

keyissues

RESIDENTS ARE KEY TO EALING HOMES!

SPRING 2006



In this issue ...

Best Foot Forward: The Ealing Homes Inter-Estate Football Tournament for Youth

Making Your Community Safe: Special feature on antisocial behaviour

Keeping it Decent: an update on Decent Homes

And plenty more...

If English is not your first language ...

If you would like to discuss this information with someone who speaks your own language, please tick the box below to show which language you speak, fill in your name, address and telephone number and return the form to the address given below.

Gujerati ગુજરાતી

જો તમને કોઈ ગુજરાતી બોલનાર વ્યક્તિ સાથે આ બારામાં ચર્ચા કરવી હોય તો, મહેરબાની કરી ઉપરના ખાનામાં ટિકનું નિશાન કરો, અને તમારું નામ, સરનામું અને ટેલિફોન નંબર ભરી અને ફોર્મ પાછો મોકલો.

Hindi हिन्दी

अगर आप इसके बारे में हिन्दी बोलने वाले किसी व्यक्ति से बातचीत करना चाहते हैं तो कृपया इस बॉक्स में सही ✓ का निशान लगा दें, फॉर्म पर अपना नाम, पता और टैलीफोन नम्बर लिख दें और फॉर्म हमें लौटा दें।

Polish Po polsku

Jeśli chcesz przedyskutować sprawę z osobą mówiącą po polsku, zaznacz w kwadraciku, wpisz poniżej swoje nazwisko, adres, numer telefonu i zwróć formularz

Punjabi ਪੰਜਾਬੀ

ਜੇ ਤੁਸੀਂ ਇਸ ਬਾਰੇ ਕਿਸੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲੇ ਨਾਲ ਗੱਲ ਕਰਨੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਡੱਬੀ ਵਿੱਚ ਸਹੀ ✓ ਦਾ ਨਿਸ਼ਾਨ ਲਾ ਦਿਓ। ਫਾਰਮ ਉੱਤੇ ਅਪਣਾ ਨਾਂ, ਪਤਾ ਤੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਲਿਖ ਕੇ ਫਾਰਮ ਸਾਨੂੰ ਵਾਪਸ ਘਲ ਦਿਓ।

Somali Soomaali

Haddii aad rabtid in aad warken kala hadashid qof af-soomaali ku hadla, fadllan, calaamadee bokska kor ku yaal, qor magacaaga, cinwaankaaga iyo telefon lambarkaaga oo markaa noo soo celi foomka

Urdu اردو

اگر آپ اس پر کسی ایسے فرد سے بات چیت کرنا پسند کریں جو اردو/ ہندی بولتا ہو تو براہ کرم متعلقہ خانہ میں نشان لگا کر، اپنا نام، پتہ اور ٹیلیفون نمبر لکھ کر اس فارم کو واپس بھیجوا دیجئے۔

Name

Address

Postcode

Telephone

I would like this information in (please tick boxes that apply):

Large print Audio tape Braille

Please return to:

Communications and Involvement Team, Ealing Homes,
FREEPOST LON 16139, London W5 2BR.

Message from the Director



Dear Residents

When managing the landlord service for the council, we must focus on issues that are high on your agenda. You have told us you want us to tackle antisocial behaviour and improve your homes to the Decent Homes Standard. These matters are now our top priorities.

We measure our performance by:

- Using mystery shoppers – who have given us an average score of 90% when calling into our area offices.
- Conducting regular resident surveys – in the most recent survey 90% of you were satisfied with the quality of repairs and 85% were satisfied with major works.
- Hosting improvement sessions.

We also measure our performance ourselves in line with government standards and are coming out on top in a number of areas.

- Rent collected from tenants as a percent of the rent-roll was at 96% in December.
- Vacant homes are currently re-let within 28 days.
- New methods of tackling antisocial behaviour, combined with our partnership with the police, resulted in 10 evictions and 14 injunctions from April to December last year. Thirteen Antisocial Behaviour Orders are currently in force.

Because we are a complex organisation there is always room for improvement. A test of a good organisation is how easy it is to register a complaint, and how effectively it deals with them. Since April 4 last year, 428 new complaints have been logged and responded to. Hundreds of issues raised have also been sorted out immediately, with tenants then deciding not to register an official complaint.

We cannot and should not deliver the housing management service alone. It's a two-way street and we are working on sealing the essential partnership between the landlord and residents. By working together, we can make things happen.

Regards

Su Gomer Managing Director, Ealing Homes



Working towards positive futures

Further training and a tournament to be held for more estates in the summer – see the next *Key Issues* in July for details.



Su Gomer: “We wanted to offer the youth of our estates the opportunity to have qualified coaching and competitive games in a fun, safe and professional environment.”

Ealing Homes’ young residents put their best feet forward at the Ealing Homes Inter-Estate Football Tournament.

The tournament, held at Brentside High School football pitch on February 17, followed free training sessions held by Brentford Football Positive Futures.

More than 100 young people attended the sessions and tournament, which were organised by Ealing Homes as part of our wider commitment to reducing antisocial behaviour on our estates by offering positive opportunities for residents.

Golf Links won the under-14s competition, while Acton Vale Red won the under-12s. Fifteen teams were entered in the competition.

A number of players impressed us with their skills – and Copley Close’s under-14s team stood out with their enthusiasm and fair play.

Ealing Homes managing director Su Gomer says the initiative aimed to instill pride in Ealing youth – both in themselves and their estates.

“Sports like football build confidence in young people, but they can also be an expensive exercise for families. Uniform, pitches and coaches all come at a cost. We wanted to offer the youth of our estates the opportunity to have qualified coaching and competitive games in a fun, safe and professional environment.”

Contractors Kier Building Maintenance and Mears footed the bill for t-shirts and refreshments, giving participants a taste of what it’s like to be a sponsored footballer!

For more pictures, turn to page 10.

Antisocial behaviour: what can we do about it?



will take place within three working days.

CATEGORY C

Includes behaviour such as ball games, litter, youths congregating, pets and domestic noise. An initial interview will take place within five working days.

WHAT ARE WE DOING ABOUT IT?

We are:

- Working in partnership with police to resolve issues
- Investigating complaints
- Sending warning letters to disruptive residents

TO REPORT ANTISOCIAL BEHAVIOUR CONTACT:

For the **East** area
(covering Acton,
Ealing and Hanwell)
020 8825 8400

For the **West** area
(covering Greenford,
Northolt, Perivale and
Southall)
020 8825 8600

Western Area Antisocial Behaviour (ASB) Team Manager Abdirahman Osman is profiled in the latest issue of *Around Ealing* magazine. Abdi leads one of two Ealing Homes teams dedicated to dealing with complaints about antisocial behaviour.

Antisocial behaviour is divided into three categories:

CATEGORY A

Includes behaviour such as violence, threats, racial harassment, drug activity, domestic violence and sexual harassment. An initial interview will take place within 24 hours.

CATEGORY B

Includes behaviour such as verbal abuse, threatening or abusive behaviour, serious vandalism, damage to property, loud music, and serious disturbance. An initial interview

- Taking legal action up to and including eviction
- Using Acceptable Behaviour Contracts to curb the behaviour of children and young people
- Using Antisocial Behaviour Orders and injunctions to curb disruptive adult behaviour
- Providing extra security for at-risk tenants
- Asking the court to give tenants causing antisocial behaviour a less secure tenancy (Demoted Tenancy)
- Launching a community cohesion focus programme – **Action 06/07**
- Installing more CCTV and security lighting
- Running a Mobile Security Patrol pilot on selected estates
- Organising and sponsoring activities and education for residents.

All we're asking is for a little respect

The government has put aside £28 million of new funding for its Respect Action Plan, which promises to “deter bad behaviour and invest in good behaviour”.

The plan has six main areas of focus, including improving behaviour, supporting families, strengthening communities, providing activities for young people and effective enforcement.

Ealing Homes is working in line with this plan by:

- Putting Acceptable Behaviour Contracts in place with some of our young residents to encourage them to improve their behaviour
- Our Tenancy Support Team working with residents who need our help
- Organising fun activities for youth and supporting initiatives organised by other groups on our estates
- An organisation-wide commitment to strengthening communities.



Active communities are safer communities

Preventing problems is just as, if not more, important than solving them.

The success of the recent Ealing Homes Inter-Estate Football Tournament proved that we have some fantastic young people living on our estates and Ealing Homes wants to offer them and their families whatever development opportunities we can.

In April we are launching a community focus programme dedicated to promoting community inclusion and to reducing antisocial behaviour on our estates. **Action 06/07** is about encouraging a safe and fun atmosphere. This ‘focus period’ will see a number of activities – such as football and urban dance workshops; and art, rap, fashion and family events – take place at our estates. Details are still being set, but will be sent to you soon.

We have also hired two police officers who will be rotated around estates and a new mobile security dog patrol will be piloted in selected areas. The aim of the police presence is to form relationships with residents. They are not intended to have an imposing presence, but rather be there as part of the community – a familiar face to get to know and a person to ask any questions or advice.

This project will be delivered through partnerships with organisations such as Soul in the City, Positive Futures and Nuskool Dance.

HOW ARE WE PERFORMING?

	Quarter 1	Quarter 2	Quarter 3	2005/06 Target
Customer Service				
Telephones answered in five rings	88%	88%	89%	90%
Complaints answered in target time	92%	95%	95%	90%
General correspondence answered within 6 days	85%	71%	80%	90%
Repairs & Maintenance				
Repairs done on time	88%	89%	90%	95%
Satisfaction of tenants with the quality of the repair work	91%	92%	90%	90%
Rent Recovery				
Current Tenant Rent Arrears	£3.04m	£2.79m	£2.71m	£2.6m
Antisocial Behaviour (ASB)				
Number of new ASB cases	314	247	189	No target
Number of ASB cases resolved	297	311	258	No target

Taking it to the street

Have you seen 'You Got Served' or 'Honey'? Are you into lockin', poppin', street and break?

As part of our **Action 06/07** community cohesion project, Ealing Homes is bringing Nuskool Dance to our estates to host street dance classes for 11–18 year olds. Nuskool is a project run by Ealing-based charity Acts 29 and their aim is to "nurture the creativity and wider learning skills of young people in an informal environment".

Nuskool's tutors are high energy, young, professional urban dance tutors who can show you all the latest hip hop dance moves.

Free taster sessions will be held from April 10–14, with residents then only having to pay a total of £2 for a five-week season of classes. A community performance and award presentation evening will be held at the end of the courses.

For more information see the inserted flyer, register at www.nu-skool.org.uk for email updates, or call **0870 060 3311**.



HANDY TECHNOLOGY

Ealing Homes' repairs contractor Kier Building Maintenance (KBM) will be using personal digital assistant (PDA) technology from May.

Basically this means instead of getting work orders on paper in the office, KBM's workers can be sent new job information while they're out working. This means they'll be able to respond even more quickly to your repair needs.

The new initiative is part of KBM's Mobile Works Strategy, which aims to further improve Kier's already fantastic service.

What are you up to?

If you are running a project or event on your estate, we'd love to hear about it. Send information and contact details to communications@ealinghomes.net, or post to the Ealing Homes Communications Team, Westec House, West Gate, Hanger Lane, London W5 1YY.



All part of the service

Ealing Homes is introducing new heating controls to alert tenants when their gas service is due.

Social housing landlords are legally obliged to carry out annual maintenance checks on gas appliances.

According to the Department of Trade and Industry, on average 50 people in the UK are killed by carbon monoxide poisoning due to faulty heating appliances every year. Regular servicing of boilers can help prevent such faults.

The heating controls alert you when your service is due, by permanently displaying a message requesting a service. An audible alarm with a 24-hour snooze function will also sound.

If alerts are ignored, the controls reduce the performance of heating and hot water systems. This is done in order to encourage you to have your boiler serviced, ensuring your safety.

IMPORTANT NOTE

It is important for your safety that we service your gas appliances each year. When you receive your ANNUAL GAS SAFETY CHECK letter, please keep the appointment on it. Gas servicing is a legal requirement and if you do not let us do this we will seek legal action, which can include a Notice to Seek Possession of your home. You will be charged for any costs associated with this action.

Electrical regulations

If you are a leaseholder you will be aware that the electrical wiring within your property is your responsibility. However under new regulations an approved electrician will need to carry out the work and provide you with an installation certificate. For further information visit www.odpm.gov.uk/electricalsafety

Window cleaning and leaseholders

Ealing Homes has entered into a three-year window cleaning contract which will begin on 1 April. Under the contract communal windows in certain buildings will be cleaned twice yearly. If you are a leaseholder and the service is provided to your building, you will be required to contribute towards the cost. The total cost to each leaseholder is anticipated to be between £5 and £15 per year. If you have any queries please contact Home Ownership on **020 8825 8291**.

LEASEHOLD FORUM

The leasehold forum gives leaseholders the opportunity to meet with staff, view presentations and discuss various topics of interest or concern. In turn the forum provides us with feedback and suggestions for improvement.

Details of future forums are as follows. All forums are being held at Nelson Room, Ealing Town Hall, New Broadway, Ealing W5 2BY.

- **Wednesday 14 June 2006**

6.30pm to 8.30pm

Main Agenda Item: "The New Insurance Policy".

Other items: "Customer care standards" and "Newsletters".

- **Saturday 16 September 2006**

9.30am to 11.30am

Main Agenda Item: "Final Accounts".

Other Items: "Updating the Leasehold Handbook".

- **Thursday 7 December 2006**

2.30pm to 4.30pm

Main Agenda Item: Topics you would like to discuss (suggestions will be taken at the above forums).

Reservations will not be necessary and you are welcome to turn up on the day. However to help us cater for the event, we would be grateful if you would fill in the form below if you are interested in attending.

Further details can also be found at our website www.ealinghomes.net, under Home Ownership.

LEASEHOLD FORUM

I/We are interested in attending the Leasehold Forum on: (Please complete)

- Wednesday 14 June 2006**
and require spaces.
- Saturday 16 September 2006**
and require spaces.
- Thursday 7 December 2006**
and require spaces.

Please provide the first line of the property address:

Please return this form to:

Ealing Homes, Home Ownership Services,
FREEPOST (PAM2535), London W5 2BR



IMPORTANT INFORMATION ABOUT YOUR TRANSFER APPLICATION

Following a review of the council's policy, you now need to renew your application if you wish to remain on the transfer register.

From April 2006, every tenant on the transfer register will be invited in writing to renew their application on the anniversary of their original registration.

The letter will tell you how to renew your application and the time allowed.

If you don't renew within the time period, the council will assume that you no longer wish to move and your application for transfer will be cancelled.

For further information please contact the council's Housing Allocation Services on **020 8825 8800**, or your housing officer.

REPAIRS SURGERIES

East Area

South Acton Estate, Jerome Tower office, every Thursday 10am–12pm

Gurnell Grove, community centre, last Tuesday of every month, 10am–12pm

Green Man Lane, community centre, first Thursday of every month, 2–4pm

Copley Close, community centre, first Tuesday of every month, 2–4pm

West Area

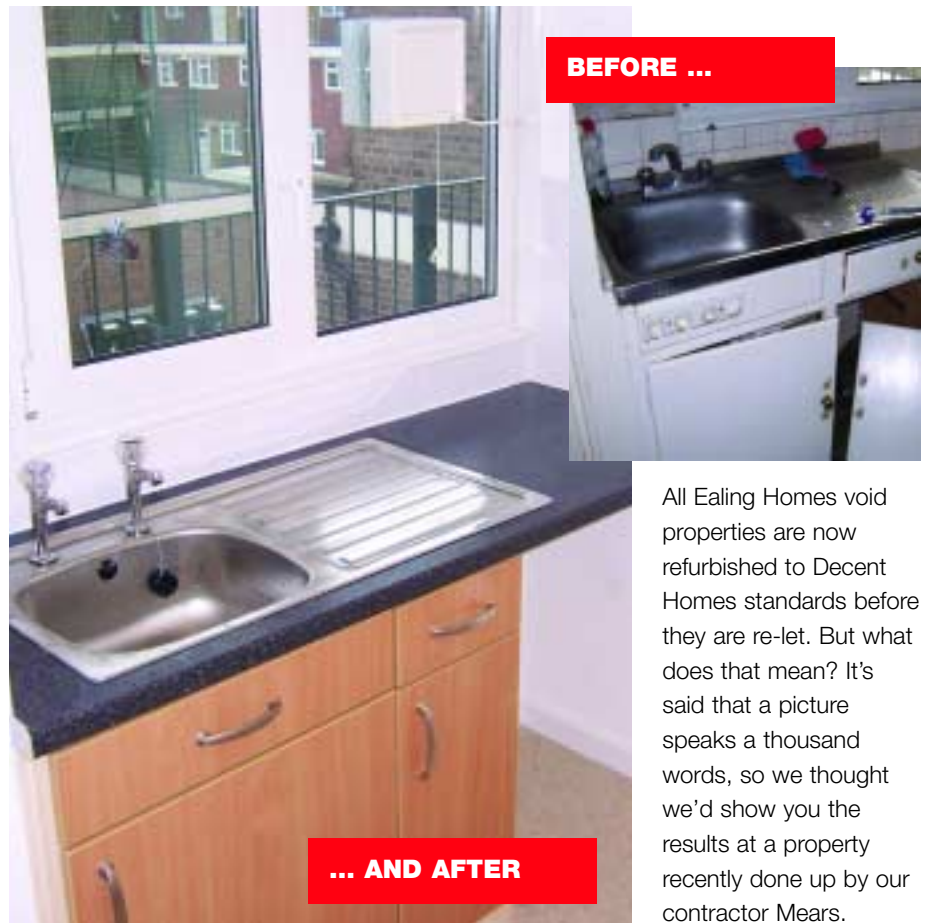
Wayfarer Estate, outside the Happy Shopper, 5 April, 10.30am–3pm

Medlar Farm, Academy Gardens, 12 April, 10.30am–3pm

Larch Crescent, outside Hambrough House, 19 April, 10.30am–3pm

Havelock, community office, 26 April, 10.30am–3pm

Just like new



All Ealing Homes void properties are now refurbished to Decent Homes standards before they are re-let. But what does that mean? It's said that a picture speaks a thousand words, so we thought we'd show you the results at a property recently done up by our contractor Mears.

An update on Decent Homes

Over £20m has already been spent between April 2005 and February 2006 to improve the condition of homes inside and out.

Internal works: 500 homes have new kitchens and bathrooms and 1,500 have energy efficient central heating boilers.

External works: 200 homes have received new double glazed windows and 160 homes are now under new roofs.

This programme is continuing and many more homes will receive improvements in 2006, with 30 estates due for external work later this year.

The programme for the internal refurbishment of homes will continue and is also being reviewed to see if more homes can be completed earlier than the original programme. A new programme will be published later this year either in a future *Key Issues*, or in a special publication.

Community activists demonstrate commitment

Three participants gained work as a result of the programme!



Hussein Dima and Ahmed Siddiqui were trying to make a difference in their community, but weren't sure how to get the best results.

The pair, who both live on Copley Close estate, are among 11 Ealing residents who graduated from the first Community Activists training course at an achievement ceremony on February 20.

The 15-week training programme, which was created and sponsored by Ealing Homes, taught participants community development skills such as how to run effective meetings and events, and how to campaign to local government departments for support.

Hussein, who has been a voluntary community worker

for three years, focuses on education for Somali youth and women.

"When we started the course I got a lot of development and a lot of new ideas."

Many migrants struggle when they first arrive so it is important to help educate children so that they can fit into the English system, Hussein says. "At the same time we are trying to encourage the parents to get some basic English in order to help their kids."

Ahmed, who works predominantly with the Asian community, says the course was a "very good experience" and the participants had learnt a lot. "We think that Ealing Homes doing this course is a very good starting point (for improving the community)."

Hussein and Ahmed say the course has brought together a number of volunteer community workers, who now plan to meet regularly to share ideas and work more effectively by combining their skills.

Ealing Homes is exploring the possibility of continuing Community Activists training. If you are interested please contact Guljabeen Rahman on 020 8825 8217 or by emailing rahmang@ealing.gov.uk

HAVE YOUR SAY

We are currently looking for more residents to join our Continuous Improvement Group and Resident Inspection Team. Run by Ealing Homes' Community Involvement Team, the groups are in place to monitor Ealing Homes' service from a tenant perspective. Members work independently, however Ealing Homes covers costs such as relevant phone calls and travel. Monthly meetings are held, with resident input being taken on board to improve the services we provide. For more information contact Eurmin Cummings in the Community Involvement Team by phoning **020 8825 8335** or email cummingse@ealing.gov.uk

ON BOARD

Former vice-chair Eddie Brown has been appointed as chair of the Ealing Homes Board. We'd like to welcome Eddie to his new position and look forward to his continuing input.

Ealing Homes Inter-Estate Football Tournament

Shown below are more pictures of Ealing Homes' young residents having a ball at the recent Ealing Homes Inter-Estate Football Tournament. See page 3 for details.



It's a wrap

A film crew from LBV Television was on location around a number of Ealing Homes estates recently.

The filming was taking place for the Ealing Homes DVD, being produced as an easy-to-use way for residents to get the information that they need about our services.

Plans are now underway to film a new section about tenancy and we are planning to translate the film into a variety of languages. A copy of the DVD will be sent to all residents with the next *Key Issues* in July.

Ealing Homes would like to extend our thanks to all of the residents and contractors who cooperated with the filming.

If any tenants are interested in being involved in any future filming, please contact Angela Moriarty, Communications and Involvement Team, email: moriartya@ealing.gov.uk or phone **020 8825 6970**.



How to prevent condensation

Condensation starts as moisture produced by cooking, washing, or drying clothes indoors on radiators.

If mould forms:

- Wipe it off immediately with water, NOT washing up liquid
- Apply a diluted bleach solution or other recommended product.

Control excess moisture by:

- Closing kitchen and bathroom doors to prevent steam going into colder rooms
- Opening windows when cooking or washing (or use an extractor fan if you have one fitted)
- Do not use bottled gas heaters (the gas produces moisture).

Produce less moisture by:

- Drying clothes outdoors when possible
- Covering pans when cooking.

EDUCATION OPPORTUNITY

Ealing Homes is now in its third year of sponsoring residents to do the National Certificate in Tenant Participation and Neighbourhood Renewal at Lewisham College. Successful applicants will have their fees and expenses paid. If you are interested in applying for this course please contact Gerard Rosato, Community Involvement Team, on **020 8825 9457** before 28 April.

Housing options advice for Ealing homeseekers and tenants

If you are on the council's housing or transfer register, you are invited to attend one of their open days for advice on:

- Bidding on Locata
- Low-cost home ownership options
- Moving out of London
- Incentives to move to smaller accommodation.

VENUE	DATES	TIME
Housing Resource Centre, Town Hall Annexe, W5	21 June 2006	4.30–7pm
Priory Community Centre, Acton Lane, Acton W3	26 April 2006 19 July 2006 10 October 2006	2–5pm
Southall Community Alliance, 10 High Street, Southall	20 April 2006 17 July 2006 9 October 2006	2–5pm
301 Housing Office, Reception Area, 301 Ruislip Rd, Greenford	25 April 2006 18 July 2006 11 October 2006	1.30–4.30pm

For further information please contact the council on **020 8825 7274** or email: Locatahelp@ealing.gov.uk

Contacts

EAST (covering Acton, Ealing and Hanwell)

Customer Service

Ground Floor
Dawley House
91–95 Uxbridge Road
London W5 5TH
020 8825 8822
housingeast@ealinghomes.net
www.ealinghomes.net

Reception opening hours:

Monday: 9am – 4.30pm
Tuesday: 9am – 4.30pm
Wednesday: 10am – 4.30pm
Thursday: 9am – 6pm
Friday: 9am – 4.30pm

Telephone service:

**Monday, Tuesday,
Wednesday
and Friday: 9am – 5pm**
Thursday: 9am – 6pm

Estate Services
020 8825 5405

Antisocial Behaviour
020 8825 8400
asb@ealinghomes.net

**Home Ownership
Services**
020 8825 8291

Repair Link 0800 181 744
repairs@ealinghomes.net

Repair Link telephone service:

**Monday, Tuesday,
Wednesday
and Friday: 8am – 5pm**
Thursday: 8am – 8pm
Saturday: 9am – midday

Heating:
Individual boilers
020 8832 2430

Communal heating
020 8832 2564

WEST (covering Greenford, Northolt, Perivale and Southall)

Customer Services

301 Ruislip Road
Greenford
Middlesex
London UB6 9SE
020 8825 8833
housingwest@ealinghomes.net
www.ealinghomes.net

Reception opening hours:

Monday: 9am – 4.30pm
Tuesday: 9am – 4.30pm
**Wednesday:
10am – 4.30pm**
Thursday: 9am – 6pm
Friday: 9am – 4.30pm

Telephone service:

**Monday, Tuesday,
Wednesday
and Friday: 9am – 5pm**
Thursday: 9am – 6pm

Estate Services
020 8825 8593

Antisocial Behaviour
020 8825 8600
asb@ealinghomes.net

**Home Ownership
Services**
020 8825 8291

Repair Link 0800 181 541
repairs@ealinghomes.net

Repair Link telephone service:

**Monday, Tuesday,
Wednesday
and Friday: 8am – 5pm**
Thursday: 8am – 8pm
Saturday: 9am – midday

Heating:
Individual boilers
014 9479 5000

Communal heating
020 8832 2564

OTHER SERVICES

Refuse/Ground Maintenance/Fly Tipping/Graffiti
020 8825 6000 customers@ealing.gov.uk

Pests 020 8825 6644 pestcontrol@ealing.gov.uk

Complaints 020 8825 8666

EMERGENCIES For repairs out of hours, please call: **0871 4749 784**
(except lift repairs, call: **020 8825 5000**)

WHO DOES WHAT?



EALING HOMES

Ealing Homes deals with/carries out:

- Repairs
- Major works
- Antisocial behaviour
- Graffiti removal
- Tenancy issues
- Cleaning and maintenance
- Fixing up homes for new tenants
- Right-to-buy applications
- Resident involvement
- Leaseholder issues
- Ealing Homes service complaints

EALING COUNCIL

- Monitors Ealing Homes
- Regeneration of estates
- Roads and lighting
- Refuse
- Ground maintenance
- Abandoned vehicle removal
- Complaints about council services
- Homelessness and LOCATA transfers
- Council policy and strategy