

Introducing Hounslow Homes



Hounslow Homes, one of the first arms length housing management organisations (ALMOs), manages the London Borough of Hounslow's 16,500 homes.

Formed in 2002 following an overwhelming YES vote of council tenants to manage the council's stock, Hounslow Homes strives to provide excellence in housing management and repairs, and improved service delivery.

Utilising government funding and working in a strategic partnership, Hounslow Homes aims to bring all properties in the borough up to the government's 'decent homes' standard by 2007.

Hounslow Homes is committed to working closely with the London Borough of Hounslow and with the Hounslow Federation of Tenants and Residents Associations.

In 2002 Hounslow Homes was awarded a two star 'good' rating for quality. In 2004/5 Hounslow Homes is striving towards attaining a three star 'excellent' rating for services.

Whilst the London Borough of Hounslow will continue to own homes, set rents and service charges Hounslow Homes will ensure the quality of homes and living standards is improved for all tenants.

How to contact us

General enquiries

East Area - Chiswick Office
Enquiries: 020 8583 4220/Minicom: 020 8583 4390

East Area - Brentford Office
Enquiries: 020 8583 4220/Minicom: 020 8583 4390

Central Area - Hounslow & Isleworth/Heston & Cranford
Enquiries: 020 8583 4382/Minicom: 020 8583 3959

West Area - Hanworth, Bedfont & Feltham
Enquiries: 020 8583 4383/Minicom: 020 8583 4387

Customer Complaints

Enquiries: 020 8583 3737/Minicom: 0800 389 9821
E-mail: complaints.team@hounslowhomes.org.uk

Call Centre Repairs (8am-8pm Mon-Fri, 9am-12noon Sat.)
Freephone: 0800 085 6575
Language Helpline: 0800 389 98 30 / Minicom: 0800 389 89 21

Emergency Repairs
020 8583 2222 (after 6pm and weekends only)

Website

www.hounslowhomes.org.uk

Linkline

020 8583 4400

Translations

This leaflet is about Hounslow homes services. If you require a copy of this booklet in your language, large print or Braille, please contact us on 020 8583 2299 Or minicom 020 8583 3122.

Panjabi - ਇਹ ਲੀਫਲੈਟ ਹੰਸਲੋ ਹੋਮਜ਼ ਲਿਮਿਟਡ ਦੇ ਬਾਰੇ ਵਿਚ ਹੈ, ਇਹ ਕੰਪਨੀ ਹੰਸਲੋ ਕੌਂਸਲ ਦੇ ਘਰਾਂ ਦੀ ਮੁਰੰਮਤ ਅਤੇ ਉਹਨਾਂ ਦੇ ਪ੍ਰਬੰਧ ਦੀ ਜ਼ਿੰਮੇਵਾਰ ਹੈ। ਜ਼ਿਆਦਾ ਜਾਣਕਾਰੀ ਲਈ ਰੈਫਰੰਸ ਨੰਬਰ 16 ਦਾ ਹਵਾਲਾ ਦੇ ਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ: 020 8583 2299

Gujarati - આ પત્રિકા 'હાઉસલો હોમ્સ લિમિટેડ' કંપની વિષે જણાવે છે, જે હાઉસલો કાઉન્સિલના મકાનોની વ્યવસ્થા અને સમારકામ કરવા માટે જવાબદાર છે. વધુ માહિતી માટે કૃપયા ટેલિફોન કરો: 020 8583 2294 અને સાથે રેફરન્સ નંબર 16 જણાવો.

Somali - Xaashidan yari waxay ku saabsantahay Qaybta Guryaha Khaaska ah ee Hounslow oo ah shirkada masuulka ka ah maamulka iyo dayactirka Guryaha Kawnsulka Hounslow. Waxii war faahfaahin ah fadlan soo wac 020 8583 2520 adoo sheegaya tixraaca summada 16.

Urdu

یہ لیفلٹ ہاؤسلو ہومز لیمیٹڈ کے بارے میں ہے۔ یہ کمپنی ہاؤسلو کونسل کے گھروں کی دیکھ بھال اور مرمتوں کے لئے ذمہ دار ہے۔ مزید معلومات کے لئے براؤکرم اس نمبر پر رابطہ کیجئے 020 8583 2295 اور ریفرینس نمبر 16 کا حوالہ دیجئے

Albanian - Kjo fletushke eshte lidhur me Hounslow Homes Ltd., kompania e cila eshte perjegjese per tu kujdesur dhe riparuar vendbanimet e Keshillit te Hounslow. Per informata te metutjeshme ju lutemi thirrni 020 8583 2299 duke treguar referencen 16.

Welcome to Hounslow Homes



Hounslow Homes

Managing quality homes for Hounslow

Our mission statement

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

The Hounslow Homes Board

Tenant Board members

Margaret Alverio was born in Richmond. She lived in America for 12 years until 1993, working for the Associated Press in New York for nine years. She is now retired and lives in Feltham.



Chris Boucher has been a tenant on the Ivybridge Estate for 12 years and involved in the local tenant association for the last five years. He is the Equalities Officer for Hounslow Federation of Tenants and Residents Association (HFTRA) and works for Hounslow Community Transport, a registered charity providing transport services to disabled people.



Alf Chandler (Chair) has a long-standing involvement in Tenant Participation. Alf was previously the Chair of Tenants and Residents Organisation of England (TAROE) and is involved with Hounslow Federation of Tenants and Residents Association (HFTRA). He was a member of the Best Value Housing Group.



Robert Charig is a lawyer and professional journalist, with a real interest in disability issues. He has worked with several charities including directorships at both Norwood Ravenswood Homes and Tasha Foundation. He hopes to use his broad range of experience and expertise to address community issues. Robert grew up in the London Borough of Hounslow and lives in Chiswick.



Daniel Martin has lived in Feltham for over 18 years and has been a leaseholder for the past two. He helped set up the local residents' group and worked hard to improve street lighting and road repairs in his neighbourhood. He is involved in the leaseholders forum and promotes leaseholder issues at the HFTRA. He is currently retired.



Council Board members

Ilyas Khwaja (Vice Chair) has lived in Hounslow for over forty years and is active locally in social and community work. He has been a local Councillor since 1994 and currently serves on the new Executive Committee. His areas of responsibility include the new Terminal 5, economic development and regeneration.



Michael Carman serves on a variety of committees including the Central Hounslow Area Committee for Planning as well as Monitoring and the Community Investment Advisory Panel.



John Cooper has lived in Feltham all his life and works as a manager in an electronics-engineering environment. John has been on the Council since May 2002, serving on school governing bodies for a number of years. He is also a founder trustee of Community Initiatives Partnerships (CIP).



Mick Hunt has been on the Council for 18 years and was Chair of Leisure Services for nine years. He worked previously as a Maintenance Manager for a Housing Association and has 10 years experience in housing. He has also been Chair of the West Area Committee since its formation.



Luke Kirton has been a resident of the Haverfield Estate, Brentford for over 30 years. He has been a ward Councillor for three years and sits on various housing committees including the East Area Housing Management Forum and the London Borough of Hounslow's Housing Strategy Forum. Luke is also the Chair of the Mission Hall Management Committee.



Independent Board members

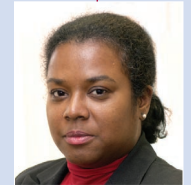
Mohammad Chaudhry is a financial analyst at British Airways. He has experience of financial management, cost accounting, capital accounting and project management. He is chair of Hounslow Police Community Group, Vice Chair of London wide police community groups and was formerly the General Secretary of the Pakistani Welfare Association in Hounslow.



Michael Jones has an extensive knowledge of social housing. He is Chair of the Cambridge Homeless Partnership and member of the City Council's Housing and Health Committee.



Paula Lewis is a human resources specialist with extensive experience of working in the public sector including housing management and local government. She has contributed to a number of committees and forums including the Institute of Personnel and Development and community based organisations.



David Procter (Vice Chair) has been in housing management for over 15 years. He was formerly Chief Executive of Brentford Dock. David is now Managing Director of David A. Procter & Associates – an independent property consultancy. David is a Fellow of the Institute of Sales and Marketing Management and the Property Consultants Society.



Nigel Reeves is a Senior Manager at CityWest Homes and has over 16 years experience in social housing. A former employee of Hounslow Council, Nigel has lived and worked in the Hounslow area for the last 30 years. A law graduate and Chartered Secretary, Nigel brings a variety of skills to the Board.



The Management Team



Chris Langstaff
Managing Director

Lesley Roberts
Director of Housing Services



Sayeed Kadir
Director of Property Services

Neil Isaac
Director of Resources

