

HOUSING^{news}

News and information for our tenants

November 2025

Estate improvements

BOLTON ROAD

gets a
splash of
colour

Colourful mural at Mission Hall,
with similar artwork transforming
Bolton Road Estate

There has been lots happening across our estates recently, with some fantastic improvements bringing new life and colour to the area.

Following the success of the vibrant mural at Mission Hall in Brentford, Bolton Road Estate in Chiswick has now had a similar mural installed. This exciting addition has transformed a blank wall into a colourful focal point for the community to enjoy.

Earlier this year, local residents approached our Thriving Community Fund team with creative ideas to brighten up their surroundings. Their proposals focused on introducing new artwork and adding more plants to the communal garden, making the area more welcoming for everyone.

Our Estate Improvement Officer worked closely with the residents to develop these ideas through on-site engagement sessions. This close collaboration led to inspiring plans for the estate, including:

- Designing and delivering the new mural.
- Creating a new community growing space.
- Identifying the items and resources needed to support this growing area.

In addition, residents who regularly attend Mission Hall, particularly the popular Social Café on Thursday mornings, have recently welcomed the addition of a new community garden. Fully equipped with everything needed to maintain it, the garden has quickly become a vibrant and well cared for space for everyone to enjoy. Residents are invited to come along, enjoy a cup of coffee and chat with the Housing Engagement team.

By working hand in hand with residents, we are laying the foundations for resident-led improvement projects that boost both the look and community spirit of our estates.

GET IN TOUCH

If you would like to share your ideas or report issues on your estate, visit: **my.hounslow.gov.uk/service/Report_an_estate_issue_or_suggestion** or simply scan the QR code.



Cllr Sue Sampson,
Cabinet Member
for Housing
Management and
Homelessness

As we step into autumn, I am delighted to bring you the latest edition of Housing News. This is always a busy time of year for our housing service, and I am proud to share some of the progress we have made together over the past 12 months, as well as the work ahead.

Our 2024-25 Annual Report is here. It sets out how we have invested in homes and services, improved repairs performance and delivered hundreds of new council homes across the borough. It also highlights how your feedback has helped shape our priorities, ensuring our services work for you.

This autumn also saw the Regulator of Social Housing complete its inspection of our housing service. The result reflects the progress we have made in strengthening housing in Hounslow – from improving repairs to involving residents more directly. But we know there is still more to do, and we remain focused on delivering safe, secure and high-quality homes for everyone.

This edition covers key updates on safety checks, tenancy management and the different ways you can get involved in decisions about your home. You will also find useful advice to help you manage rent payments ahead of the festive season, as well as a look back at some fantastic community events held over the summer.

We also want to take this opportunity to celebrate you – our tenants – at the upcoming Housing Engagement Tenant Expo. It is a chance to recognise your contributions, share updates and look ahead together. I look forward to seeing many of you there.

If you have any queries or concerns, please get in touch with our team or with me directly. We are here to help.

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

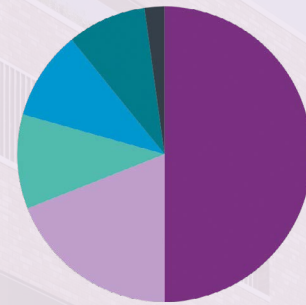
YOUR ANNUAL REPORT *is here*

We are pleased to share our latest Housing Annual Report 2024-25, which highlights the work we have done together over the past year and sets out our priorities for the year ahead.

The report also explains how we are meeting new national housing standards, improving tenant satisfaction and listening to your feedback to shape future services.

Read it online at hounslow.gov.uk/housing/housing-performance-report or simply scan the QR code below.

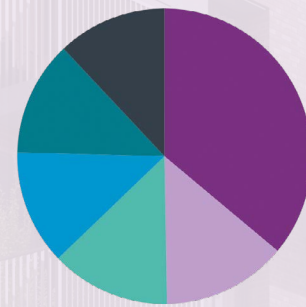
If you require this information in large print or an alternative format, please email engage@hounslow.gov.uk



WHERE THE MONEY COMES FROM

Income - £184 million total

- Rent - £92,000,000
- Greater London Authority/Government new homes grants - £35,000,000
- Sales receipt - £19,000,000
- Service charges - £18,000,000
- Additional borrowing - £16,000,000
- Other income - £4,000,000



HOW WE SPEND THE MONEY

Expenditure - £183 million total

- New build/purchases - £66,000,000
- Improvement works - £25,000,000
- Day-to-day repairs - £24,000,000
- Housing management - £23,000,000
- Rechargeable services - £23,000,000
- Interest on debt - £22,000,000

99.3%

of emergency repairs were completed on time

297

new homes were delivered across the borough

77%

of tenants said they feel treated fairly and with respect

£184

million of income was reinvested into homes and services

Our housing services

HOW WE ARE DOING

We want to share the outcome of a recent inspection by the Regulator of Social Housing, which looks at how well councils like Hounslow manage their homes and services for tenants.

The Regulator has given us a consumer grading of C2, which means we are meeting the national standards but have some areas to improve. This is the first time we have received this type of inspection, and we are proud that it recognises the hard work already happening across our housing service.

The report praised our strong repairs service, our commitment to resident safety and the positive way we work with other agencies to deal with anti-social behaviour. It also highlighted how we listen to tenants and act on your feedback.

The inspection did find a few areas where we can do better, mainly around completing some overdue fire, water and electrical checks and improving how we share information about our performance with tenants. We have already started work on both.

We will keep learning from this and making improvements based on what matters most to you.

Thank you to all residents, housing staff, tenant representatives and partners who took part in the inspection.



Housing Officer here to help

RENT AND THE FESTIVE SEASON

Don't get caught out!

We all know Christmas can be one of the most expensive times of the year. Presents, food, family visits, activities for the kids... it all adds up quickly. With so much going on, it is easy to let rent slip down the list, but paying your rent must remain a priority.

Falling behind, even for just a month, can cause stress that lasts well beyond the holidays. The good news is you do not have to manage it alone.

We are here to help

Our Housing Income Officers, welfare benefit and money advice service are on hand if you are struggling. In fact, we will soon be contacting some tenants who have had difficulties in the past around Christmas to check in and offer support.

If you are worried about keeping up with payments, please do not wait. Get in touch with your Housing Income officer early. We will work with you to explore options and make a plan.

Quick ways to pay your rent

Online hounslow.gov.uk/pay-your-rent
Check what benefits you could claim hounslow.entitledto.co.uk

Find wider support visit hounslowconnect.com

EXTRA SUPPORT IF YOU NEED IT

We can connect you with trusted organisations for free, confidential advice. These services can help you budget, manage debts and access financial support.

Crosslight: crosslightadvice.org

StepChange: stepchange.org

Citizens Advice:
citizensadvice.org.uk

Thames Reach: thamesreach.org.uk

National Zakat Foundation:
nzf.org.uk

NEED A BIT MORE SUPPORT?

If things feel overwhelming, our Tenancy Sustainment team is here for tenants with more complex needs. Their goal is simple: to help you live independently, stay in your home and feel part of your community. Just ask your Housing or Income officer for a referral.

The key message is: do not let festive spending put your tenancy at risk. Reach out early and we will do everything we can to support you.

Tenancy management

ACCESS TO YOUR PROPERTY

From time to time, we will need access to your home to carry out important safety checks and surveys. These visits help us keep your home safe and make sure everything is up to standard. They may include:

- Gas safety checks – to keep you and your household safe.
- Compliance checks – to make sure your home meets all safety regulations.
- Stock condition surveys – to help us plan future repairs and improvements.

Our trusted contractors will visit on behalf of the Council. They will always carry official ID, which you should ask to see before letting them in. Allowing access helps us keep your home in good condition and ensures we can meet our legal responsibilities as your landlord.

Thank you for helping us keep everyone safe.

RESPECT FOR STAFF AND CONTRACTORS

Sadly, across the UK there has been a sharp rise in abuse towards housing staff. More than 6,000 incidents were reported in 2024 alone, mostly involving verbal abuse.

We know that housing issues can sometimes be stressful, but our staff and contractors are here to help. They work hard to provide the best service possible and with care and compassion, and we ask for the same respect in return.

- Verbal or physical abuse will not be tolerated.
- Hounslow Council operates a zero-tolerance policy. Aggressive or threatening behaviour towards our staff or contractors will not be tolerated and may lead to legal action.

Let's all play our part in creating a safer, more respectful Hounslow.

Tenancy management

MOVING OUT?
DON'T LEAVE YOUR
RUBBISH BEHIND



Rubbish left at council property at the end of a tenancy

Nobody wants to move into a new home only to be greeted by someone else's rubbish. Sadly, that has been happening more in some of our council properties, and it is not fair on new tenants or on the teams who must clear it up.

When you hand back your keys, please remember: your Tenancy Agreement requires you to leave your home in a clean, tidy condition and free from rubbish. If you leave behind bags of waste, unwanted furniture or general clutter, the Council will have to remove it, and you may be charged for the cost.

A little effort before you move makes a big difference:

- Clear out cupboards, sheds and lofts.
- Arrange for bulky waste collection if needed.
- Leave your home as you would hope to find it.

It helps us keep properties ready for the next family, keeps costs down and most importantly, shows consideration for your neighbours and community.

Thinking of moving?

YOUR OPTIONS
AS A HOUNSLOW
COUNCIL TENANT



Sometimes your housing needs change. Maybe your home feels too big, you want to be nearer to family or work or you are simply ready for a new start somewhere else. Whatever your reason, there are several ways you can move as a Hounslow Council tenant.



Before you decide

With so many people on Hounslow's housing waiting list, it is important to think carefully about what is right for you. Each option has different rules and processes, but you do not need to figure it out alone. Our Housing team is here to guide you through.

Here are the main options to consider:

Downsizing

If your home is bigger than you need, downsizing could work for you. Moving to a smaller property often means:

- Lower rent and household bills.
- A home that better fits your current lifestyle.
- Helping free up larger homes for families who need them.

We will support you through the process and help make the move as smooth as possible.

hounslow.gov.uk/downsizing

Mutual Exchange

Want a change of location or home type? A mutual exchange lets you swap homes with another council or housing association tenant. You might find a property closer to work, schools or relatives. Exchanges go through the HomeSwapper service, which lists properties across the UK.

Both landlords need to approve the swap, and some conditions apply.

homeswapper.co.uk

Homefinder UK

If you are thinking about moving further afield, Homefinder UK advertises social housing nationwide. Whether you want to be closer to family, start a new job or just enjoy a fresh environment, this could help you find a suitable home outside Hounslow.

homefinder.org

Seaside & Country Homes Scheme

If you are 55 or over, you could trade city life for somewhere quieter through this scheme. Imagine retiring to the coast or enjoying the peace of the countryside. It is a popular option, so demand can be high, but it is worth exploring.

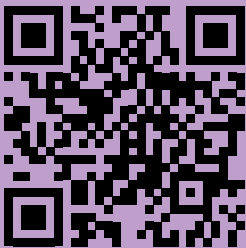
london.gov.uk

Need advice?

Moving is a big decision, and each option has its own process. If you are considering a move, speak to your Housing officer first. They will help you weigh up your choices and point you in the right direction.

Visit

hounslow.gov.uk/housing



SQUATTING IN COUNCIL PROPERTIES



A property to sealed to deter squatters

We have recently seen incidents where empty (void) council properties have been unlawfully occupied by squatters.

Squatting is when someone moves into and lives in a property without the Council's permission. Squatting in council properties is illegal, and the Council will take swift action to remove anyone occupying a home without consent.

If you suspect that a council property is being squatted in, please report it immediately so we can act quickly.

By reporting suspected squatting, you help us keep homes available for those who need them most and ensure our communities remain safe and secure.

CARETAKER'S SIGNING SHEETS, WHAT'S HAPPENING?

Some residents have asked about the removal of the caretaker's signing sheets. The sheets were introduced 4-5 years ago as a temporary way to track block cleaning. However, our new Photobook system now provides a more accurate and efficient way to monitor cleaning and caretaking work.

The old paper sheets caused frequent problems:

- Hard to sign in bad weather.
- Pens didn't always work.
- Cover staff often lacked keys.
- Mistakes made it look like work had not been done.

The Photobook system has resolved these problems and improved accountability. As a result, we will not be returning to the old signing sheets, and many blocks have already had sheets removed without complaints.



#CHARGESAFE

E-bike and e-scooter fire safety

London sees an e-bike or e-scooter fire every 48 hours. In Feltham, a recent e-bike fire led to the total loss of a home and a dog, showing just how serious these fires can be.

Follow London Fire Brigade's #ChargeSafe tips to keep your home safe:

Do:

- Follow the manufacturers' instructions.
- Use the correct charger that meets UK safety standards.
- Charge on a hard, flat surface with good airflow.
- Unplug once fully charged.
- Charge and store away from exits.
- Fit a smoke alarm where you charge.
- Have an escape plan.

Don't:

- Use a damaged battery.
- Leave charging unattended or overnight.
- Expose batteries to extreme temperatures.
- Block your escape route.

If you feel you would need support to escape in an emergency, contact your Housing officer to set up a "Personal Emergency Evacuation Plan" (PEEP).

Health and safety

ZERO-TOLERANCE POLICY ON FIRE HAZARDS IN COMMUNAL AREAS

The health and safety of our tenants is our number one priority, which is why we are implementing a zero-tolerance policy for any fire hazards in shared spaces from 5 January 2026.

These measures are essential for preventing accidents, ensuring clear evacuation routes, protecting lives and maintaining high standards of cleanliness and safety throughout the building, as mandated by the Fire Safety Regulations.

Do:

- Check your fire alarm regularly.

Don't:

- Store personal items in corridors, stairwells or communal entrances.
- Use or store flammable materials in shared spaces or balconies.
- Block fire exits and escape routes.

Violations of this policy will result in immediate action. Items may be removed without notice and disposed of, and further enforcement action may also be taken.



Recent communal fire in Swinfield Close, Hanworth

Any fly-tipping will be dealt with separately and can result in a substantial fine of £1,000.

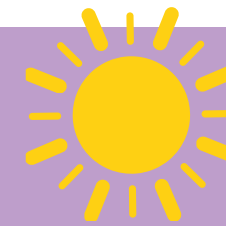
FLY-TIPPING?
WE'RE WATCHING

FINES UP TO £1,000

Fly-tipping is illegal. It means dumping rubbish like old sofas, mattresses, fridges, or bags of waste.

To report fly-tipping, visit:
www.hounslow.gov.uk/report

A busy summer for tenants



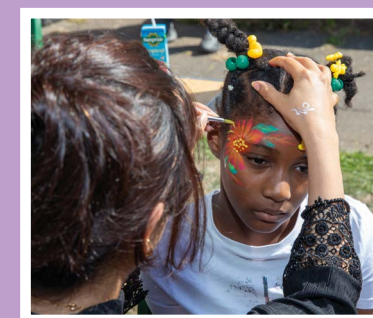
This year's Summer on the Green events were a great success, bringing residents together for fun, activities and the chance to connect with the Housing team. Families enjoyed face painting, had a free bike check-up with Dr Bike and even received free picnic bags of healthy treats.

Council staff were also on hand to give advice on welfare, benefits, tenancy issues and anti-social behaviour concerns. Tenants also had the opportunity to meet the housing engagement team, learn more about volunteer groups and hear from residents already making a difference in their communities.

Events were held at Redwood Estate in Cranford and at Fraser House in Brentford Towers, with a fantastic turnout at both.



Summer on the Green at Redwood Estate



WHAT IS AN EMERGENCY CALL OUT?

Emergencies are issues that could have a serious effect on your health or damage to your home if they are not dealt with urgently. They include...

- Major plumbing and electrical faults resulting in total water or power loss.
- Loss of drinking water.
- Burst pipes or uncontrollable leak.
- Serious blockages to main drains, stack pipes or blocked toilets. (If only one within the home).
- Security risks such as boarding up windows and doors.
- Serious structural defects.
- Communal light failures.

For emergencies outside normal opening hours only, please call 0208 583 2222.

No heating or hot water? Please report to T Brown by calling them on 0800 634 9434

Residents in temporary accommodation should call British Gas on 0871 703 8939.

Gas escapes or smell of fumes? Report to Transco by calling 0800 111 999.

HOW TO GET INVOLVED IN THE MANAGEMENT OF YOUR HOME

There are lots of ways you can get involved to help shape and improve the housing services that matter to you:

- Estate inspection volunteer – Help keep neighbourhoods cleaner and safer by reporting repairs and issues and working closely with housing staff.

- Block representative – Share regular updates on unresolved matters and represent your community.

- Building safety group – Play a key role in sharing safety information with other residents.

- Repairs action group – Work with others to improve repair services and address issues like anti-social behaviour.

- Tenant scrutiny – Join Residents Voice, a tenant-led group that reviews housing services and provides feedback.



Housing Conference

Saturday, 31 January 2026
10am - 4pm

Hounslow House, 7 Bath Road, TW3 3EB

Looking ahead, tenants are invited to the Housing Conference at Hounslow House, a special thank you event celebrating the role tenants play in their communities. The day will include speeches from Residents Voice and other tenant groups, updates on progress and ways to get involved.

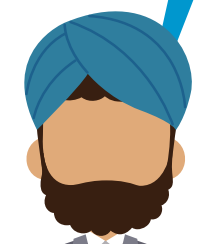
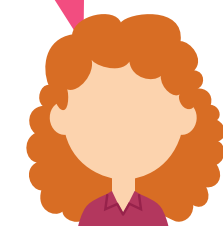
This year's conference will also feature an important session on budget setting where attendees can learn about the challenges of the Housing Revenue Account (HRA) and get an early look at the HRA business plan going to Cabinet early next year. We will be asking for your views on how housing money should be spent next year, so come along and have your say.

Scan QR code to reserve your spot



Register your interest by emailing

engage@hounslow.gov.uk



A message from your neighbours at

RESIDENTS VOICE



Hello, I'm Anthony Stokoe, the Chair of Residents Voice, and I'd like to share an update on what we've been working on recently, what's coming up and how you can get involved.

As a reminder, Residents Voice is a tenant-led scrutiny group. Our role is to make sure tenants are heard and that housing services work for the people who use them.

Our Summer Review: Voids and Repairs

Over the summer, we focused on the End-to-End Voids and Repairs Process. We wanted to understand what it is like for residents from start to finish, from reporting a repair to any follow-up works, and to find ways to make the process clearer, faster and more effective for everyone.



Meet our new members

We are delighted to welcome Tarek Mrad and Veneta Petrova to the group!

Tarek joined recently and has really enjoyed the experience so far. He's already learned a lot about housing and is passionate about giving a voice to people with disabilities:

"I hope my involvement will help make housing more accessible and provide better options for those who need them."

Veneta joined because she wants to be part of something that creates positive change. She brings her experience as a media administrator for the TRA to collect and share information between residents and the team.

You said:

1. It's difficult to get through on the phone and repairs take too long to raise.
2. Repairs are sometimes duplicated and communication around communal repairs is not always clear.
3. Follow-on works, like leaks or signage after decoration, are often missed.

We did

We made a series of recommendations for improvement. The Council then used these recommendations to make changes, including:

1. Redesigning the online repair form to make it easier to raise repairs and reduce unnecessary back-and-forth.
2. Improving tools and training at the contact centre and adding contact details for communal work orders to make communication clearer.
3. Mapping the full end-to-end process, including follow-on works, to make sure nothing is missed and timescales are improved.



Residents Voice members

What's next

Over the coming months, we will be reviewing the Complaints and Unreasonable Behaviour Policy. We will look at how the Council handle issues raised by tenants, how the process can be clearer and quicker and how to ensure everyone is treated fairly. We will keep you updated as this work develops.

CONTACT THE HOUSING ENGAGEMENT TEAM

Have questions or ideas about how to be involved in 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.

