

HOUSINGnews

News and information for our tenants

July 2025

YOU SPOKE, WE ACTED



When something goes wrong, we are here to put it right. As well as putting things right, we also use your complaints as a powerful tool to help us do better.

Last year, around 70% of all complaints were about delays or issues with repairs. We took this seriously. That is why we brought in an independent expert to carry out a full review of our repairs service – from start to finish.

Importantly, tenants were part of that process. Residents Voice, the tenant-led scrutiny group, gave clear feedback, calling for changes to how the contact centres works, how communal repairs are managed, and how follow-up work is booked.

We are now taking action on these suggestions by improving how we allocate staff across phones, emails, and online forms - making it easier for you to reach our contact centre. We are also exploring ways to share contact details

for communal repairs, so we can keep you updated, even if it is just to let you know we are still investigating.

We will closely monitor how we are doing and keep you informed as improvements are made, because your voice is shaping the service you receive.

We also heard from a few residents that told us that, while the communal caretaking service is generally working well, some areas were occasionally being missed.

When we looked into this, we found that cover and temporary staff – who step in during sickness or annual leave – were not always fully familiar with our estates. To fix this, we have introduced new steps to make sure no part of your estate gets overlooked. All cover and temporary staff now get a proper briefing with a team leader before they start, so they know exactly what is needed and where.

GET IN TOUCH

You can check who your estate improvement officer is, and when the next inspection is taking place on your estate noticeboard or by scanning the QR code:



Cllr Sue Sampson,
Cabinet Member
for Housing
Management and
Homelessness

Welcome to the summer edition of our housing newsletter – an important update on the work we are doing to support you, protect our homes, and improve our communities.

In this issue, we highlight the ways your housing services are evolving. From key learning from complaints to how we are tackling Anti-Social Behaviour (ASB) and supporting residents facing housing and mental health challenges, we are focused on making a difference where it counts.

We know that safe, secure housing is the foundation of wellbeing. That is why our tenancy sustainment team continues to provide tailored support, and why we carry out tenancy audits – to better understand your needs and act on them.

We are also continuing to invest in our estates – from new community spaces like the garden at Hogarth Estate, to practical improvements and local events. Our ASB awareness and meet your housing team events are designed to bring services closer to you, giving you the chance to talk to us face-to-face, raise concerns, and access support (see page 7).

We will continue to share how we are working to strengthen our services and deepen how we listen to you. Tenant-led groups like Residents Voice help ensure your voices shape our policies and hold us to account (see page 8).

Looking ahead, we are preparing for a major inspection by the Regulator of Social Housing in Summer 2025 and we will share the outcome of their findings once they have concluded.

We are here to listen, respond, and – most importantly – to work with you.

Because your home is more than just a roof – it's your community. Let's keep building it together.

Cllr Sue Sampson

Cabinet Member for Housing
Management and Homelessness



**London Borough
of Hounslow**



www.hounslow.gov.uk/housing



020 8583 4000

For emergencies out of hours:

020 8583 2222



SPOTTING TENANCY FRAUD

Have you noticed any unexpected changes in who is living in a council property?

Tenancy fraud is not always obvious, but it can mean someone is living in a council home they are not entitled to – taking housing away from people who genuinely need it.

Here are some signs to watch out for:

- ✓ A change in who is living at the property
- ✓ A neighbour has passed away, but someone new has moved in
- ✓ The property appears to be empty or abandoned
- ✓ A resident talks about paying rent to a 'landlord' instead of the council

If you suspect tenancy fraud, please report it in confidence to our fraud investigation team.

Call: 0800 328 6453

Email: fraud@hounslow.gov.uk

Online: https://www.hounslow.gov.uk/info/20111/about_the_council/1386/fraud



Your report can help us make sure council homes go to the people who need them most

TENANCY AUDITS – WHAT TO EXPECT



Each year, we carry out tenancy audits at around 3,000 homes as part of our commitment to supporting you and ensuring tenancies are being used correctly.

A tenancy audit is a home visit conducted by your housing and tenancy officer. During this visit, the

officer will complete a short survey and take the opportunity to listen to any concerns you may have – such as issues with damp and mould.

These visits usually take around 30 minutes and help us get to know you and your household better. They also give you a chance to meet your officer and ask any questions.

Audits are usually unannounced, so we will not contact you beforehand. If you are not home, we will visit again, including in the evening if needed.

Your officer will check the property to ensure it has not been sublet and that it is being looked after in line with your tenancy agreement.

They will collect some basic information including proof of ID, household details, contact information, and income (including benefits). They will also note the condition of your home and check for any fire safety risks.

You will be asked to sign the completed survey to confirm the information and verify your signature against your Tenancy Agreement.

To find out more, please contact your housing and tenancy officer. If you are not sure who the housing and tenancy officer for your area is, you can check the directory on the Council's website:

www.hounslow.gov.uk/council-tenants#housing-officer-contact

A CLOSER LOOK AT OUR PERFORMANCE

We know it is important for you to understand how we are performing and how your rent is being used.

That is why, in addition to publishing our annual Tenant Satisfaction Measures (TSMs) – TSMs are performance measures used by the Regulator of Social Housing to assess how well social housing landlords are providing good quality homes and services – we are launching something new.

This Summer, you will receive our first

Annual Landlords Performance Report. It will show how we are meeting national standards for social housing, outline where we are making improvements, and explain how we are investing in council homes.

We will also include benchmarking – so you can see how we compare with other landlords across London and the country. It is all part of our commitment to being open, transparent, and accountable to you.

HELPING YOU STAY SECURE IN YOUR HOME



The tenancy sustainment team help tenants stay in their homes by providing tailored support, information, and advice to enable tenants to be able to maintain their tenancies long term.

We support the most vulnerable to empower them to make the right choices to live safely and independently in their home. We believe every tenant deserves to feel safe, supported, and respected – and our team is here to make that happen.

This month, we are highlighting a powerful example of how our support can make a difference.

Supporting mental health and stability

A tenant was referred to us following a significant mental health decline. The resident had painted their entire home blue and was struggling to maintain basic daily tasks.

Our team immediately worked with adult social care to assess the resident's needs and put in place regular visits, a

care package, and practical help with household maintenance.

Thanks to this intervention, repairs were completed – including a new kitchen and bathroom updates – and physiotherapy was arranged to help with mobility. We also helped the resident apply for more suitable housing and assisted with the transition to sheltered accommodation.

The result? A more stable home environment and improved quality of life. This is just one example of how we stand by tenants when it matters most.

Referrals are made through your housing and tenancy team.

NEED HELP WITH YOUR TENANCY?

If you are having trouble managing your tenancy - or know someone who is - please reach out to us as soon as possible. Getting support early can help prevent issues from escalating.

Referrals are made through your housing and tenancy team. Scan the QR code to find your housing and tenancy officer.



THINKING OF MAKING CHANGES TO YOUR HOME?

We understand that you may want to make alterations or improvements to your council home – and you have a legal right to do so.

However, it's important to obtain written permission from the Council before starting any work.

This helps ensure that any changes are safe, meet current building regulations, health and safety standards, and consider environmental impacts.

It also protects you from potentially costly issues in the future, such as needing to undo unauthorised work that doesn't meet the above criteria.

To apply for permission, please contact your housing officer or visit our website for guidance:

<https://beta.hounslow.gov.uk/council-tenants/making-alterations-council-home>

We are here to help you make the changes you want – safely and responsibly.

Maintaining your home – what you need to know

With many No Win, No Fee solicitors and claims companies offering quick and easy solutions for housing repairs, it may be tempting to approach them instead of contacting your landlord.

Scam alert

Be mindful if you are considering this route - a recent scam in London has seen individuals posing as legal representatives to gather personal and financial information under the guise of housing disrepair claims. This has

been reported to Action Fraud and the Solicitors' Regulation Authority.

Please be aware that using external claims companies may lead to unnecessary costs and delays in getting your repairs resolved.

These costs are currently funded from tenants' rent payments - money that could be better spent on improving homes and delivering essential frontline services.

To help maintain your home, some repairs fall under our responsibility as

your landlord, and others under yours as the resident. If you are unsure, we are here to help.

If you have any concerns about repairs, contact us before taking alternative action. We are committed to resolving issues as quickly as possible.

Contact us:

Email: repairs.team@hounslow.gov.uk

Call: 020 8583 4000 (8am-6pm Mon-Fri)

Online: www.hounslow.gov.uk/housing-repairs

SHAPED BY YOU, FOR YOU



We are continuing to invest in our estates to make them even better places to live – cleaner, greener, safer, and more welcoming for everyone. And your voice is helping guide the way.

From colourful murals to upgraded bins, new play areas, and vibrant community gardens, we are turning your ideas into action.

Your feedback is helping us focus on what really matters to you – and together, we are creating spaces that bring people together.

To stay up to date on all upcoming improvements in your area, simply scan the QR code:



Growing together at Hogarth Estate

At Hogarth Estate, exciting upgrades have already taken place. New picnic benches have been installed to create more space for residents to relax and enjoy the outdoors. A brand-new community vegetable garden has also been launched – giving everyone a chance to connect with nature, learn new skills, and grow their own produce.

Residents worked closely with the Council's grounds maintenance team to help design the garden's layout and key features. The result? A shared green space that brings people together – from adults to children – to enjoy gardening and take pride in their community.

Thank you to everyone at Hogarth Estate who helped bring this project to life.

What's next?

- ✓ Five more community gardens are in the pipeline – including Mission Hall, Bolton Road, Oxford Court, Ivybridge, and Cromwell.
- ✓ Bin upgrades are also on the way. We are reviewing 10 locations and expect to deliver improvements at 4-5 sites this year.
- ✓ At Heston Farm, we are planning a full refresh of the play area – and we will be inviting residents to help shape the design.
- ✓ Plus, we are identifying walls for potential murals and mosaic features, paired with scented plant beds – creating beautiful, uplifting spaces across our estates.

Let's keep building better communities – together.

Inspection – what it means



In Summer 2025, Hounslow Council's housing services will be inspected by the Regulator of Social Housing (RSH), to ensure that the Council is meeting the consumer standards set by the regulator, and is effectively addressing and resolving problems when they are identified.

Hounslow Council is committed to properly fulfilling its role as a social landlord of over 13,000 tenanted and 3,000 leasehold homes in the borough.

We are committed to expanding our tenant engagement approach, and to ensuring tenant satisfaction at every opportunity.

While we acknowledge that there is more to do, we are committed to improving our housing services to ensure that social housing tenants in the borough receive the best services possible.

The findings of this inspection will be published by the RSH, once the inspection has concluded.

SPOTLIGHT *on* ASB



We take all reports of anti-social behaviour (ASB) seriously. Whether it's noise nuisance, threats, illegal activity, or any activity that affects your safety and wellbeing, we are committed to taking firm action to protect our tenants and communities.

Our teams work closely with residents, support services, and the police to investigate concerns thoroughly and take the appropriate steps – ranging from support and early intervention to legal enforcement where necessary.

The case studies below highlight how we deal with serious ASB and help ensure that everyone can enjoy their home in peace.

Tackling severe ASB – Dukes Avenue

Following serious complaints from neighbours, a complex case at Dukes Avenue highlighted the importance of fast, coordinated action. Reports included drug use, theft, and large amounts of rubbish in and around the property. The tenant refused all access to contractors, gas checks, and support services, even using the garden as a toilet due to the uninhabitable condition of the bathroom.

A multi-agency approach was taken, involving housing officers, police, and environmental enforcement. Police

found £6,000 worth of stolen items in the property. A full closure order was granted by the court in January 2025. Although the tenant initially resisted, he later surrendered his tenancy after discussions with our ASB officer. The property has since been recovered and will soon be re-let after voids works.

Restoring peace at Bristol Court

At Bristol Court, a long-running case involving aggressive and abusive behaviour from a tenant caused significant distress to residents and staff. Incidents included property damage, verbal abuse, threats, drug use, and indecent exposure.

Despite several support interventions and warnings, the tenant refused to engage. After housing officers, adult social care, and the police worked together, an injunction was secured with powers of arrest. This helped safeguard the community and restore peace in the sheltered housing block.

Make a report to us by calling 020 8583 4000 or by scanning the QR code



ASB AWARENESS EVENTS

Come and meet your ASB, tenancy, and estate teams. We are holding a series of events across our estates to talk with you about ASB and how we can work together to tackle it.

These sessions are a great opportunity to speak directly with our team, ask questions, and get support.

Wednesday 2 July

• 10am – 12pm, Clayponds Community Centre, Brentford, W5 4RQ

• 2pm – 4pm, Beavers Children's Centre, Hounslow, TW4 7NW

Friday 4 July

• 10am – 12pm, Bridgelink Centre, Isleworth, TW7 7QR

• 2pm – 4pm, Brentford Library, Brentford, TW8 8DW

Wednesday 27 August

• 10am – 1pm, Green Dragon Estate, Brentford, TW8 0DJ

Thursday 28 August

• 10am – 1pm, Ivybridge Estate, Isleworth, TW7 7LW

Tuesday 2 September

• 1pm – 4pm, Waterloo Estate, Feltham, TW14 9XP

Thursday 4 September

• 1pm – 4pm, Clayponds Estate, Brentford, TW8 0GS

We look forward to seeing you there.



DOG OWNERS MUST ACT RESPONSIBLY ON OUR HOUSING ESTATES.

Even if your dog is not dangerous, it should be kept on a lead in shared spaces. Allowing dogs to roam, foul, or intimidate others is anti-social behaviour and may breach your tenancy. Repeated breaches could lead to formal warnings or further tenancy enforcement action. Help keep our communities safe, clean, and respectful for everyone.

GET TO KNOW YOUR HOUSING TEAM



Meet the teams supporting you

The housing and tenancy management teams are hosting local engagement events across our estates to connect with you directly.

- ✓ Meet the tenancy, tenancy sustainment and estate improvement teams
- ✓ Learn how we support you and your tenancy
- ✓ Share feedback and help shape future services

Tuesday 29 July

- 10am – 12pm Brentford Library, Boston Manor Road, TW8 9DW
- 2pm – 4pm Oriel Community Centre, Cresswell Road, TW13 6YG

Thursday 31 July

- 10am – 12pm Beavers Lane Children's Centre, TW4 7NW
- 2pm – 4pm Watermead Estate, Sandy Drive, TW14 8BE

We are here to listen and help.

SAFETY FIRST

Battery Fires



Battery fires are causing hundreds of thousands of pounds in damage to collection vehicles and waste facilities across West London. In May, we worked with West London Waste and our five neighbouring boroughs to raise awareness of the dangers and how you can dispose of batteries safely.

Please remember:

- ✗ Never put batteries in your rubbish or recycling bin
- ✓ Always take them to a designated battery recycling point

Many recycling centres and larger retail stores offer drop-off points for small electricals.

Use the Recycle Your Electricals locator to find your nearest battery recycling point: www.recycleyourelectricals.org.uk/

Let's work together to keep our communities safe.

BARBECUES ON HOUSING ESTATES



With summer fast approaching, we remind all residents that barbecues - whether disposable, fixed, or campfire-style - are not permitted anywhere within our housing estates.

However, we understand that many residents, especially families in flats, would like to enjoy outdoor cooking. We are currently reviewing the policy and exploring the possibility of safe, designated BBQ areas in the future.

Thank you for your cooperation in keeping our estates safe for everyone.

ALL THINGS TENANT

Come to the online Housing Hub



Welcome to your new online Housing Hub – built for tenants, about tenants. This is your space to find out what's going on, get involved, and have your say.

Whether you are looking for events, local activities, volunteering opportunities, or just a chance to chat informally with other tenants, the Housing Hub is the place to start. We want the content to be clear, straightforward, and focused on what matters to you.

The Hub features videos of past events, so you can see what we have been up to – from neighbourhood clean-ups to fun days and more. You will also find a

calendar of upcoming summer events, including Summer on the Green and other community highlights.

Looking to get more involved? There is information on joining Residents Voice, local tenant and resident associations (TRAs), and community activities like the social café.

This space is by tenants, for tenants – and we want your input. Come along, check it out, and be part of what's next.

Find out more here: <https://talk.hounslow.gov.uk/housing-resident-engagement>

GOT A GREAT IDEA FOR YOUR COMMUNITY?

Hounslow Council's Thriving Communities Fund is here to help bring your ideas to life.

The fund provides community and voluntary sector organisations and informal groups with grants of up to £1,000 for projects that bring communities together and improve health and wellbeing – such as a community fun day, a refresh of a communal space, or a new wellbeing activity.

Applications are accepted on a rolling basis.

Chat with your neighbours and start planning something positive for your estate.

For more information, scan the QR code:



CALLING ALL TENANTS AND LEASEHOLDERS

Let's talk housing

We are committed to making all our homes and estates great places to live – and we can only do that by working in partnership with you, our residents.

There are more ways than ever to get involved and help us shape and deliver the housing services that matter to you. Whether it's through local conversations, borough-wide forums, or one-to-one chats, your voice has a real impact.

Tell us how you would like to take part – from giving occasional feedback to joining residents panels. However you choose to be involved, your input helps us improve services. Share your interests

and preferences here: <https://talk.hounslow.gov.uk/housing-resident-engagement>

You can also explore recent consultation results and share your views on Let's Talk Hounslow.

Upcoming events:

- ASB awareness events (page 5)
- Meet your housing team (page 6)
- Summer on the Green (page 6)
- Housing Engagement Expo this autumn.

Let's work together to shape better services and stronger communities.

I want to meet new people, make more friends

I want to improve life on my estate

I want to improve my CV with new skills and experience

I want to influence Council decisions

SUMMER On The Green is Back



Join us for a fun-filled day at Summer on the Green this August.

Enjoy exciting activities like face painting, our popular Smoothie Bike (yes, you pedal to blend!), and get a free bike check-up with Dr Bike.

It's not just about fun – our team will be on hand to offer support with welfare,

benefits, tenancy issues, and anti-social behaviour concerns.

You will also have the chance to meet the housing engagement team and discover how you can get involved in volunteer groups that help shape and improve our housing services.

Come along, connect with neighbours,

and hear from tenants already making a difference.

Friday 8 August

- 2 – 6pm, Redwood Estate, Cranford

Thursday 14 August

- 2 – 6pm, Fraser House in Brentford Towers, Brentford

A MESSAGE FROM YOUR NEIGHBOURS AT RESIDENTS VOICE



In the last newsletter, you may have seen the introduction to Residents Voice – that's us!

We're a group of fellow council tenants who volunteer our time to scrutinise how housing services are being delivered here in Hounslow. But more importantly, we make sure that tenants' voices (yours, ours, everyone's) are genuinely being heard - and that those voices lead to real action and accountability.

One thing we said loud and clear to the Council: this piece should sound less like 'them' and more like us. So here we are – writing directly to you.

What happened at the Residents Voice promotion event in May?

Back in May, we held a promotion event at Mission Hall in Brentford. It was a great afternoon where council tenants and housing staff came together to learn about what we do – and why it matters.

Our very own Carolyn, Vice-Chair of the group, kicked things off with a powerful speech about how Residents Voice came to be. In a nutshell, we were formed because Hounslow Council wanted tenants to have more say and more power in how council housing is run.

That means more than just filling out the odd survey – it means real involvement, with access to

performance data and a direct line to decision-makers.

We go through the numbers, the reports, and the feedback, and then we ask the tough questions. If things aren't working as they should, we say so. And we don't stop there – we also make suggestions to help improve the service, and when needed, we propose changes to policy.

You can watch the highlights of the day here: <http://hounslow.gov.uk/residentsvoice>

Upcoming Residents Voice meetings

6th floor, Hounslow House, 7 Bath Road, Hounslow TW3 3EB

- **6.30pm-8.30pm**
Wednesday 25 June 2025
- **6.30pm-8.30pm**
Thursday 31 July 2025
- **6.30pm-8.30pm**
Thursday 25 September 2025
- **6.30pm-8.30pm**
Thursday 30 October 2025
- **6.30pm-8.30pm**
Wednesday 26 November 2025

A few words from David, our Chair



We also had a chat with David Squire, our Chair, about why he joined Residents Voice and what he's got out of it. It's worth a watch – you can catch the interview here: <http://hounslow.gov.uk/residentsvoice2>

Thinking of getting involved?

If any of this has sparked your interest, we'd love to hear from you. Whether you've got a sharp eye for detail, like working with others, or just care deeply about your community – there's a place for you.

And scrutiny isn't the only option. You can volunteer at estate inspections, become a community ambassador, or join one of the many other residents' groups like the engagement or leaseholder networks.

This is your housing service. Let's shape it together.

Want to know more? Ready to sign up? Have questions or just want a chat?

Email us at:
engage@hounslow.gov.uk

WE'D LOVE TO HEAR
FROM YOU



Have questions or ideas about housing in Hounslow? Get in touch with our housing engagement team:

Email: engage@hounslow.gov.uk

Call: 020 8583 4000

Visit: www.hounslow.gov.uk/housing

Prefer to reach out online?

Complete our quick and easy housing engagement contact form. Scan the QR code.

