AREA

FOR TENANCIES IN BRENTFORD AND CHISWICK

Minicom: 020 8583 4390

Caretaking Service: 020 8560 5447

There are two offices open to you in person wherever you live. For emails and post, please only contact the Brentford office.

OPENING HOURS

8.45am - 5pm Monday to Friday
(5.30pm on Thursday by appointment)

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

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

WEST AREA

FOR TENANCIES IN FELTHAM, BEDFONT AND HANWORTH

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

REPORT ANTI-SOCIAL BEHAVIOUR

contact our customer service centre on 0800 085 6575 and
Police: 020 8577 1212 or
Crimestoppers: 0800 555 111

LONDON BOROUGH OF HOUNSLOW CONTACTS

HOUSING ADVICE SERVICE

020 8583 3844

Minicom: 020 8583 3111

HOUSING BENEFIT HELPLINE

020 8583 4242

RE-HOUSING UNIT

020 8583 4422

HOMELESS PERSONS UNIT

020 8583 3842

LEASEHOLDER SERVICES & HOME OWNERSHIP

020 8583 3418

(Brentford & Chiswick)

020 8583 4006 (Feltham)

020 8583 3417 (Hounslow)

Fax: 020 8583 4133

home.ownership@hounslowhomes.org.uk

RIGHT TO BUY

020 8583 3918

HOUNSLOW FEDERATION OF TENANTS' AND RESIDENTS' ASSOCIATIONS

020 8569 5823

www.hftra.co.uk

