

H*in*oming

The magazine for Harrow Council's tenants and leaseholders

WIN
£25
See p19

COST OF LIVING SUPPORT P8

ESTATE STANDARDS P4

ASSET MANAGEMENT STRATEGY P12

SEE P15

LAUNCH OF THE RESIDENT ENGAGEMENT STRATEGY

Join the Housing Matters webinar
WEDNESDAY
11 JANUARY 2023
6pm



Photo CORNER

£10

for every printed picture



Rebecca from Grange Farm said, "Henry with Ginger, our pet cat, who is very good at catching vermin".

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

HELLO FROM MINA PARMAR



I had the pleasure of visiting Grange Farm estate and walking around some of the 89 brand new homes that are due for completion in Spring 2023. We were really impressed with the high quality finish and we liked the colour schemes. We look forward to welcoming the families in the spring to their new homes.

One of our major priorities in the borough is to find private rented accommodation for the 300 families currently living in emergency accommodation and to re-house some Ukrainian families where their hosting arrangement is coming to an end. If you know of any potential landlords, please email: harrow.letstart@harrow.gov.uk

I am delighted we have partnered with MyYard Charity, who are working at Pinner Grove estate to build a stronger community. They do a wonderful job providing surplus food and engaging with tenants, alongside officers. Our front cover shows the sterling work at Pinner Grove estate, where the MyYard Charity, working in partnership with the council, continue to bring surplus food supplies weekly for residents and ensure deliveries are made to those who are housebound.

We understand there are a lot of financial pressures and if you go to pages 8 to 11, you will see lots of practical help and support.

If you are struggling to get through on Access Harrow, you can report repair issues online - search harrow council repairs

I wish you all a safe and healthy seasonal break.

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

HOUSING MATTERS ONLINE EVENT

Please join us at the Housing Matters Webinar on Wednesday 11 January 2023, webinar at 6pm - 7.30pm via MS TEAMS. To get the meeting link contact: ✉ rinvolve@harrow.gov.uk



Cover: MyYard and Harrow Council dispensing surplus food to local residents at Pinner Grove estate. L to R: Monika Bruoth, Jean Robinson, Margaret Hennessy, Sadriv Naif, Jack Laming Copyright Simon Joshua.

Meet the new Sustainable Housing Director

David McNulty



'I am delighted to join Harrow as your new Director of Housing. There is already so much happening which makes Harrow such a great place to live and work - that's why I wanted to come here.

The range of initiatives underway to support residents is impressive. Many of those are set out in this edition of 'Homing In' which is a great way to find out what's going on and get involved in your neighbourhood.

Also, I am pleased to see lots of practical help in this edition about support available to help with rising living costs. Given

these costs I want to make sure Council services provide both great customer service and value.

One of the brilliant things about being involved in housing is getting out and about and meeting people. Already I have visited estates across Harrow to see first-hand some of the great work going on to improve homes and the services we provide. That's what I see my job being: working with everyone to make services the very best for you. I can't wait to continue to do this and meet as many of you as I possibly can over the coming months.'

YOUR STORIES, YOUR MAG



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Miss Brooks' memories of the Wealdstone train crash

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Puzzle

Progress with the Estate Review

Steven Byrne, one of our estate Housing Operatives



Mark Fox, Resident Services Operations Manager and Debra Doyle outside one of our community halls that is available for hire - see back page

Debra Doyle, Senior Caretaker checking a community centre communal door



Housing operatives help remove bulk litter left abandoned on estates

Estate Services are well into the implementation phase of the Estate Services Review. The focus has been to establish a new set of estate service standards to meet customer expectations and to achieve clean and safe estates that we can all be proud of. Here are the key points raised by residents:

any issues. We have Launch Days for each estate which started in November. The Rent Officer, Housing Officer, Caretaker, Surveyor, Scheme Co-ordinator, and Local Police SNT representative are invited. The six pilot estates are: Pinner, Honeybun, Stanmore, Harrow Weald, Augustine and Stonegrove.

Wet Cleaning

Currently wet cleaning of indoor communal areas is scheduled to take place twice a year. From this winter, we aim to increase the cleaning to monthly and less frequently during the drier months. This will allow us to deal with muddier conditions during winter months. We are also considering purchasing a vehicle which contains water and power so we can react to ad hoc demands and clean satellite estates and estates with no water supply.

Visibility

All members of staff such as Caretakers, Housing and Surveyors have been asked to be more visible on estates. The Caretaking Supervisors have a scheduled programme to visit all estates in the borough at least once a week. Going forwards, we plan to commence with Virtual Estate Days, starting with the six pilot estates. We envisage that all teams involved in managing estates meet online to ensure that everyone is aware of

CCTV on Estates

We are in the process of purchasing a deployable CCTV camera from our Enforcement Team. The camera acts as a flexible tool which can be moved to different estates to help combat ASB issues, by identifying culprits and providing sufficient evidence to pursue enforcement action.

Trees

Harrow Council has created a database of all the trees surveyed on our

housing estates, this identified the types and condition of trees, including responsibility for maintenance.

We have started a cyclical programme of tree pruning to avoid trees becoming overgrown, blocking light, or causing a nuisance as well as prioritising urgent cases such as trees causing structural damage or concerns. The responsibility for trees on our estates is now predominantly being managed by Estate Services.

Window Cleaning

Estate Services has compiled a list of sheltered housing blocks and estate blocks that require window cleaning. The aim is to clean external windows quarterly. We have contacted contractors who were recommended

by other local social landlords and are going through a tendering process.

Pest Control

We have put in place a regular proactive programme of pest control treatments on several estates in the borough. We know this is a big issue on some estates.

The Future

We want to work more closely with residents, taking note of your ideas and suggestions to improve the service. This may include Estate Monitoring. In the interim, Management have established contact with some residents who are assisting in shaping the service by participating in the Estate Co-Design Group.

CONTACT

If you wish to contact us, please email our central mailbox to email any comments, suggestions or compliments:

✉ housingstateservices@harrow.gov.uk

Or if you have a complaint:

✉ housing.customerservices@harrow.gov.uk

The Estates Standards are on the website, search:

 [harrow council estate standards](#)





Cllr Anjana Patel with residents helping promote the Food Waste Storage system on Pinner Grove estate



Food waste recycling comes to estates

You may have seen a new bin appear on your estate and wondered what it's for.

Until recently, only houses in Harrow have been able to recycle food waste and that's something we're changing.

Thanks to funding from West London Waste Authority, we've been rolling out food waste recycling to flats and estates across Harrow.

If you haven't received yours yet, it's coming soon along with information on what you can recycle. No amount is too small and your food waste can be broken down and turned into renewable electricity - just six recycled teabags can generate enough energy to boil a kettle.

Cllr Anjana Patel, cabinet member for Environment, said: "I have spoken to many of our residents who live in flats, and I know they want to do the right

thing with their waste so that they can recycle more.

"So I am pleased that we are introducing food waste recycling to our estates. It costs us less to recycle food waste than throwing it away with general waste. The more we recycle the more we have to spend on things that are important to our residents."

So the next time you throw away a banana skin, you could be helping to light your estate!

Please help us reduce the cost of rubbish bin contamination

You can help us save £12,000 a year spent on re-sorting contaminated rubbish bins on our estates. If we all use the general waste bin, recycling bin and food waste bin correctly, it helps our planet and the estate budget.

What do we mean by a 'contaminated rubbish bin'?

Contamination basically means putting the wrong items into the bins. This could be general waste put into the recycling bins or even into the food waste bins on estates. Please help advise your neighbours and challenge where you see bins used incorrectly.

RECYCLING IN FLATS
Go to harrow.gov.uk/binguide to find out what goes where

RECYCLING **GENERAL WASTE**

Food waste bins (red) and kitchen caddies are currently being rolled out to flats in Harrow

No plastic bags.
No loose food.
Bio bags or newspaper only

Buy bio bags from your library, shops, or order online from harrow.gov.uk/bins

If you need a kitchen caddy you can request one at harrow.gov.uk/recycling

Online housing account

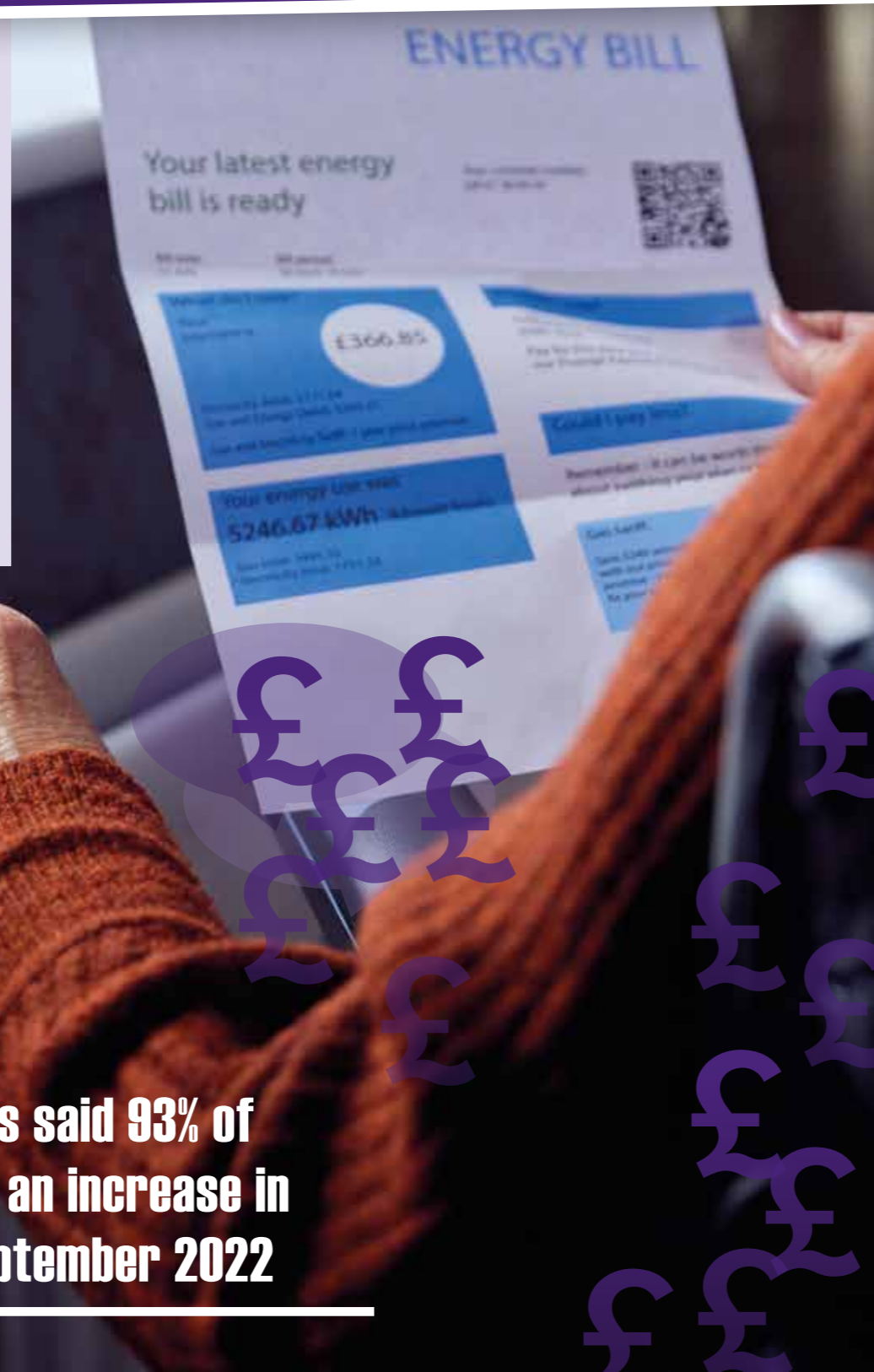
COMING IN 2023

A new way of managing your housing account from our council website is in development and will be launched in summer 2023. The new online feature will give you greater control of your housing affairs and will enable you to view your rent balance and tenancy information, report and track repairs and much more.

Thank you for your patience while we undertake this work. In the meantime, we have made significant improvements to the housing webpages www.harrow.gov.uk/housing where you can find key information and online forms for various things such as reporting repairs and enquiring about your rent.

COST OF LIVING SUPPORT

In September we heard the energy cap (per unit) would rise to £2500 from October 2022 for the next 6 months for typical usage across a year. In addition, the annual rate of inflation reached 10.1% in September 2022 from a low of 1% in early 2021. This means the cost of consumer goods and our utility bills are rising for all of us.



The Office for National Statistics said 93% of adults in Great Britain reported an increase in their cost of living in August-September 2022

What can we do to manage financially?

Government support during 2022 includes:

■ £650 payments for households receiving means tested benefits (split into 2 payments) – automatic payment

■ Pensioners will get an additional £300 and people receiving disability payments an additional £150.

■ £400 off energy bills for all households payable between October 2022 and March 2023 via the Energy Bills Support Scheme – automatic payment

For metered users and 'smart' pre-payment users this will be applied by energy suppliers as a discount of £66 in October and November, then a discount of £67 each month from December through to March 2023.

Households with an older style pre-payment meter will receive discount vouchers for the same amounts at the start of each month to be redeemed at their usual top-up point, for example a local PayPoint or Post Office branch.

■ The Winter Fuel Payment is an automatic tax-free payment to most people over pension credit age. (usually paying between £100 and £300 per person, depending on age and circumstances)

■ A £300 cost of living payment will be made by the Government's Winter Fuel Payment Centre to households who are eligible for the Winter Fuel Payment. This is on top of the Winter Fuel Payment.

If you're not receiving any of the above or need extra help

You can do an online benefits calculation:

📍 [harrow.entitledto.co.uk/home/start](https://www.harrow.gov.uk/home/start)

where, as well as listing your benefits entitlements, you will be told if you are eligible for any other entitlements. This includes the Cold Weather Payment, boiler or insulation grants, free school meals / Healthy start (England and Wales) / free TV licence and many more.

Household Support Fund

To find out if you are eligible for a one-off payment of £100 for this fund visit:

📍 www.harrow.gov.uk/householdsupportfund

In addition to other eligibility criteria, you must be in receipt of a means tested benefit and have not received a cost of living payment. Awards will be made while funds remain available. Applicants will be required to submit information to evidence they are eligible, and this will be verified with other sources such as the DWP. Only one award will be made per household.



COST OF LIVING SUPPORT

Other sources of support for families and residents

Warm Hubs
Search online for Warm Hubs Harrow to find your closest Warm Hub to where you live. Help Harrow has helped co-ordinate, along with several churches and charities, a number of warm hubs across Harrow where you can go for a day to chat, keep warm and have a warm lunch – all free, no referral needed, just turn up.

Community Hub & Help Harrow
The Council has also allocated part of the funding towards Harrow's Community Hub via the initiative HelpHarrow to ensure this essential food resource can continue to support residents. You can also get advice and information on energy, health, wellbeing and benefits
helpharrow.org/

Turn 2 Us
Check your benefit entitlement, search for grants, support with energy bills, and other financial advice and support.
www.turn2us.org.uk/

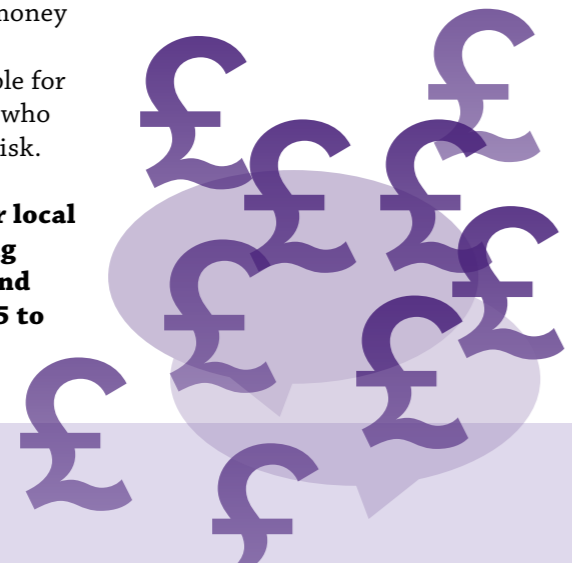
Hardship payments
Hardship payments are available to people on Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA), or Universal Credit (UC), whose benefits have been stopped and who need money for essentials such as food or utilities. They are also available for people who are vulnerable or who look after people who are at risk.
You should enquire about hardship payments at your local Jobcentre Plus or by calling the Department of Work and Pensions on 0345 608 8545 to find out more.

Citizens Advice Harrow
Free, confidential, and impartial advice on a range of issues, such as money, benefit, housing, or employment problems.
www.citizensadviceharrow.org.uk
✉ advice@citizensadviceharrow.org.uk
☎ 0808 250 5705

SWISH
Free support and wellbeing information for adults in Harrow. SWISH partners are Age UK Hillingdon, Harrow and Brent, HAD (Harrow Association of Disabled People), Harrow Carers, Community Connex (Harrow Mencap), Mind in Harrow.
www.swishharrow.org.uk
✉ support@SWISHHarrow.org.uk
☎ 020 8515 7867

Trinity
Trinity Furniture stores provide low cost furniture and electricals.
www.wearetrinity.org.uk/shops/

Broadband deals
Universal Credit claimants may qualify for heavily discounted broadband deals from several broadband providers, called social broadband tariffs.
Cheaper broadband and phone packages – Ofcom



Credit unions
Credit unions are not for profit organisations that offer services such as saving accounts and low-cost loans to its members. They are regulated by the Financial Conduct Authority.
Hillingdon Credit Union
www.hillingdoncu.co.uk
☎ 01895 250958
M For Money
www.m4mcu.org
☎ 020 8756 3866

CNWL Mental Health Services Single Point of Access
The Single Point of Access is open 24 hours a day, seven days a week, 365 days a year. The Single Point of Access provides one number and one email address for referrals to secondary mental health services and support in a mental health crisis in Harrow.
☎ 0800 0234 650
✉ cnw-tr.spa@nhs.net

CNWL Harrow Talking Therapies
For anyone who is struggling with their mental health, Harrow Talking Therapies is a free NHS service offering support to those who are finding the current situation difficult. They offer 1:1 support via telephone or video call. They offer bereavement support, anxiety and worry management support, low mood support and help if you are self-isolating, or feel isolated being on your own at this time amongst other support you might be needing at this time.
☎ 0208 515 5015
✉ harrow.iapt@nhs.net



Some great energy saving tips you might not be aware of

- 1 Turn your thermostat down by just one degree and The Energy Saving Trust say that could cut your heating bills by a 10%.
- 2 Turn down thermostatic valves on your radiators, if you have them, in any rooms you don't use that much. Keep your home at a constant temperature, ideally 18–21°C.
- 3 Use draft excluders under all your doors and stick insulation strips around your windows. These can be bought cheaply in most DIY stores.
- 4 Never hang your washing on the radiators. This reduces the amount of heat available to warm up the room. Instead, hang your washing on a clothes airer in a warm, dry room.
- 5 Always cook food with the lids on. This saves heat, allowing you to cook food faster using lower temperatures.
- 6 Never leave appliances on standby. Turn off at the wall including lights in rooms you're not using.
- 7 Don't overfill the kettle when making a hot drink.
- 8 Think about investing in an electric blanket - you only need it for on a short time.
- 9 An electric stove can use between 1,000 and 3,000 watts while standard ovens can use between 2,000 and 5,000 watts of electricity so cooking on the hob is cheaper than turning on your oven.
- 10 Microwaves, slow cookers, electric pressure cookers and air fryers all consume much less energy than ovens.



Illegal moneylenders, often known as loan sharks, are those who lend money to people without the valid credit authorisation from the Financial Conduct Authority (FCA). Loan sharks usually advertise by word of mouth and appear friendly and accommodating at the start.
You can report them in confidence:
24/7: ☎ 0300 555 222
www.stoploansharks.co.uk

If you are struggling with your finances and debt, please contact your Harrow Council income officer to talk things through: housing.residentservices@harrow.gov.uk

Making the most of our buildings and assets



The Council's Vision is "Putting Residents First" and the Council is committed to "great customer experiences and community outcomes".



Another new entrance with ramp access



How will we achieve this?

- Build homes and infrastructure by building over 1500 homes including council homes and affordable homes
- Provide safe and sound homes which meet the needs of current and future residents
- Help minimise the environmental impact of housing - decarbonisation
- Manage homes and assets efficiently and effectively
- Engage with customers and communities maximising the customer experience

Safe and sound homes goal

We will provide residents with safe and sound homes, ensuring we utilise new technological advances and where appropriate meeting new standards and regulatory requirements.

Action Develop a damp and mould strategy - We will act proactively to develop a Damp Risk Assessment programme, which will help identify potential problems so that the appropriate preventative measures can be planned (such as improving ventilation), minimising response repair works.

Action Our work to reduce digital exclusion within the borough has led to the agreement with Community Fibre Limited to provide full fibre broadband to all our Council housing, linking in almost 5,000 properties over the next couple of years.

Decarbonisation

We aim to achieve a net zero status by 2030 in line with PAS 2035 specification to deliver a whole house retrofit.

Action Develop a retrofit homes plan and roll out hot water and heating solutions 2027-2030.

Manage homes and assets efficiently and effectively

We will aim for a "golden ratio" of service of at least 60% planned and preventative activities and 40% responsive activities, and that the direction of travel maintains a trajectory towards decreasing instances and the cost of responsive repairs.

Action This is dependent on the 3 years planned maintenance programme being accepted and funded by the HRA business plan.



We are working on our new 5 year Asset Management Strategy (AMS) (2022-27)

Harrow's Strategy provides a framework for the Council to manage its housing stock efficiently and effectively over the long term and supports the delivery of the Council's key strategic objectives.

The ambition is for everyone in Harrow to have access to good quality, secure, well maintained and genuinely affordable homes that meet the needs and expectations of existing and future residents.

Challenges

■ New health and safety regulatory requirements established by, for example, the new Housing White Paper, Fire Safety Bill, proposed Building Regulations changes and Building Safety Act will result in additional administration and costs to meet new governance requirements and standards.

• The concept of safe and sound homes has therefore never been more important

• The Council needs to ensure it has the right standards in place to provide quality buildings that meets the needs and expectations of residents.

■ The expectation for local authorities to ensure their housing stock becomes net zero carbon has never been higher.



Elizabeth Moody, Housing Officer testing the new door to a block of flats

RESIDENTS' WALL



Photo of the 1952 Harrow and Wealdstone rail crash

Memories of a 10-year-old about the Wealdstone train crash

By resident Miss Brooks

The Harrow and Wealdstone rail crash was a three-train collision at Harrow and Wealdstone station in Wealdstone, during the morning rush hour of 8 October 1952. The crash resulted in 112 deaths and 340 injuries, 88 of these being detained in hospital. It remains the worst peacetime rail crash in British history.

Miss Brooks, a local resident, was 10 years old at the time, and was one station away and heard the noise. Miss Brooks went on to

school as normal that day, where all the children were talking about it. She said it was all over the world news.

"A steam train from Perth, Scotland came in the wrong track and mounted a stationary local train at 50-60mph. The wreckage blocked adjacent lines and was struck within seconds by a northbound express train traveling at 60mph which pulled on its brakes and jack knifed and ended up hitting the footbridge.

Role of USA airforce

"Staff from the American airbase at RAF South Ruislip came and helped out, working as if it was a war zone. This included Abbie

Sweetwine, an African American nurse who became known as "The Angel of Platform Six". They were amazing. I saw from a documentary local women came out with white sheets to be used as bandages and men were trying to push the carriages upright with cigarettes hanging out of their mouths. I was so relieved when my Dad finally arrived home at 1am from his London job".

The accident accelerated the introduction of the Automatic Warning System and the work of Abbie Sweetwine and the United States Air Force team is credited with inspiring the development of the use of paramedics in Britain as they triaged casualties.

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.

Residents' engagement

Resident Engagement Strategy

Residents Board members with officers



We worked in partnership with Harrow council to develop a residents engagement strategy for all residents within Harrow.

"As a board we used the visual representation of a tree, to aid residents to visualise what they can do to engage with Harrow.

"The resident engagement tree represents how everything is interconnected. We don't exist in a vacuum but are connected with the world around us. The tree represents Harrow's commitment to engagement and the fruit, areas residents can engage in and make an impact. The resident engagement tree shows a structure with everything connected. The resident engagement tree is a symbol of stability and strength. We use the metaphor of a tree with roots spreading into the ground to talk about strength, stability and being grounded. It also symbolises growth as a tree is the result of years of slow, patient

Residents' Board

growth from a vulnerable sapling to a sturdy tree.

"Engagement ensures that Harrow will be able to assess what is currently known about the resident experience, residents' journeys, and have the ability to improve the management of the residents' experience. This will aid Harrow to identify critical areas for further or future development.

"Finally, we leave you with this quote by Professor Wangari Maathai, winner of the 2004 Nobel Peace:

"What a friend we have in a tree, the tree is the symbol of hope, self-improvement and what people can do for themselves."

By Janice Johnson, Residents' Board member



2023 Resident meetings

Housing Matters webinars at 6 – 7.30pm

- Weds 11th January 2023
- Weds 15 March
- Weds 17 May
- Weds 19 July
- Weds 20 September
- Weds 15 November

Leasehold Improvement Group(LIG) – online at 6pm

- Tues 17 January 2023
- Tues 21 March
- Tues 23 May
- Tues 11 July
- Tues 12 September
- Tues 21 November



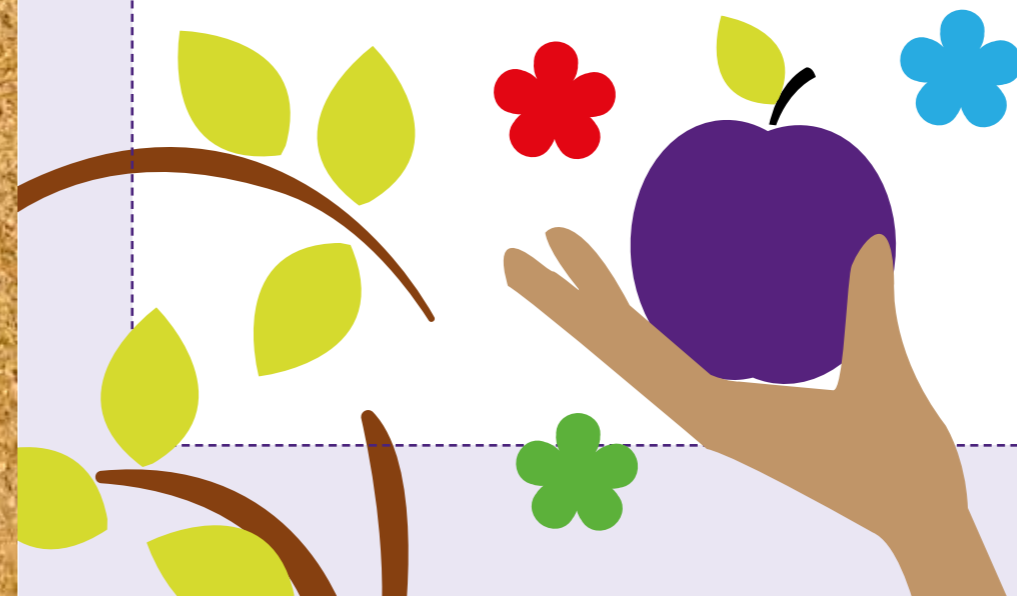
Residents' Board hybrid meetings at 6-7.30pm

- Thurs 19 January 2023
- Thurs 16 March
- Thurs 18 May
- Thurs 20 July
- Thurs 21 September
- Thurs 16 November



For further details please contact:

✉ rinvolve@harrow.gov.uk



Customer Service

We value complaints and use information from them to help improve our service.

You can complain to us about things like:

- Delays in responding to your enquiries and requests
- Failure to provide a service
- Poor service
- Treatment by or attitude of a member of staff or the Council's contractor
- Our failure to follow proper procedure

April to September 2022 we received a total of 205 stage I and stage II complaints, 91% were completed on time

Number of complaints received April 2022 to September 2022

	Asset management	Resident services	Housing needs
Stage 1	70	47	58
Stage 2	9	10	9

During this 6 month period we met our 90%+ target of responding to complaints within the guidelines, except for some asset management responses. This is being addressed through training.

Council complaints

Stage 1 = 15 working days

Stage 2 = 20 working days

Main complaint themes

Asset management	Resident services	Housing needs
Repairs, disabled adaptations and planned works	Tenancy and leasehold management	Homelessness, advice and prevention and private sector housing
Fencing	Anti-social behaviour	Accommodation
Heating/ hot water/gas contractor	Disagrees with response to stage 1 complaint	Homelessness
Leaks	Parking	Staff conduct
Mould	Pests/rodents	Eviction
Outstanding repairs (chasing)	Fly tipping/ rubbish	Unsuitable accommodation
Trees	Mutual exchange	Locata (bidding for social housing)

How to make a complaint

You can make a complaint by using the Harrow Council online complaint form or in person, in writing or by email:

🔍 search Harrow Council complaint

📄 Housing Complaints, Harrow Council, 1 Forward Drive, HA3 8NT

✉ housing.customerservices@harrow.gov.uk

Thank you for your compliments. We welcome these and they really make a difference to the staff concerned, to know they are doing a good job.

Housing Services News

Respect

■ Please note that abuse towards members of staff, whether in person or over the telephone, is not tolerated. Aggressive behaviour towards members of staff is unacceptable and is a breach of tenancy. You wouldn't like to be treated in that way.

■ Harrow Council has a responsibility to protect its staff from incidents of violence, threatening behaviour and verbal abuse.

Gas safety

■ Liberty Group now manage our domestic gas servicing and maintenance for 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 an issue, contact Liberty:

✉ harrowcouncil@liberty-group.co.uk

☎ 033 0333 8390 or 0800 614 456

■ ThermoServ manage our communal gas servicing and maintenance – if you have an issue:

☎ 020 8901 2630

Please give access for the annual gas safety check, this is a tenancy requirement

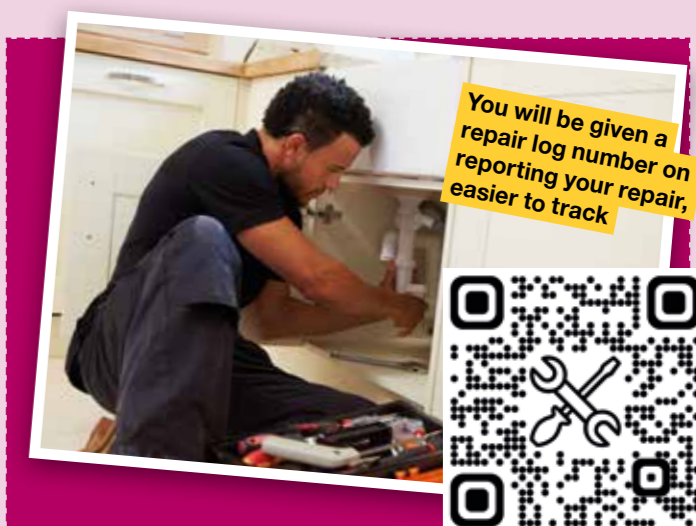


Charges will be levied if contractors are unable gain access for their annual gas safety inspection

Staying safe

■ If you live in a block of flats, you must keep the communal areas clean and free from rubbish. Do not leave items in the communal areas. Leaving items in the communal area is a fire risk and a trip hazard. Items left in these areas will be removed and thrown away.

■ You must dispose of all rubbish in the bins provided. Throwing rubbish on the floor of the bin rooms is a health hazard as it encourages rats to the area.



Reporting repairs

You can report repairs or concerns about mould and damp:

☎ 020 8901 2630 and

🔍 search report repair Harrow Council

Send in your questions and we will answer them

 Anthea Watkins, Housing, Harrow Council, 1 Forward Drive, Harrow, HA3 8NT



Ask Housing?

My friend told me that she has appointed her daughter as her “Lasting Power of Attorney”. What does this mean and why is it important?



We often don't like to think about what the future may bring, such as a critical illness, medical condition or just the ageing process. Whatever your stage of life, you may want to consider making “A Lasting Power of Attorney”. This is a legal document that is made whilst you still can make your own decisions. It will allow you to choose a trusted relative or friend to look after your affairs if you become unable to make your own decisions at any time.

You can set up a “Lasting Power of Attorney” at any age or stage in life. Your trusted nominated

person will be able to make choices for you if you are unable to make that specific decision at the time it needs to be made. However, your trusted nominated person needs to be considered with caution.

There are two types of “Lasting Power of Attorney” and you can apply for one or both of them.

- Health and Welfare
- Finance and Property (includes council tenancies)

Always seek independent advice such as Citizens Advice Harrow, Age UK or go to <https://www.gov.uk/power-of-attorney>

How can I report an abandoned and untaxed vehicle?

To report a vehicle you think has been abandoned or is not taxed you can report it to the DVLA or to housing services. You need to note the car make, colour, registration number and exact location.

-  www.gov.uk/report-abandoned-vehicle
-  Housing.ResidentServices@harrow.gov.uk



Puzzles Page



Word Search

Try and find the 10 words below!
The clue is ‘Christmas’

Win
£25

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

TO ENTER

For your chance to win £25 Love2shop vouchers, send your 10 words with your contact details by 15 January 2023 to:
 Anthea Watkins
Housing, Harrow Council,
1 Forward Drive, Harrow,
HA3 8NT
 anthea.watkins@harrow.gov.uk

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

Your name.....

Your address.....

Your phone no.....

WINNER: Congratulations to Ms Jill Johnston from Edwin Ware Court, who won £25 shopping vouchers for winning the August 2022 Puzzle.

Puzzle answers for ‘Clues to do with the Queen’s Jubilee’, August 2022
Jubilee, crown, Queen, party, tea, bunting, platinum, royal, festive, flag

Harrow Council community centres for hire

Harrow Council has a number of community centres available for hire from 9am to 11pm*. Some centres have parking and wifi, and they all have a fully equipped kitchen and disabled access and toilets.

To find out more information:

✉ housing.estateservices@harrow.gov.uk

🌐 search Harrow community centres

*terms and conditions apply



Opening hours over the Christmas holiday period

As many staff take leave at this time, there will be limited cover during the Christmas weeks.

All housing departments will be operational except on these 3 days when there will be the usual emergency service contacts:

- Bank holiday Monday 26 December 2022
- Bank holiday Tuesday 27 December 2022
- Bank holiday Monday 2 January 2023



Goodbye Civic Centre

With 99% of our customer interactions now online or over the phone we're closing our old customer reception in the Civic Centre - the payment kiosks are also going.

It's easy to pay your rent online, over the phone or by bank transfer: 🌐 www.harrow.gov.uk/rent

From the new year a streamlined reception service will open in Greenhill Library, off College Road. Staff there will offer help with these payment methods.

At the same time a new reception area for urgent housing and social care enquiries will open on Gayton Road in the town centre.

Gas leaks

If you think you have a gas leak or you can smell gas you must:

Call the National Grid immediately:

☎ 0800 111 999

Emergency repairs

An emergency is any defect that is an immediate danger to your safety, security, health or something that may lead to serious damage to the property.

Report an emergency repair

☎ 020 8901 2630

Tenancy enquiry out of hours emergency

☎ 020 8863 5611