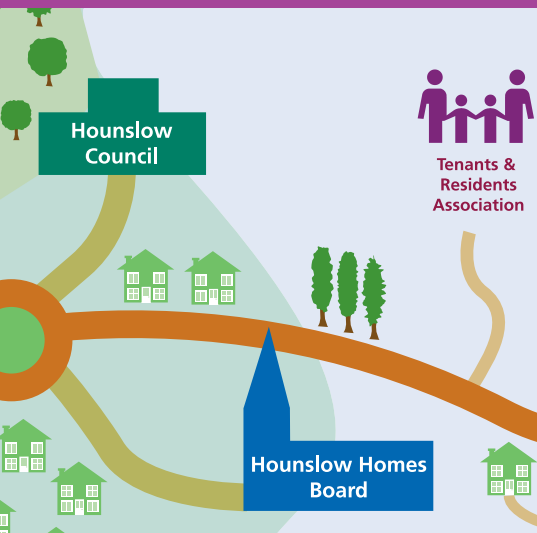


Residents' Groups

What's in it for me?





Being part of a residents' * group is a great way to make things happen in your area, from having a say in how your estate is managed to how the housing and repairs service you receive can be improved.

Joining a group is not just about getting involved in housing matters, it helps you to get to know your neighbours better and build community spirit and trust. You could gain new skills, increase your self confidence, take pride in making things happen and feel a greater part of your community.

This leaflet explains how you can join or set up a residents' group and who can help you with this.

TO JOIN AN EXISTING GROUP OR START UP A NEW GROUP

Our Tenant Participation Officers (TPOs) will be able to let you know if there is a group in your area or you can get this information from our website – www.hounslowhomes.org.uk and by clicking on 'Get Involved'.

The contact details of the TPOs are at the end of this leaflet. The TPO will introduce you to one of the group members and provide details of the next meeting of the group.

To start a new group:

Residents' Groups are usually formed by a few residents coming together as they have a collective interest or concerns about issues in an area or neighbourhood. By sharing thoughts and ideas with friends and neighbours, a group can be formed to put forward views to Hounslow Homes.

As a group you will have to make some decisions on how to organise yourselves to ensure that

you work effectively and fairly. The TPO for your area will be able to assist you with this.

Hounslow Homes recognises both formal and informal groups. If you decide to set up a formal group, the members will have to elect a committee to carry out the work of the group. The committee organises meetings, carries out the decisions made at meetings, and keeps all members informed of the work of the group through newsletters and flyers.

You can set up an informal group if a small number of residents have come together. The group can nominate officers who will have similar responsibilities to those of the elected committee, such as organising meetings, keeping a record of decisions made and keeping residents on the estate informed about the work of the group so that they feel involved and able to join in with what the group does.

A new group may start out as an informal group and then develop

into a formal one.

Individual committee members of the group can participate in the several decision making structures of Hounslow Homes and influence the housing, repairs and improvement services. Residents' Groups can get financial help from Hounslow Homes to help with the costs of producing newsletters, postage and stationery. The TPO for the area will be able to provide more details for the grant funding.

OTHER SUPPORT FOR YOUR RESIDENTS' GROUP

1. Hounslow's Federation of Tenants and Residents Association (HFTRA)

What is HFTRA?

HFTRA is an independent, non-political organisation made-up of volunteers who are residents of Hounslow Homes. The organisation represents all the tenant and resident



associations in the borough. HFTRA also welcomes individual members who are not part of a group.

HFTRA has an Executive committee made-up of 15 members. These members are elected by all the other resident groups at HFTRA's Annual General Meeting.

What do HFTRA do?

HFTRA meets every month to discuss housing issues and other community matters. At HFTRA meetings, members aim to represent not just the area where they live but the views of all residents.

Tenants' and Residents' Associations and informal groups send delegates to HFTRA meetings and individuals from areas without any representation can also attend.

Members are involved in many activities which influence the decision-making process. For more information on these activities, please contact your TPO.

2. Tenant Participation Officers (TPOs)

What is the role of the TPO?

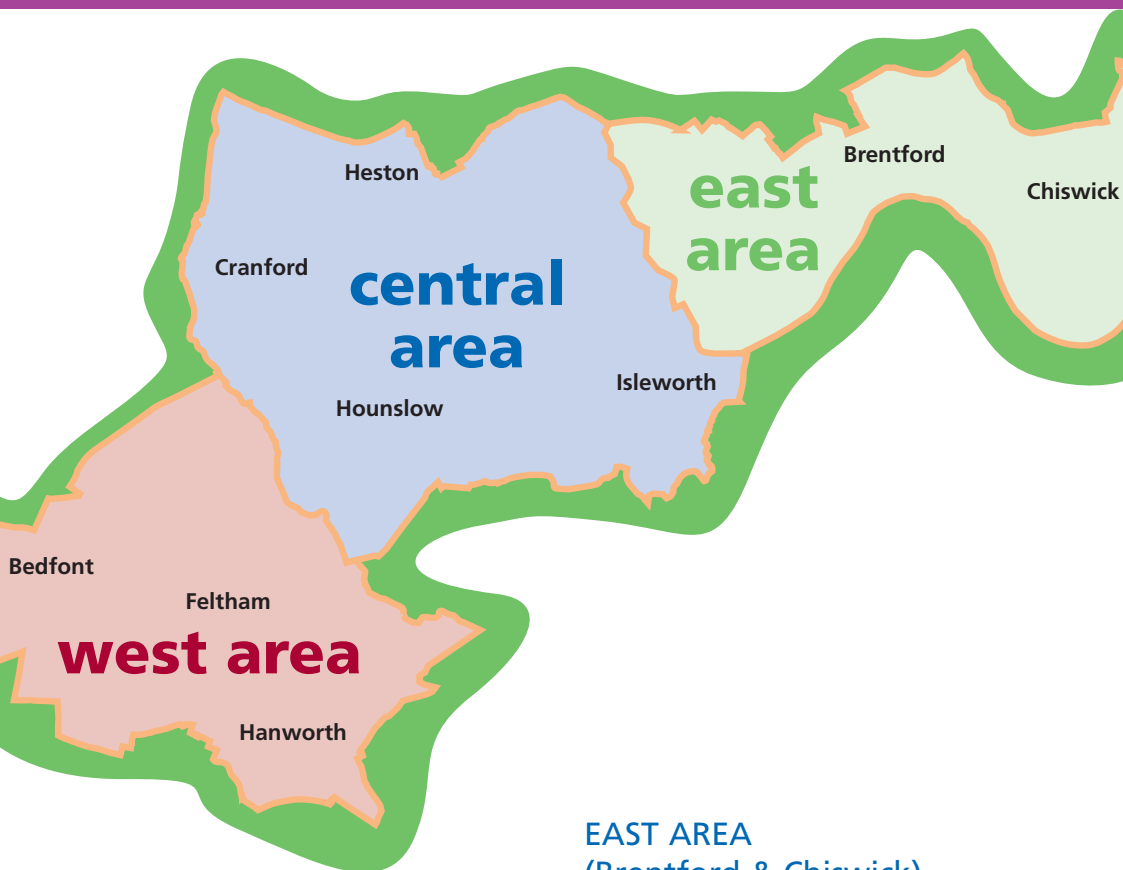
TPOs work for Hounslow Homes and are responsible for helping and supporting HFTRA and Residents Groups to ensure that residents are influencing decisions about services delivered by Hounslow Homes.

What do they do?

TPOs help set up new groups and support existing ones. They do this by helping publicise a new group's first meeting and help its members to organise the group. They will offer this help until residents feel happy and confident to do it themselves. TPOs can also organise training for members on how to run groups effectively and fairly. Once a group is set up, TPOs can attend meetings to offer their help and support, as and when necessary.



**Tenants &
Residents
Association**



CONTACTS

TENANT PARTICIPATION OFFICERS

CENTRAL AREA (Hounslow, Heston, Isleworth and Cranford)

Julia French/Nikesha Jones
Civic Centre,
Lampton Road,
Hounslow,
Middlesex TW3 4DN

Tel: 020 8583 3903
Mobile: 07957 207831

EAST AREA (Brentford & Chiswick)

Eileen Gladwell
Chiswick Town Hall, Heathfield
Terrace, Chiswick W4 4JE

Tel: 020 8583 4257
Mobile: 07949 699407

WEST AREA (Feltham, Bedford & Hanworth)

Jackie Rankine
St. Catherine's House,
2 Hanworth Road,
Feltham, Middx TW13 5AB

Tel: 020 8583 4035
Mobile: 07956 118137

Interpretations and translations

If you require a copy of this leaflet about residents' group in another language or format, please call 020 8583 2299 or minicom on 020 8583 3122.

- Albanian** Nese keni nevojë për kopjet e kesaj broshure ne ndonje gjuhe tjeter, me shkronja te medha, Braille (gjuhen e te verberve) ose ne ndonje format tjeter ju lutemi kontaktoni 020 8583 2299 ose minicom 020 8583 3122. Kjo broshure eshte lidhur me pjesemarrjen ose fillimin e grupit te qiragjinjeve ose banoreve.
- Arabic** اذا كنت تحتاج للحصول على نسخة من هذا المنشور بلغة مختلفة او مطبوع بالاحرف الكبيرة او بلغة برايل او باي شكل اخر الرجاء الاتصال على 020 8583 2299 او على الميني كوم 020 8583 3122. هذا المنشور بخصوص الاشراف بان تصبح ساكن او بمجموعة المقيمين.
- Farsi** اگر به این بروشور به زبان دیگر، چاپ درشت، با الفبای نابینایان و یا شکل دیگر نیاز دارید، لطفاً با شماره تلفن 020 8583 2299 یا مینی کوم 020 8583 3122 تماس بگیرید. این بروشور درباره پیوستن و یا ایجاد یک گروه مستاجرین یا ساکنین می باشد.
- Gujarati** જો તમને આ પત્રિકાની નકલ બીજી ભાષામાં, મોટા છાપેલા અક્ષરો, અંદાલિપિ (બ્રેઇલ) અથવા બીજી કોઈ રચનામાં જોઈતી હોય તો કૃપા કરી 020 8583 2299 અથવા મિનિકોમ 020 8583 3122 ઉપર સંપર્ક સાધો. આ પત્રિકા ટેનન્ટ્સ અથવા રેસિડન્ટ્સ ગ્રુપ શરૂ કરવા અથવા જોડાવા વિષે છે.
- Hindi** यह पत्रक किराएदारों या रहने वालों के समूह में सम्मिलित होने या समूह बनाने के बारे में है। यदि इस पत्रक की कॉपी आपको अन्य भाषा में, बड़े अक्षरों में, ब्रेल में या अन्य किसी रूपांक में चाहिए तो कृपया 020 8583 2299 पर या मिनीकॉम 020 8583 3122 पर संपर्क करें।
- Panjabi** ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਇਕ ਕਾਪੀ ਪੰਜਾਬੀ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਸ਼ਕਲ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ: 020 8583 2299 ਜਾਂ ਮਿਨੀਕਾਮ ਕਰੋ: 020 8583 3122. ਇਹ ਪਰਚਾ ਕਿਰਾਏਦਾਰਾਂ ਜਾਂ ਵਸਨੀਕਾਂ ਦਾ ਗਰੁੱਪ ਸ਼ੁਰੂ ਕਰਨ ਬਾਰੇ ਜਾਂ ਇਨ੍ਹਾਂ ਵਿਚ ਸ਼ਾਮਲ ਹੋਣ ਬਾਰੇ ਹੈ।
- Somali** Haddii aad u baahantahay koobbi warqaddan ah oo ku qoran luqaddaada, farta waawayn, farta loogu talagalay dadka indhaha la' ama ku qoran qaabkale fadlan la xidhiidh 020 8583 2299 ama minicom 020 8583 3122. Warqaddani waxay ku saabsantahay sida loogu biiro ama loo sameeyo ururka dadka guryaha ku jira ama deegaaka.
- Urdu** اگر آپ کو اس لیفلٹ کی نقل اردو زبان، بڑے حرفوں، بریل، نابینا لوگوں کیلئے بھری ہوئی لکھائی) یا کسی اور ذہنی افراد میں درکار ہے، تو اس نمبر فون پر کریں: 020 8583 2299 مینی کوم کیلئے نمبر ہے: 020 8583 3122 - یہ لیفلٹ ٹینٹس یا ریڈیٹنٹس گروپ میں شامل ہونے یا شروع کرنے کے بارے میں ہے۔