

## Welcome to our new Board Members

**Hounslow Homes is delighted to welcome two new Board Members who have been nominated to serve a term of office on behalf of the local authority from June 2009.**

Councillors Phil Andrews and Sohan Sangha replace Councillors Caroline Andrews and Rajinder Bath. We would like to thank both Caroline and Rajinder for their valuable contribution to Hounslow Homes. Their knowledge and experience will be greatly missed.

Councillor Jon Hardy has replaced Councillor Andrews as Lead Member for Housing and Service Improvement and we look forward to working closely with him in the year ahead and hope to have a relationship as fruitful as we enjoyed with Councillor Andrews when he fulfilled this role before joining the Board.



Phil Andrews



Sohan Sangha

## Hounslow Homes Residents are Better Together

**The 'Better Together' multi-cultural event, hosted by HFTRA on St. Georges Day, provided a fresh and positive opportunity for residents of Hounslow Homes to interact, have a good time and talk to their service provider, whilst enjoying a lively day of food and dancing.**

"The event has been really worthwhile and the feedback received on the day was very, very positive," said Tenant Participation Manager, Eileen Evans.



The multi-cultural food and entertainment were fabulous additions to the festive day. There were so many different people there representing such a variety of communities. Residents had a wonderful time mingling, chatting, sampling food and dancing together.

Residents' comments included: "The event provided a real insight into different cultures; I feel that I can understand my neighbours better now. I really hope that Hounslow Homes can do another event like this in the future."

"I really enjoyed myself, I even arranged an appointment with

an officer to talk through my housing problem and I'm really pleased I attended".

"It's wonderful being able to celebrate our communities' cultures and Hounslow Homes recognises that there's more to providing housing services than just the main services. They showed that people matter too, it was a truly inspiring event".

The success of the new Better Together event is something to celebrate and Hounslow Homes aims to stage an even larger event in 2010.

For more information please contact Eileen Evans on **020 8583 4010** or [eileen.evans@hounslowhomes.org.uk](mailto:eileen.evans@hounslowhomes.org.uk)

# Project Empower

Project Empower is a new two-year project launched in June 2009, giving residents the chance to share their views on how to spend £2.7m held as reserves in the Housing Revenue Account.

The project's dual aim is to improve service provision and to empower residents by involving them fully in identifying areas in need of improvement.

Project Empower will release reserves totalling £4m. £1.3m will be spent on aids and adaptations for homes of tenants with disabilities with the remaining £2.7m to be spent directly on other estate projects. Councillor Hardy is leading the project on behalf of the Council. For further information visit [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk)



## Gardening competition

Hounslow Homes has launched its annual gardening competition 'Budding Blooms', giving our tenants and residents the chance to win a share of over £600 worth of prizes.

Winner of the best balcony category last year Ann Hastie looks forward to the competition every year. "I love entering the competition as gardening is a great hobby of mine and it is great to get some recognition for it. Gardening allows me to create my own little oasis on my balcony," she said.

The competition is open to all Hounslow Homes residents with the categories:

- Pinnacle Best Garden - £150 prize

- Pinnacle Best Communal Area/Sheltered Housing Garden - £150 prize
- Tree Care Best Community Garden - £150 prize
- Sodexo Best Hanging Basket or Balcony - £150 prize

This year we are introducing a new category, the HFTRA Children's Sunflower Competition - £50 prize which is open for all under 16 year-olds.

Our judging panel, which includes Councillor Jon Hardy, will make their final decision by early September and short-listed entries will be invited to the Tenants Awards Event where the winners will be announced.

Hounslow Homes would like to thank our sponsors HFTRA, Pinnacle, Tree Care and Sodexo.

For more information contact Siobhan O'Rourke, **020 8583 4431** or email [communications.team@hounslowhomes.org.uk](mailto:communications.team@hounslowhomes.org.uk)



## Leaseholder satisfaction up to 42%

**Leaseholder satisfaction has recently increased to 42%, a significant improvement from the 28% recorded in 2007 and puts Hounslow Homes amongst the top performers in London.**



While we are very pleased with this result, we know there is still a long way to go in improving services and we continually seek our leaseholder's ideas and opinions to keep up momentum to push ratings up even higher.

Hounslow Homes Chief Executive Bernadette O' Shea said, "The rise is something we should all be proud of, proving our hard work and efforts to improve services we provide is working. By working together we hope to provide better services and continue to increase satisfaction ratings. Three stars and rising!"

Hounslow Homes was also ranked in the top 25% of London councils and ALMOs for tenant satisfaction.

## HFTRA conference – working in partnership with our residents

**Hounslow Federation of Tenants and Residents Association (HFTRA) held their annual conference with the theme of 'Simply the Best', on Saturday 16th May at the Renaissance Hotel, Heathrow.**

Over 200 adults and over 60 children enjoyed a packed day of talks and workshops.

This year's workshops ranged from 'Modern help for older people' to 'Drug awareness'. Tenant Barbara Ennis said: "The workshop on Service Charges was extremely useful. I learnt a lot about why I pay them and it was great to know I wasn't the only resident with questions."

The conference is a fantastic opportunity to network with our customers and is very valuable way of sharing problems and finding solutions

together - this is residents' involvement at its best.

A number of allied organisations showed their support exhibiting at the conference, including the London Borough of Hounslow, Tree Care and Sodexo.

Julie Brooker, Chair of HFTRA said, "The day was a great success, we welcomed a number of new tenants and residents and so far have received very positive feedback, indeed, ideas for next year's conference are already flooding in."



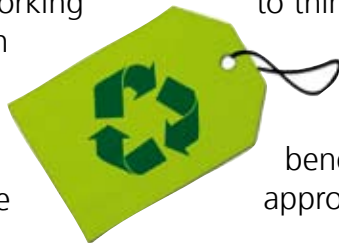
Julie Brooker, Chair of HFTRA and Councillor Phil Andrews taking questions

# Environmental Management

We welcome our first Environmental Advisor, Rory Prendergast, who joined the new Health Safety and Environment Team at Hounslow Homes in June.

Rory recently completed a Masters degree in Geographical Science at Bristol University, which he describes as a blend of climate change studies and other sustainable issues. Rory's fourth year research was a geo-engineering study to overtake climate change by putting mirrors into space to deflect solar radiation away from our planet.

Back to Earth here at Hounslow Homes, one of Rory's first tasks is to re-write our environmental policy and he aims to set up a working group to champion new ways of environmentally friendly working practices across the



company. These will include a green transport initiative, recycling schemes, better waste management and new energy and water conservation measures.

The Action Plan Rory will be developing is Hounslow Homes' element of the corporate project being run by the Council along with the Carbon Trust. We hope to make a meaningful and lasting contribution to this initiative.

We also want to encourage and support our householders to think and act more sustainably. Our tenants and leaseholders will benefit from our greener approach when we



introduce initiatives such as best practice purchasing which means we'll be looking for products that will help our residents make real energy savings in their homes - items such as gas condensing boilers, more efficient double glazing units and the latest technology developed by NASA - insulation paint!

For more information, please contact Rory Prendergast on **07958 076042** or **rory.prendergast@hounslowhomes.org.uk**.

## Looking ahead

### Board meeting

7.00pm  
28 July 2009  
St Catherine's House

### AGM (TBC)

7.00pm  
8 October 2009  
St Catherine's House

## Key contacts

### Berndadette O'Shea

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### Tim Keogh

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### Sara Durrell

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### David Allum

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