

AUGUST 2022

H*in*oming

The magazine for Harrow Council's tenants and leaseholders

WIN
£25
See p15

SEE P4

WORKING CLOSELY WITH THE POLICE

HOME IMPROVEMENT PLANS P3

CHANGES TO ESTATE
MANAGEMENT P4

HOW WE ARE PERFORMING P10

Join the Housing
Matters webinar
WEDNESDAY
7 SEPTEMBER 2022
6pm

*Harrow*COUNCIL
LONDON

Photo CORNER

£10

for every
printed picture



Chandrika from Hornbuckle Close said, "This is a wine bottle holder post box that I have knitted with miniature Christmas theme items. It was a great distraction from my family bereavement."

Why not send in your favourite photo of Harrow or a photo of your pet to anthea.watkins@harrow.gov.uk and win £10 shopping vouchers when printed

HELLO FROM MINA PARMAR



I am delighted to be your new Housing Portfolio Holder and I will be working hard to ensure we follow the Conservative Administration's vision: 'Putting Residents First'. I am well aware of the cost-of-living challenges we face and am keen to support any initiatives across the Borough that help alleviate this. Opportunities are made available for residents, see pages 7 and 12-13, where the Council is working with suppliers, partners and local communities.

We are also trying to improve the visibility of local services (see pages 4-5), beef up the repairs budget and look at different ways of engaging with you, such as the Commonplace websites (harrowcouncilstates.commonplace.is).

Government helps with the cost of living crisis

£1.47 million of the Government's Household Support Fund will go to Harrow residents this summer.

- Free School Meal vouchers for an estimated 6,000 children;
- £105 one-off payment to 4,690 pensioners on Council Tax Support;
- £85,000 to help the most vulnerable in rent arrears on a case by case basis
- £135,000 for the Harrow Community Hub to provide food support until March 2023.

And many of you will benefit from the government's **Cost of Living Payments** - see page 6 for more information.

Cllr Mina Parmar
Portfolio Holder for Housing
✉ mina.parmar@harrow.gov.uk

Cover: Police officers PC Wason and PC Jones, both of Pinner South Safer Neighbourhoods Team at Pinner Grove estate

HOUSING MATTERS ONLINE EVENT

Please join us at the Housing Matters Webinar on Wednesday 7 September 2022 webinar at 6pm – 7.30pm via MS TEAMS. To get the meeting link contact: ✉ rinvolve@harrow.gov.uk



New roofs fitted at 13 blocks on the Pinner Grove estate earlier this year

HOME IMPROVEMENT PLANS

Energy saving improvements to 100 homes

Excellent News! We have a Green Homes Grant to better insulate 100 council homes with an EPC rating of D or below. We have appointed Warmworks to oversee the programme where we will be surveying if we can add loft insulation and/or underfloor insulation.

Major work improvements plan for this year

Fire safety improvements to council and leaseholder homes remains a top priority this year, along with investigating new forms of renewable heating technologies. We plan to start fitting new fire safe doors to

flats in 2 storey blocks by the end of this summer and also the Homesafe 3 programme. This includes new communal front entrance doors, fire doors for flats, emergency lighting and fire alarm detection systems for all residents.

Alongside the Building Safety work there will be a greater emphasis on estate improvements such as Amy Johnson and Stonegrove Gardens – including renewed pathways, walkways, bin sheds and roof canopies above doorways.

At Park Gates, Tregenna and Arundel Court we will be doing roof replacements and supplementing these works with new communal door entry systems in 51 blocks across Harrow – these areas have been identified with above average anti-social behaviour risks.

If you have any questions, email: ✉ plannedinvestmentenquiry@harrow.gov.uk

NEW GAS CONTRACTORS

Liberty Group has taken over from Quality Heating Services and ThermoServ has been appointed for communal gas servicing and maintenance.

Liberty Group provide domestic gas servicing and maintenance to residents where there is an individual gas boiler, such as the annual gas safety check, essential repairs and annual safety checks to smoke alarms.

If you have any issues contact Liberty Group direct:
liberty-group.co.uk
✉ harrowcouncil@liberty-group.co.uk
☎ 0330 333 8390
or 0800 614 456.



THERMOSERV

ThermoServ provide communal gas servicing and maintenance to communal boilers at 17 Sheltered Schemes, 3 General Needs blocks and 10 community centres.

If you have issues with your heating or hot water please contact Access Harrow:
☎ 0208 9012 630

You have to allow access for the annual gas inspection – this is for your safety!

PROGRESS WITH THE ESTATE REVIEW

DEALING WITH THE ISSUES YOU HAVE RAISED



Estate Services are now in the implementation phase of the Estate Services Review. Huge thanks to all the residents and staff who participated in the Estate Services Co-Design group workshops and who have helped shape the service for the future (co-production).

Here is a list of the main issues residents raised during the workshops:

- 1 Never see my caretaker – be more visible
- 2 More wet cleaning of communal areas (mopping)
- 3 More CCTV in areas with high anti-social behaviour
- 4 Trees trimmed back
- 5 Window cleaning.

Improving communication

- Publicise bi-annual estate inspections in Harrow website
 - Estate operatives tick a monitoring sheet on a noticeboard in all blocks per visit
 - Launched 5 estate commonplace websites where the residents can log queries or complaints about the estate (not personal repairs):
- 📍 harrowcouncilstates.commonplace.is

Closer relationships with other teams/agencies

Building closer relationships with teams such as Pest Control, Enforcement and external bodies including the Police to combat anti-social behaviour, reduce fly-tipping and reduce the issue of pests.

Estate service improvements

- We are working with the Environment team to establish regular rodent treatments on estates which are affected most by rodents such as Grange Farm, Pinner Grove, Honeybun, Honeypot, Francis Road, Howards and Deacons, Brockhurst Close, Little Common, Atherton Place, Bucknall Hous and Astall Close
- A tree audit has been carried out in order to develop a targeted 2-3 year tree pruning programme, with priority given to trees causing structural damage
- We are carrying out a procurement exercise to identify a value for money window cleaning contract
- Estate operatives patches have been reviewed to minimise time traveling between estates
- Estate inspection form has been



Housing Portfolio Holder Cllr Mina Parmar visiting Pinner Grove estate with **Inspector Dai Rees** and the **Safer Neighbourhood team** and **Interim Head of Resident Services, Nesan Thevanesan**

simplified (published on commonplace websites).

In the future

- 1 Find ways residents can help monitor the service
- 2 Publish minimum service standards in the Autumn
- 3 Researching mobile CCTV cameras.

Estate inspections are carried out twice a year - you are welcome to come and join the Housing Officer

📍 **Search: harrow estate inspections**



Inspector Dai Rees, Harrow Neighbourhood Policing Team

“I am the new Inspector for the Neighbourhood Policing Teams in Harrow. I bring with me 16 years as an Officer in London; crossing many areas of policing and working with a host of trusted partners and key stakeholders. Meaningful collaboration between all agencies and partners is key to meeting our mutual aims and providing the best possible service to our communities.

Value, recognition and having the trust and confidence to commit to open and honest conversations is a blueprint that I believe will see us grow all our abilities. I and my teams very much look forward to working with you”.



Support, help and training



Sobia, a SWISH volunteer

SWISH Information Helpline can help you find the support you need!

SWISH is the Support and Wellbeing Information Service Harrow. Our helpline is for you if you live in Harrow and are 18+ and want information or advice about local support services and ways to keep safe and well. “The SWISH team truly care and go out of their way to give support & advice” Shanaz called the helpline because she was feeling isolated and lonely, and SWISH helped her find out which social groups to join locally so she could feel part of a community and improve her wellbeing; the team supported her to access advice around her benefits which was causing her anxiety, and she self-referred to Harrow Talking Therapies. The SWISH helpline is free and confidential and is delivered by 5 specialist local charities together.

Contact **SWISH** Monday-Friday, 9am-5pm
☎ 020 8515 7867
✉ support@SWISHHarrow.org.uk
www.SWISHHarrow.org.uk



Government cost of living payments - good news!

- The main cost of living payment, worth £650 in total, for those on income-related benefits and tax credits – first half paid in July
- The pensioner payment, worth £300, for everyone who receives the winter fuel payment – paid from Sept
- The disability payment, worth £150, for those on non-means-tested disability benefits – paid November

Cost of Living Hub

The Mayor of London has launched a new Cost of Living Hub for Londoners facing financial hardship. The hub helps Londoners access information, support and advice.
🌐 www.london.gov.uk/cost-living-hub

Free online workshop by Harrow Citizens Advice

Help with the cost of living

Open to all tenants and leaseholders
■ Thursday 15 September at 10am
■ Thursday 15 September at 6pm
This is a friendly, helpful online workshop where you can ask lots of questions. The Income Housing Officers are happy to help you set up MS Teams on your smart phone or tablet in advance of the training, so you can join in.
To book your place:
✉ rinvolve@harrow.gov.uk
☎ 020 8901 2630

Cheaper broadband tariffs

The London office of Technology & Innovation (LOTI) webpage includes links to a list of available broadband and mobile package deals
🌐 loti.london/resources/social-tariffs-and-mobile-packages/
The Ofcom webpage includes a list of providers offering social tariffs, mobile package deals and eligibility info -
🌐 www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs

USING SOCIAL VALUE TO IMPROVE LIVES



Social value is the economic, social and environmental benefits that can be delivered through our operations in order to serve local communities. Housing services monitor our contracts with major suppliers to maximize benefits for local communities and estates.

Going forward we will co-ordinate and utilize social value to address the issues facing us:
■ jobs and training
■ food and fuel poverty
■ digital exclusion
■ health and education
■ inequality.
These contracts usually relate to repairs contracts, major works improvements and new build projects.

The benefit derived can be in many forms:
■ Apprenticeships and work experience for Harrow residents
■ Volunteering hours
■ Help in kind such as renovating a communal kitchen, providing benches or storage facilities, or cycle racks
■ Or cash to support community projects, food banks or to address inequality.

Table showing social value contributions in the last 12 months

Supplier	Works	Social Value contribution
Adhoc Guardians	Guardian arrangement at Grange Farm estate	£300 cash towards fresh food and a community event; 1 day work experience for 6 teenagers
Breyer Group	Renewal of roofs at Pinner Grove	£7000 cash/ partnership working with MyYard charity on Pinner Grove estate; skips to help residents get rid of bulky waste.
Bugler	New homes at Chichester Court	Gifted picnic tables and benches for residents, gifted 2 sheds and 2 trolleys for allotment users, planted 2 tree shrubs on communal grounds.
Buildtrust Ltd	Kitchens and bathrooms 2021-22	£3000 cash. Donated 15 phone handsets and 3 computers/tablets and £1000 towards school uniforms and small DIY support
Collier Contracts Ltd	New homes in Alexandra Avenue	8hr voluntary work at Newton Farm Ecology Park. Provided materials for allotment users inc. wheelbarrows, topsoil, plywood, timber posts and garden tools; supplying P.E.equipment for local school
Higgins	Developer for Grange Farm regeneration, 3-4 year contract	£2980 cash 6 apprenticeships; 83 volunteer hours, 4 school visits, 2 higher education lectures, 2 career guidance/mock interview sessions; 2 Site Visits with 6 unemployed people
Slade	Central region responsive repairs	Sheltered scheme donations including food parcels and Christmas gifts, funded a buffet at Harrow Weald Park event; supplied labour and materials to set up the local Harrow Food Bank; sponsor for Circus Star at Harrow High School for under privileged children; donated to Harrow's Children in Foster Care event
Wates	East and West region responsive repairs	Canons High School mock interviews £700 spent on biscuits and chocolates for Grange Farm estate Xmas donation; 18 volunteer hours, 4 x 14 yard skips for Pinner Grove estate at a value of £1,320 – to clear pram sheds and any unwanted bulky items 8 hours and 2 skips donated to help clear a community allotment in South Harrow Wates; Family Enterprise Trust gave MyYard charity a grant of £2.7k for mentoring and boxing young people
Wigginton	Homesafe 2	£500 Millman's day care facilities; £150 to a food bank
Cash donations: Anglian Windows - £2000, Nationwide Windows - £2710, Quality Heating - £1200, Skyfall Construction - £1000		

RESIDENTS' WALL

Your Jubilee party photos

Charlene, the Customer Experience Manager said, "It was great fun working with so many community groups over the Jubilee bank holiday. The Council supported six Jubilee fun events as well as working with MyYard Charity to provide 500+ Jubilee Tea Packs to all our sheltered residents. Thank you to all the Sheltered Scheme Co-ordinators and Resident Engagement team who helped".

Thanks to the Edware Rotary Club and MyYard Charity for making over 500 Jubilee tea packs for all the sheltered residents



Thanks to Maisie Chadwick (2nd left) for leading the Thomas Hewlett House event and giving a lovely speech to celebrate the queen



Thanks to Jim Loftus who led the Durrant Court Sheltered Scheme event



Ann Norvie and Raqda Mieddi organised an outdoor party at Brookside Close, and said, "It was important for us to put on this party, as everyone has been so distant since Covid. It was so good to see my neighbours come out and celebrate".



Organisers Fatjona and Jade at Honeypot Close said "It's all about the kids and making the jubilee special and memorable for them" as they had not one, but two bouncy castles!



Thanks to Mr & Mrs Thompson for organising the Woodlands Drive event with hot food, bouncy castle and a DJ



Organisers Htay Htay De Rozario (right) and Mrs Amin (left) put on a lovely spread at Tapley Court Sheltered scheme, along with Sid Adni, Scheme Co-ordinator



PLEASE SEND ANY NEWS ARTICLES, PHOTOS, OR JOKES TO

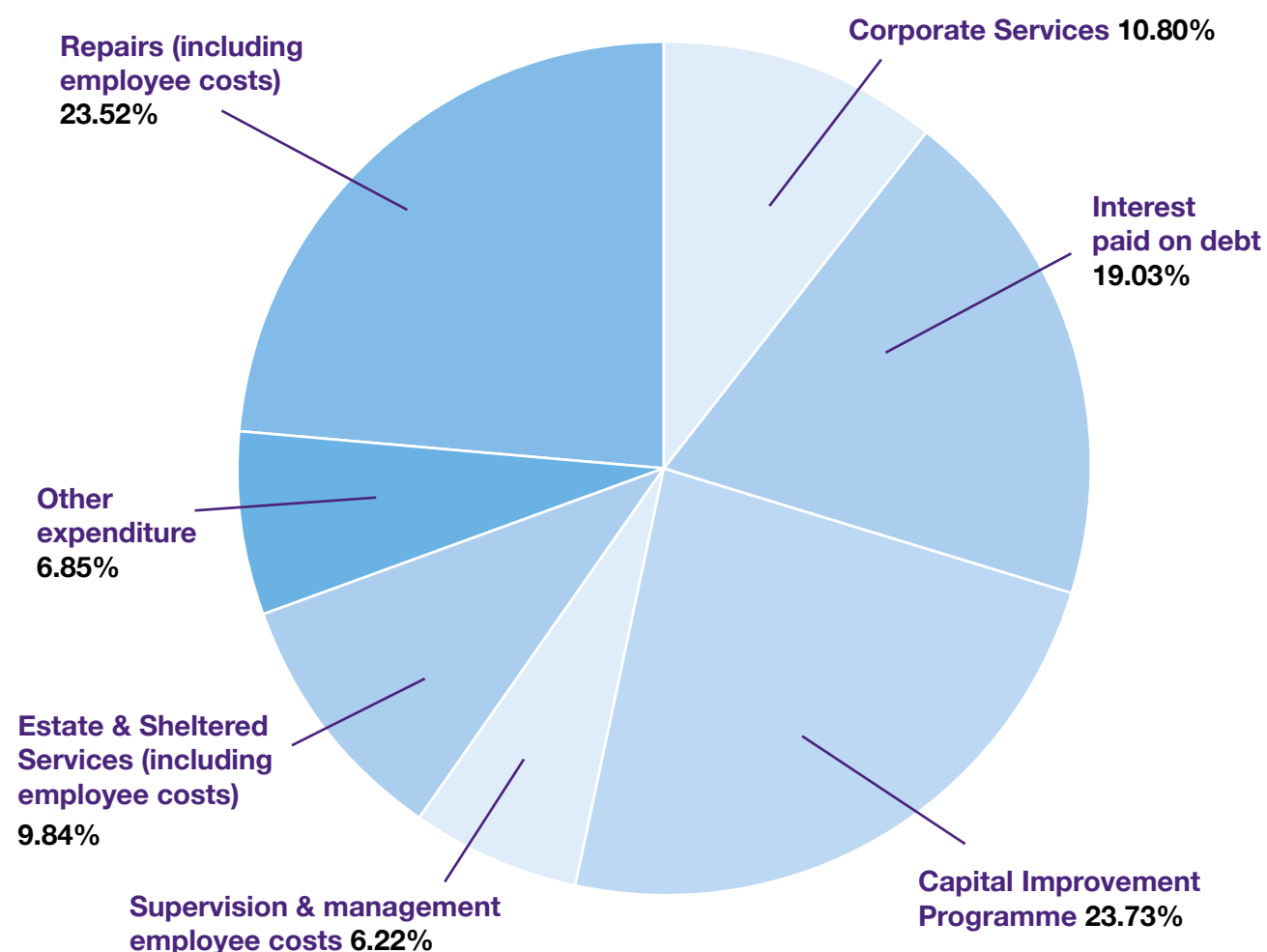
✉ ANTHEA.WATKINS@HARROW.GOV.UK

AND IF IT IS PRINTED, WE'LL SEND YOU A £10 SHOPPING VOUCHER.

Annual REPORT



How total income (£33.42 million) was spent in 2021/22



Complaints Performance

Measure	19/20	20/21	21/22
Stage 1 received	242	220	273
Stage 2 received	49	44	53
Complaints % Completed on time	86.6%	82.3%	86.2%

Member enquiries in 2021/22

During this financial year, Housing has responded to 310 MP enquiries and 181 Cllr enquiries. Housing Needs received the most member enquiries (292) accounting for 59% of all member enquiries logged.



Annual Gas Safety Check

Completion
99.34%



Our achievements in 2021/22

Improving general needs income recovery	✓ 100% income collection 2021/22 ✓ 526 households visited and assisted with income services ✓ 269 households awarded hardship funds
Increase new affordable housing pipeline	✓ Successful bid for 2021-26 GLA programme ✓ Provided 60 additional council homes in 2021/22 with an additional 134 homes in progress
Deliver Grange Farm regeneration	✓ Phase 1 on site – completion early 2023 ✓ Wates selected as partner for Phases 2 and 3 ✓ Cabinet approval (in principle) for next phases within HSDP
Prevent homelessness	✓ Assisted 54 households at risk of eviction from private rented sector due to rent arrears to remain in their accommodation or move to alternative accommodation
Reduce temporary accommodation subsidy loss to the council (General Fund Account)	✓ 32% reduction in households living in Temporary Accommodation ✓ Bed & Breakfast emergency accommodation costs decreased by £596k ✓ Private Rented Sector costs reduced £187k ✓ Assisted 55 households at risk of eviction from temporary accommodation
Implement rough sleeping programme	✓ New outreach service and Somewhere Safe to Stay hub ✓ Successful bid for RSAP funding £1.7 million – delivering new "housing 1st" scheme for rough sleepers with complex needs ✓ 43 former rough sleepers moved to settled accommodation
Deliver building safety programmes	✓ Homesafe fire safety programmes to three and four storey blocks delivered
Commence low/zero carbon retrofitting of council homes	✓ Ground source heat pump installation programme in three blocks ✓ 100 council homes included in Green Homes Grant programme



STRONGER COMMUNITIES

Community development is a process where community members are supported by agencies to identify and take collective action on issues which are important to them. We want to be doing a lot more of this on our council estates, working closely with partner agencies.

Here are two case studies where residents are working together to form a community with support from the Council and partners.

Pinner Grove estate

We know we need to get to understand residents concerns better. You have told us about needing more waste provision in the Estate Service workshops, and these need to be enclosed to help deal with the rodent issue and you would like to see activities and support for teenagers. We are working on this.

Due to the recent reroofing programme, we are fortunate that Breyer, the contractor, is partnering with the Council and donating £7k to My Yard charity, who support several council estates as well as residents living in council sheltered schemes.

The Council has recently invested in the charity, MyYard, to visit the estate, and get in touch with residents and provide a surplus food service for 6 months. By getting to understand the issues faced by residents, we hope to identify projects that benefit local residents.

Our first step it to invite young people on the estate to join the free HAF funded summer sports camp at Harrow School in August, along with free transport to get there. So watch this space, there is more to come!

MyYard providing the weekly surplus food market on the estate



Rachel Dimond, Chair of My Yard charity, door knocking on the estate with flower bouquets



Christina, Leke and Seyi Opaleye helping clear the Grange Farm community allotment



PC Ben Eynon from London Blues running fitness training for young people living on the estate

Grange Farm estate regeneration

Chair of the Residents Steering Group, Varsha Patel, said "We have been working with Grange Farm residents, MyYard charity and a number of other agencies for several years towards the exciting venture of regenerating our estate.

"We look forward to creating a thriving community which is safe for families to enjoy and is economical in the way it is run. Residents are ready to move into the Phase 1 new homes in February 2023".

Thanks to all the partners involved at Grange Farm, from the Residents Steering Group, to The Council, One Enterprise, Christchurch

Roxeth, Higgins, MP and MyYard who support the Housing Regeneration team to ensure good communication to both secure and non-secure residents living on the estate. The agencies also work on broader issues such as reducing food poverty and working with young people to offer sports and work experience, offsite adventure days and the chance to make and sell arts and crafts. One of the main outcomes of this work has been fewer gang related incidences on the estate than in the past.



Shanaiya enjoying an icecream after a basketball session



Agencies and volunteer groups planning surprise parcels for all residents, chocs donated by Wates

Residents' engagement

Getting involved



“ Your Residents' Board is here for YOU! We are working hard to give a voice to the 6000+ residents of Harrow by having an open and honest conversation with Harrow Council. We aim to hold them to account on your behalf but to do that we need YOU!

We want to make sure Harrow hears what you have to say and how you feel about the services you are getting. This is the best

Residents' Board

way to make a change for the better.

We want your comments, your feedback, your suggestions, your thoughts”.

So get in touch, email us at rinvolve@harrow.gov.uk
Rosie Weir, Chair of Residents Board



Meeting dates for resident groups

(all currently held online)

Housing Matters Webinars (open meeting)

■ 7/9/22

From 6pm to 7.30pm

Leasehold Improvement Group

■ 20/9/22

■ 15/11/22

For further details please contact:

✉ rinvolve@harrow.gov.uk

Independent self assessment

We are commissioning Housemark to carry out a self-assessment of our services against the Regulator of Social Housing's consumer standards. They will do a desktop review and interview tenants and staff from July to September 2022, with the report due later in the autumn.

The Housing Ombudsman's Complaint Handling Code

The Code sets out good practice that will allow landlords to respond to complaints effectively and fairly. Our code is reviewed annually and has been updated to make sure we are creating a positive complaint handling culture that is accessible to all. To see more details go to Complaint Handling Code - Housing Ombudsman (housing-ombudsman.org.uk). To view our self-assessment against the code:

🔍 **search Harrow complaints**



Puzzles Page

Word Search

Try and find the 10 words below!
The clue is 'The Queen's Jubilee'

Z	P	Q	M	Y	D	F	P	Q	P
G	C	R	O	W	N	E	X	L	A
A	N	W	F	P	P	S	A	M	R
L	L	I	G	Y	H	T	C	P	T
F	A	J	T	K	I	I	D	D	Y
M	Y	Q	G	N	H	V	Z	D	W
B	O	V	U	J	U	E	G	F	B
X	R	M	B	E	T	B	B	V	W
J	U	B	I	L	E	E	X	G	W
K	Z	S	V	B	A	N	K	H	L

Your name.....

Your address.....

Your phone no.....

Win
£25

TO ENTER

For your chance to win £25 Love2shop vouchers, send your 10 words with your contact details by 1 September 2022 to:

✉ Anthea Watkins
Harrow Council, Civic 1,
Housing, Station Road,
Harrow HA1 2XY
✉ anthea.watkins@harrow.gov.uk

Love2shop vouchers can be used at Iceland, Wilkinson, WHSmith, Homebase, Boots, Superdrug, Matalan and many other stores.

WINNER Congratulations to Ms Teresa Davenport from Stanmore, who won £25 shopping vouchers for winning the March 2022 Puzzle.

Puzzle answers for 'Clues to do with the Olympics', March 2022

Gold, Bronze, Hockey, Winter, Winner, Medal, Cycling, Karate, Athletics, China

Want to make money doing what you love?



The Rebel Business School has partnered with Wates and Harrow Council to offer a free live online course that helps people from all backgrounds and situations to become equipped with the tools and skillset to become self-employed or run a business.

Course runs from 5 – 16 September 2022
10am – 3pm daily (Monday-Friday)

Sign up here: www.therebelschool.com/harrow



REBEL



Have you heard of Chandos Children's Centre?



Chandos Centre is based on Chandos Crescent, HA8 6HL in Edgware Harrow. The centre is a community resource and has a reception area, toilets, an activity space which can be split into two smaller meeting rooms with an additional meeting space at the back of the building. The centre is close to local parks.

We are excited to say that we are expanding our offer and are now open Monday – Friday 9am – 3pm and will be open some evenings and weekends.

We are currently reviewing the use of the site and it is so important that we explore what you as a community would like to see happening at the Centre. We would love to hear your views about what you would like to get involved in.

 www.facebook.com/harrowcc

 020 8736 6500

 earlysupporthub@harrow.gov.uk

Please can you fill in our survey, click on the QR code

