



Cllr Sue Sampson,  
Cabinet Member  
for Housing  
Management and  
Homelessness

## BIKE TO THE FUTURE

with Housing  
Hangars



**Hangar Management:** One of Hounslow Council Housing's new bike storage facilities.

**We are helping our tenants and residents get around Hounslow thanks to a 'wheely' great new project.**

Tenants on Council-managed housing estates will have noticed some striking new structures installed in key locations.

These barrel-shaped buildings, painted in the familiar 'Hounslow purple' are state-of-the-art bike hangars and will soon be ready for residents who want to ride.

Each hangar has space for six bikes and in total there will be an extra 186 spaces made available at various locations through the first phase of this scheme.

The initiative not only makes storing your bike easier and more secure, but

it also supports Hounslow Council's goal of encouraging more people to use cleaner, healthier and more sustainable forms of transport such as bikes.

Cllr Sue Sampson, Hounslow Council's Cabinet Member for Housing Management and Homelessness, said: "We noticed that a lot of our older housing stock did not have allocated cycle storage, so we have rectified this with these new bike hangars.

"We are really excited about this project which we hope will encourage more of our tenants to cycle for their health, wellbeing, work and leisure."

Hounslow Council Housing will look to expand this scheme further based on the success of this first phase.

**Welcome to the latest edition of Housing News**

As the Cabinet Member for Housing Management and Homelessness, I'm pleased to introduce this issue of Housing News, designed to keep you informed about the latest updates, support, and initiatives from Hounslow Council's Housing Services.

It has been an active year for us all at Hounslow Council, and it shows no signs of slowing down. We've seen significant changes locally and beyond, as well as some fantastic achievements and inspiring initiatives. This summer, we had the pleasure of meeting many of you at our Summer on the Green events. It was wonderful to connect, hear your views, and see the community come together. You'll find a recap of these events in this edition.

As winter approaches, we're focusing on ways to support you through the colder months. With rising living costs, it's more important than ever to look after our homes and each other. In this issue, you'll find practical energy-saving tips as part of our Enlighten Hounslow project, along with resources to stay healthy, active, and safe, like our upcoming Safer Homes guide and popular Happy and Healthy in Hounslow sessions.

For those considering a more active lifestyle, I'm delighted to announce the launch of new bike hangars on our estates, making it easier for tenants to embrace cycling.

Thank you to each of you for your ongoing support. Together, we're building stronger communities and a brighter future. Wishing you all a Merry Christmas and a Happy New Year.



**Cllr Sue Sampson**  
Cabinet Member for Housing  
Management and Homelessness



## STAY SAFE AT HOME

As part of our ongoing commitment to help our tenants stay safe at home, we have produced a handy guide full of valuable information.

As your landlord, we undertake regular safety checks in your homes. These checks cover a range of issues, including building and fire safety, electrical testing, and water hygiene.

However, everyone has a responsibility to ensure their homes are as safe as possible by being aware of potential hazards and knowing what to do about them.

Our Safe Homes booklet is a comprehensive guide that takes you through all the major safety issues you could face around the home, along with steps you can take to prevent accidents.

The booklet contains plenty of common-sense advice on how to ensure your electrical plug sockets are not overloaded, how to safely manage items such as electric heaters, and the steps you can take to prevent fires in your home and improve your family's safety.

There is even a series of interactive checklists and regular safety tasks in the booklet that you can use to inspect your home and ensure you stay on top of everything.

Our Safe Homes booklet follows on from our successful Healthy Homes booklet, which provides information on how to handle damp and mould.

The booklet will be going to print soon and will also be available through our housing webpages at [hounslow.gov.uk/housing](http://hounslow.gov.uk/housing), so watch this space.



## GOING FOR GOAL

*with Brentford FC  
Community Sports Trust*

**England's run in the Euros may be a distant memory by now, but if you think it's all over, look no further than Hounslow's housing estates.**

Throughout the week Council housing estates are a hotbed of top-notch footballing action, along with a range of other sports.

Thanks to the upfront pairing of Hounslow Council's Housing Services and Brentford FC Community Sports Trust, young people across the borough can learn how to play like The Bees during regular weekly coaching sessions.



**Football's Come Home:** Hounslow Council's Cabinet Member for Homelessness and Housing Management, Cllr Sue Sampson, joins in at one of the Brentford FC Community Sports Trust's Street Sports sessions.

## MILESTONE CELEBRATION FOR BRENTFORD



The project is called Hounslow Street Sports and it not only encourages children and young people to learn the finer points of the beautiful game, it helps them to put their health and wellbeing first and make positive life choices.

The Housing team and Brentford have targeted seven of the borough's housing estates to deliver these sensational sporting sessions. The initiative also tours other areas of the borough, with The Trust delivering sporty sessions at youth clubs.

It means that children and young people enjoy free footballing fun at Ivybridge, Brentford Towers, Clayponds and Oriol Estate, to name but a few.

And if football isn't your thing, then fear not because the Trust team also provides sessions in a selection of other sports and activities, including frisbee, dodgeball and boxing, along with bike maintenance and educational events.

Whatever the sport or activity, the scheme is encouraging children to take part, get active from an early age and instilling them with that all-important team ethos.

Brentford FC Community Sports Trust Senior Manager for Community Engagement, Graham Goodden, said: "The continued support from

Hounslow to deliver intervention programmes like Street Sports is incredible as it enables us to make a real difference to the communities and young people taking part. For many young people, this may be their first interaction with us and it enables us to signpost them to other activities across the Trust"

The Street Sports sessions run from Monday to Saturday and are open to children and young people across the borough.

You can find out more about how to get involved here: [www.brentfordfcst.com/en/youth-and-community](http://www.brentfordfcst.com/en/youth-and-community)

Cllr Sue Sampson, who is Hounslow Council's Cabinet Member for Housing Management and Homelessness, said: "We are delighted to be working with Brentford FC Community Sports Trust on this initiative. The idea was to give our children and young people some great diversionary activities that would help to support their physical and mental health and wellbeing and to steer them away from the threat of anti-social behaviour.

"The Street Sport sessions are far more than opportunities to play. They are helping us to build stronger communities and giving our young people a positive outlet to develop their skills and confidence."

Hounslow Council is proud to announce a key milestone in its ambitious regeneration plans with the completion of Tintern, Hamlet, and Sonnet Houses in Brentford. To celebrate this achievement, Council leaders, local partners, and community members gathered for a special event marking this significant step forward in the borough's ongoing transformation.

One of the new residents, Nadia Ghose, a mother of five who recently moved into Tintern House, expressed her joy: "We're absolutely delighted with our new home. The space is beautiful, and we feel part of an exciting, growing community. It's so convenient being close to the GP, my children's school, local shops, and public transport. I also have good friends nearby, and there's plenty for my children to do."

These new homes offer a variety of accommodation options, meeting the diverse housing needs of the community. The development includes properties ranging from 1-bedroom

homes for two people to 4-bedroom homes for families of up to six, along with wheelchair-accessible homes.

Beyond providing much-needed housing, the project places a strong emphasis on sustainability and community-focused development. As part of the Council's commitment to its green agenda, these homes have been designed with energy-efficient technologies that support Hounslow's goal of achieving zero carbon by 2030.

All the homes are fully electric, featuring an Air Source Heat Pump system that provides both heating and hot water while significantly reducing carbon emissions.

This development is part of the wider Brentford masterplan, which aims to deliver high-quality homes, community spaces, and business opportunities, transforming the area into a vibrant, sustainable neighbourhood. The new homes are modern, energy-efficient, and designed to meet a variety of local needs, creating a thriving community for families and individuals alike.

## IT'S TIME TO GET UP AND GO

A Hounslow Housing Services scheme that provides tenants and residents with an array of activities aimed at stimulating the mind, body and soul, is a big hit.

Initially aimed at the over 60s and based around the Council's sheltered housing schemes, the project has gone from strength-to-strength thanks to an ongoing calendar of activities across the summer and into autumn.

People of all ages and abilities from across the community are enjoying regular yoga, Zumba and other healthy activities, combined with mindfulness, art therapy and even practical skills such as first aid and computing.

Here are just some of the comments the sessions have received from tenants and residents:

"I attend yoga and tai chi on Mondays and chair yoga with some standing, on Thursday. All these classes have benefited my wellbeing and flexibility and improved my ability to walk. These classes are a godsend from Hounslow Council, and I wanted to send my gratitude towards the teachers who bring their unique ways of guidance for different problems we all have."

"I just thought you might like to know how much your 60+ Programme has changed my life. I am doing art at home every day now and after doing the chair exercise class, I have found chair exercises online that I do also."

You can find the full programme for Happy and Healthy in Hounslow at: [www.careplace.org.uk/Services/33498](http://www.careplace.org.uk/Services/33498)



Or for more information you can email: [activities60plus@hounslow.gov.uk](mailto:activities60plus@hounslow.gov.uk) or call Anita Savdas on 07974 622748.

## Moving home? Remember to take out your rubbish

Hounslow Council's Housing Services team works hard to provide clean, decent, good-quality homes to people who need them.

When we welcome a new tenant to one of our properties, we want it to be ready for them to live in immediately.

However, we are experiencing an increasing trend of tenants moving out of one of our properties and leaving their rubbish behind for others to clean up.

In some cases, our team members have been met with mountains of rubbish that is costly and time-consuming to remove.

There is an obligation for all tenants who are moving out to leave their homes in a decent state of repair and free from rubbish.

If you are moving out and you do leave a mess behind, you may be charged for the cost of the housing team cleaning up after you.

So, please be kind, and considerate to others and take your rubbish with you.

For more information on a range of housing issues, visit: [hounslow.gov.uk/housing](http://hounslow.gov.uk/housing)



**Trash talk:** The scenes facing housing officers caused by tenants who have left their rubbish behind.

# enlighten HOUNSLOW

*Healthier Homes,  
Healthier Lives*

**As part of the Council's Enlighten Hounslow campaign, we are highlighting the link between energy-efficient homes and better health.**

Did you know that making your home more energy efficient can have a big impact on your energy bills and your physical and mental well-being?

Simple energy efficiency measures like better insulation, improving airflow and updating your heating systems can have a big impact on your home, your health and your happiness.

Maintaining a comfortable air temperature, balanced humidity, and clean air quality can significantly reduce the risk of respiratory conditions like asthma, bronchitis, and other chronic illnesses. In fact, damp and mould are most common and likely to occur in poorly insulated homes and can contribute to these health issues.

Living in a warm, comfortable home doesn't just feel good—it also helps reduce stress. High energy bills and the anxiety around fuel poverty are major sources of worry for many households. Improving your home's energy efficiency can lower these

costs, making a real difference to your financial stability and peace of mind. Even a small improvement in energy efficiency—just one point on your home's energy efficiency score can save you around £19 annually. Those savings quickly add up, giving you one less thing to worry about.

Improving your home's energy efficiency doesn't just help the environment and your wallet - it also promotes better physical and mental health, improving your quality of life.

For more information on how to improve your home's

energy efficiency, head over to the Enlighten Hounslow webpage: [hounslow.gov.uk/enlightenhounslow](http://hounslow.gov.uk/enlightenhounslow) and our Healthy Homes web page, for more information on managing damp and mould in your home scan the QR code below.

## The Good Life's coming to Hogarth Estate

Residents of Hogarth Estate will soon have the chance to grow their own as part of a plan to bring fresh gardening features to this and other estates.

The Housing team is in the process of installing eye-catching planters, giving green-thumbed tenants the opportunity to cultivate their own crops. Tenants are encouraged to use these planters to grow wildflowers or even their own herbs and vegetables, promoting sustainability, food security, and healthy eating.

This latest project follows a similar scheme at Heston Farm where the



local tenants and residents association now manage the space. The garden is opened at agreed times and the space is used by the community centre and other local groups for outdoor activities.

In the future, the Housing team also plans to expand the scheme by adding community fruit orchards for tenants to tend and enjoy.

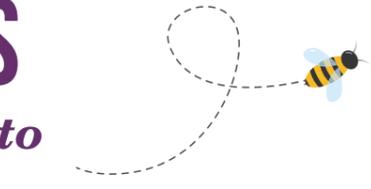
We'll keep you updated on these exciting projects as they continue to blossom.

## BUG HOTELS bringing new life to our estates

It's fair to say the latest tenants on Hounslow Council's housing estates are a bit... different. For one thing, most of them have six legs, wings, or both!

Yes, your new neighbours are bugs! As part of our ongoing commitment to enhancing biodiversity and introducing more wildlife and wildflowers into our communities, we've been busy building brand-new bug hotels.

Following the success of last year's pilot insect inns, Hounslow Council Housing Services pledged to create 26 additional hotels as part of the wider Hounslow Natural Summer initiative. Work is now well underway, with striking new beetle boutiques already in place on Main Street in Feltham, the Waterloo Estate, and more.



Each of these bespoke bug hotels is surrounded by wildflowers to encourage our new creepy-crawly residents to settle in. Beyond adding charm to our green spaces, these hotels bring numerous benefits: they support pollinating insects like bees, offer natural pest control, and encourage biodiversity.

The bug hotels are also proving a big hit with local schoolchildren, who've visited to study these fascinating "mini-beasts" up close.

The bug hotel project is anticipated to be complete by the end of November



## IT'S GOOD TO TALK

**When it comes to working in partnership with our tenants and residents to improve the quality of life for everyone on our estates, good communication is crucial.**

That's why Hounslow Council Housing has introduced a new policy around engagement, which puts our tenants and residents at the heart of the process.

This new approach, based on widely accepted national standards, seeks to improve how we communicate with our tenants and residents, based on the feedback they have given us.

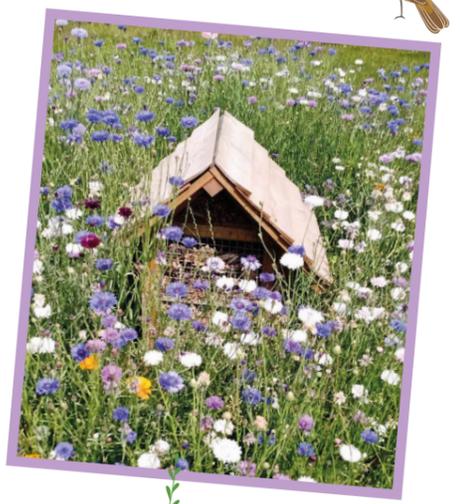
Its key elements include: enhancing our communications channels to make them more inclusive and to encourage a two-way conversation, greater participation through community events and supporting people to take ownership of community-based projects through volunteering.

We are also working to improve transparency and giving people more influence over our services through a tenant-led scrutiny panel.

The new policy, entitled Our Approach to Engaging Council Tenants in the Management of their Homes, was approved by the Council's Cabinet in July.

You can read the full engagement policy here:

[www.hounslow.gov.uk/tenants-home-management](http://www.hounslow.gov.uk/tenants-home-management)



# HOW TO PAY RENT DURING THE *Festive Season*



Christmas is on the way and it's usually one of the busiest and most expensive times of the year. With presents to buy, festive food to prepare, and plans for family visits and children's activities, costs can quickly spiral.

During this time, paying your rent may become a concern. However, it's crucial not to let the festive expenses take priority over your rent payments.

We understand that the holiday season can be financially challenging, especially given the current economic climate. That's why we have a dedicated team of Housing Income Officers, as well as our Welfare Benefit and Money Advice service, who are here to help. Our team will soon be reaching out to tenants who have previously missed rent payments during the Christmas period to discuss their current circumstances and offer support if needed.

If you're finding it difficult to keep up with your rent payments, we encourage you to get in touch with us as soon as possible. We are here to work with you and explore solutions to prevent your account from falling into arrears. You can

arrange a call with your Income Officer, who will be happy to discuss your situation.

If you're facing difficulties in maintaining your rent payments, our Housing Income Officers can provide support by referring you to trusted external agencies. We can connect you with organisations such as Crosslight ([www.crosslightadvice.org](http://www.crosslightadvice.org)), StepChange ([www.stepchange.org](http://www.stepchange.org)), Citizens Advice Bureau ([www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)), Thames Reach ([www.thamesreach.org.uk](http://www.thamesreach.org.uk)), and the National Zakat Foundation ([www.nzf.org.uk](http://www.nzf.org.uk)). These services offer valuable advice and support to help you manage your finances and stay on top of your rent.

Remember, paying your rent must remain a priority. You can make payments online at [www.hounslow.gov.uk/pay-your-rent](http://www.hounslow.gov.uk/pay-your-rent)

There is also a range of financial support available for residents. For more information, visit: [www.hounslowconnect.com](http://www.hounslowconnect.com)

You can also check your eligibility for welfare benefits using our benefits calculator at: [hounslow.entitledto.co.uk/home/start](http://hounslow.entitledto.co.uk/home/start)

Hounslow Council is always seeking new and effective ways to manage condensation, damp, and mould in homes across the borough. In an exciting development, we've joined forces with other London local authorities to launch a new pilot scheme designed to combat these issues head-on.

We've partnered with the award-winning technology company, IOT Solutions Group, to install COSIE Homes monitoring sensors in homes affected by damp and mould. These cutting-edge sensors will help us gain valuable insights into the causes and severity of damp issues, allowing us to address them more effectively.

## HOW CAN WE SUPPORT YOU?

Our dedicated Tenancy Sustainment Team can offer intensive support to our tenants who have complex needs. The aim of the team is to help tenants live independently, remain in their home and be part of their community.

The team provides a robust housing management service and bespoke sustainment support to most vulnerable tenants. At times, we all experience difficulties, and it's important to seek support early to prevent issues from escalating.

If you need support, simply contact your Housing and Tenancy Officer and/ or your Income Officer, and have the initial conversation for a referral to the team.

## Smart Technology used to tackle Damp and Mould



The pilot will run for 12 months, during which time we'll be closely monitoring the data to better understand what steps we can take to make improvements.

As we track progress over the coming months, we'll provide updates on the impact of the sensors and any potential for rolling out this technology more widely across the borough. Stay tuned for further news as we continue our efforts to create healthier, safer homes for our residents.

Find out more about how to manage damp and mould in your home here: [hounslow.gov.uk/healthyhomes](http://hounslow.gov.uk/healthyhomes)

## MOVING HOME:

### *Your options as a Hounslow Council Tenant*

At Hounslow Council, we understand that as a tenant, your housing needs may change over time. Whether you need a smaller property, a fresh start in a new location, or want to explore living outside the borough, there are several options available to help you move to a new home. Here's a guide to the different choices you have as a Hounslow Council tenant.



### *What you need to know...*

With thousands of people currently on Hounslow's housing waiting list, it's important to carefully consider your housing options if you are looking to move. Each option comes with its own set of conditions and processes, and it's essential to understand what might be best for you.

If you're thinking about moving, we encourage you to contact our team for guidance on the different options available. Whether you want to downsize, explore mutual exchange, or consider a move further afield, we're here to help you find the right solution for your needs.

For more information, visit [hounslow.gov.uk/housing](http://hounslow.gov.uk/housing) or contact your housing officer.



#### **Downsizing**

If you are living in a property that's now too large for your needs, downsizing might be an option. Moving to a smaller home can reduce your rent and household bills and also free up much-needed larger properties for families on our waiting list. With thousands of people currently waiting for housing in Hounslow, downsizing can make a real difference.

We offer support to tenants who wish to downsize, helping you find a property that suits your current needs while also assisting with the move.

You can find out more about downsizing at: [hounslow.gov.uk/downsizing](http://hounslow.gov.uk/downsizing)

#### **Mutual Exchange**

A mutual exchange is a great option if you're looking for a change of location or a different type of home. This allows you to swap homes with another council or housing association tenant. You can move to a property of the right size or closer to family, work, or other commitments.

You can explore mutual exchanges via the HomeSwapper service, which lists properties available for exchange across the UK. It's important to note that exchanges are subject to approval from both landlords, and certain conditions will need to be met. Find out more at: [homeswapper.co.uk](http://homeswapper.co.uk)



#### **Homefinder UK**

For those looking to move outside Hounslow, Homefinder UK can help. This scheme lists available social housing properties across the UK, giving you the opportunity to relocate to a different area that better suits your circumstances. Whether you're seeking employment opportunities, need to be closer to family, or simply want a change of environment, Homefinder UK could help you find the right home.

Find out more at: [www.homefinderuk.org](http://www.homefinderuk.org)

#### **Seaside & Country Homes Scheme**

If you're aged 55 or over and looking for a change of scenery, the Seaside & Country Homes scheme offers an opportunity to move to a coastal or rural area. This scheme provides council or housing association tenants with the chance to relocate to quieter parts of the country, offering a slower pace of life and access to the beauty of Britain's countryside and coast.

While there is often high demand for properties in popular areas, this option can offer a fresh start for older tenants looking to downsize or retire. Find out more by search at: [london.gov.uk](http://london.gov.uk)

# WHAT'S ON?

## Connect with Your Community

We've got some great events lined up at our weekly Social Cafés. These are open to all Council tenants.

The Social Cafés provide a great opportunity to connect with your neighbours and your community. There's plenty of useful information available, plus our Housing Activity Co-ordinators are there to support you with any activities that you may be interested in starting up and being involved in. We're also keen to speak to anyone who has a skill they'd like to share with others, be it crocheting or music or anything else, so come along!

The Social Cafés are held at...

### Oriel Community Resource Centre

Creswell Road, Hanworth, TW13 6YQ - every Tuesday from 10am to 1pm

### The Mission Hall Community Centre

Mission Square, Brentford, TW8 0SD - each Wednesday from 10am to 1pm

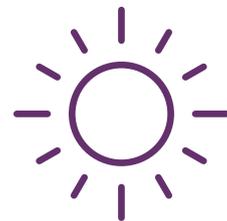
Pop by for a chat, meet the team, and learn more about how you can be involved in the community. We offer a free hot cup of tea or coffee and a warm space for you to come along to. The team also provide a range of activities from holding light chair yoga exercises, arts and crafts which you're welcome to join for free!

Be sure to visit your local Social Café to stay connected and make the most of your community space.

You can also email us at [engage@hounslow.gov.uk](mailto:engage@hounslow.gov.uk)



# We know what you did last summer!



## They came, they saw, they had a great time!

This was the story of our Summer on the Green events, which took place in August at Convent Way and Edensor Gardens.

More than 200 tenants, friends and other visitors attended these two popular engagement events that are rapidly becoming a high point in Hounslow Council's Housing Services annual calendar.

With packed programmes of activities for everyone to enjoy, our Summer on the Green events were the perfect chances for tenants and their families to get to know the housing services teams, along with plenty of other services as well.

Visitors to these events could discover more about a range of topics from health and wellbeing, through to help with reducing energy bills and how the Council and its partners are working with the community to tackle issues like anti-social behaviour.

The Council's Health Outreach Team were on hand to give out some great healthy living guidance, while officers from the London Fire Brigade offered some important fire-safety tips.

There was a healthy-eating, healthy-living smoothie bike for everyone to try and for younger visitors, there was face-painting, games and some great football coaching sessions.

Brentford FC Community Sports Trust also donated three signed football shirts that were offered as prizes during the action.

And if all that wasn't enough, the sun came out as well!



**Summertime Special:** Scenes from Hounslow Council's Housing Services' Summer on the Green events.

# THANK YOU FOR USING YOUR VOICE



We recently asked tenants to give us their views on some changes we want to make to the Council's Tenancy Strategy and you didn't let us down.

Hundreds of tenants took part in the consultation, which ran on Hounslow Council's Let's Talk engagement platform.

We want to stop issuing flexible tenancies, which means tenants can more quickly achieve a secure tenancy that provides greater security.

Under the new proposals, tenants will have a 12-month introductory tenancy, and if they keep to the terms, they will receive a lifetime secure tenancy.

This removes the uncertainty of the current five-year flexible tenancy review period.

As well as running online, tenants were given the chance to take part in the consultation at some of the housing team's regular weekly meetings and social events.

