

JULY 2023

Home *in* ming

The magazine for London Borough of Harrow's tenants and leaseholders

SEE P9

PINNER GROVE ESTATE FUN DAY

WIN
£30
See p19

Join the Hbusing
Matters webinar
WEDNESDAY
19 JULY 2023
at 6pm

MAKING HOMES WARMER AND MORE ENERGY EFFICIENT P3-5

DOMESTIC VIOLENCE ADVICE P6

TENANTS SURVEY RESULTS P13



LONDON BOROUGH OF
HARROW

Photo CORNER

Nikhil Mashru from Hornbuckle Close said "A lioness giving lessons to her cubs at Gir National Park, Gujarat State, India in September 2022"

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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 CLLR MINA PARMAR

Thank you for your valued input into the Tenant and Leasehold Satisfaction survey earlier this year. You can see the results on page 13. We are now working through some key actions based on your feedback.

I am delighted Grange Farm residents have started moving into their new homes. We are now progressing Phases 2 and 3 estate regeneration – see page 15.

We talked to 82 households living in either temporary or emergency accommodation on 13 June 2023 at the Harrow Baptist Church, and along with 20 council staff, were supported by agencies such as Citizens Advice Harrow, Homefinders UK, Help2Rent, Cedar Housing Estate Agent from Bradford and Xcite. The opportunity to talk face to face with housing advisors and see what housing options are available in and outside of Harrow was key to its success.

We are promoting our Help2let procurement agency services to potential landlords all around London and further afield, with radio coverage on Lyca Radio and media coverage in Asian Voice and are launching a social media campaign. Please let us know of anyone who would like to rent their property through the London Borough of Harrow – see page 14.

Have a lovely summer and be careful about hay fever when out and about and please stay hydrated.

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



Housing Options event in June, Rajesh Kripalani with Cllr Parmar

HOUSING MATTERS WEBINAR

Please join us at the Housing Matters Webinar on Wednesday 19 July 2023 Webinar at 6pm – 7.30pm via MS TEAMS. To get the meeting link contact: ✉ rinvolve@harrow.gov.uk



MAKING HOMES WARMER AND MORE ENERGY EFFICIENT



We will be installing solar panels on some of the worst energy-performing homes

Council homes set for millions of pounds in energy improvements

Council tenants will benefit from lower energy bills and warmer homes thanks to a £2.1 million boost from the government's Social Housing Decarbonisation Fund.

The ambitious two-year programme of extensive works to more than 236 council homes will include new windows, doors, roofs, ventilation and will boost the energy efficiency of the borough's poorest

performing homes.

The government funding, together with a £3 million investment by the London Borough of Harrow will upgrade the worst energy performing council homes in Harrow – making the overall programme worth £5.1 million.

The scheme will also pilot new green technologies including the installation of solar panels, under floor insulation and low energy lighting.

In a drive to meet the Council's Net Zero agenda we will be installing ground source heat pumps to 2 Sheltered Schemes, Alma Court & Meadfield. The heat pumps shall be supplied with an ambient ground loop, with boreholes to extract ground heat. The ground loop shall ensure that sufficient heat can be extracted for winter building heat load, whilst also ensuring there is no excess heat being removed.



YOUR STORIES, YOUR MAG



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Pinner Grove estate - launch of the new HUB



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Homing In survey



Consultation and engagement event at Stanmore College on 31 May 2023

OUR 3 YEAR PLAN TO HELP KEEP HOMES IN GOOD REPAIR

As part of our ambition for everyone in Harrow to have access to good quality, secure, well maintained homes, we have developed our 3 year capital programme. This includes programmes for:

- New kitchens and bathrooms
- Replacement windows and doors
- Homesafe 3 programme

The London Borough of Harrow organised a consultation event for East Harrow residents in May at Stanmore College in partnership with contractors PiLON, WG Wigginton, Nationwide Windows, Aico, Complit PAC and MetroStor to show examples of windows, fire safe front doors, kitchens and bathrooms.

The current Kitchen and Bathroom upgrade programme is underway, and the contractor is PiLON. It has a total of 77 units programmed this year.

- 40 Kitchens
- 28 Bathrooms
- 9 Separate WC

We will be procuring a 2-year Kitchen/Bathrooms and Windows and Doors upgrade programme with options to extend for a further year. The kitchen and bathroom programme will see a total of 586 units upgraded over 3 years and a total of 690 properties will be upgraded on the Windows & Doors programme.

3 Year programme

Kitchen and Bathrooms Units				
	2023/24	2024/25	2-Year Programme Total	Option to extend 2025/26
Kitchens	56	103	159	132
Bathrooms	59	53	112	51
Separate WCs	31	70	101	31
Total Units	146	226	372	214

Windows and Doors Units				
	2023/24	2024/25	2-Year Programme Total	Option to extend 2025/26
Window & Door Programme Including properties on the SHDF Decarbonization Fund programme	190	250	440	250

Homesafe-3 Security & Compliance to 434 Flats in Blocks

	2 Years Programme 22/23 and 23/24	
	Flats	Blocks
New Works		
Fire Doors to flat, stores and Service Cupboards	550	120
Alarm Detection system	434	
Rewire and Emergency Lights		65
Front and Entrance Doors		65
Video Door Entry & Handsets	434	65
Upgrade Fire Compartmentalisation		65
Electrical tests	330	
New Bin areas and Recycling and level approach		35

The 3 year programme is in addition to the resources set aside to deal with the large number of mould and damp requests we are getting

THE IMPORTANCE OF HOME SAFETY CHECKS

You may be aware that Harrow Council housing was served a Notice by the Regulator for Social Housing in April 2023 regarding carrying out electrical tests in council homes.

- We have set up an EICR (Electrical Installation Condition Reports) Taskforce group to manage and monitor the delivery of our EICR reports across the borough with our contractor WG Wigginton.
 - We plan to deliver 2000 electrical checks this year and the remainder next year. We would really appreciate your cooperation in gaining access to your property in order to carry out these tests.
 - The council has a new housing safety compliance system and all contractors are able to upload compliance data to this system
 - We are recruiting new Health and Safety officers along with other resources to oversee the council's health and safety across its housing stock.
- This area of compliance is an integral part of the 6 core components of Health and Safety including Gas Safety, Water Hygiene, Asbestos Management, LOLER (Lifting Operations and Lifting Equipment Regulations) and Fire Risk Assessments.



A big thank you to all the Shaw Trust members busy planting in the rain at Alexandra Avenue

THANKS TO WG WIGGINTON

WG Wigginton Ltd, a major works contractor, teamed up with Shaw Trust, a local charity with a campus near Alexandra Avenue, to plant shrubs and hedging in raised beds behind the flats, including camouflage for the bin enclosures. This was part of their social value commitment to the local neighbourhood, whilst

putting in new front door entry, moving the entrance doors to the outside of the building to reduce anti-social behaviour, levelling the paths for disabled access and moving the bin areas to enable recycling for the first time. Shaw Trust provide a horticulture mentoring programme for people with learning disabilities.

Help is available - you can reach out to your Housing Officer who can talk through your options

WHAT IS DOMESTIC ABUSE?

Domestic abuse (or domestic violence) is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

Domestic abuse can take different forms, including:

- physical abuse
- sexual abuse
- financial abuse
- emotional abuse/gaslighting
- coercive and controlling behaviour
- digital/online abuse
- 'so-called honour-based' violence, forced marriage, and female genital mutilation (FGM).

Where can I get help?

In an emergency call 999. If you are experiencing domestic abuse, you can speak to your housing officer.

For support

- **Hestia Harrow Domestic Abuse Services**
✉ Idva.Harrow@hestia.org or
☎ 0208 907 8148
- **National Domestic Violence Helpline**
☎ Freephone 24/7: 0808 2000 247
🌐 www.nationaldomesticviolencehelpline.org.uk
- **EACH Counselling & Support Domestic Abuse Counselling and Domestic Abuse Aftercare Recovery Service**
✉ info@eachcounselling.org.uk or
☎ 020 8577 6059

WHAT IS CUCKOOING?

Please report any suspicious behaviour to your Housing Officer

Cuckooing is when the home of a vulnerable person is taken over by someone else to use it to deal, store or take drugs, facilitate sex work, as a place for them to live, or to financially abuse the tenant.

What are the signs of cuckooing?

Neighbours may notice signs such as:

- Constant presence of strangers at a property
- 'Friends' staying for long periods
- People appearing to have control over a tenant
- Increased numbers of people coming and going from the property
- People climbing in through windows

- Police frequently called to the address
- Unknown people frequently pressing the buzzer to gain access to the communal entrance
- Tenant or their family not being seen at the property whilst other people remain there
- Evidence of verbal and/or physical aggression, in and around the property

Where can I get help?

In an emergency call 999. If you are concerned about a neighbour, please contact your housing officer:
✉ housing.residentservices@harrow.gov.uk or
☎ 020 8901 2630.

Importance of annual gas checks

The gas check is to keep you, your family and neighbours safe.

Did you know we spend £20,000 a year on locksmith services? And 2½ days of officer time for every household that doesn't provide access for the annual gas service. If we have to use forced entry, this is recharged back to the tenant.

As a landlord we have a legal duty to carry out an annual gas check to all your gas appliances, check for CO2 leaks, service your boiler and check your hard wire alarm - which is why we contact you after 10 months to arrange a date.

Please be aware that you need to have gas credit (e.g. £10) and if not, your appliance cannot be tested and it will have to be capped - this stops gas coming to the property.

Liberty Group is our gas contractor for domestic gas boilers, so this email: Harrowcouncil@liberty-group.co.uk should only be used for gas enquiries.

It is your legal duty to provide access for the annual gas service



Customer experience

LAUNCHING THE COMPLAINTS PANEL

The resident Complaints Panel has recently kicked off. It is made up of 8 residents and is open to all council tenants and leaseholders. We are actively recruiting interested residents to help us to improve our complaints handling process.

So far, we have reworked the templates that we use when we receive complaints so that they are more customer focused, including what we understand about your complaint, what we intend to do about it and the next steps.

At future meetings we will be reviewing the complaints policy; reviewing some complaints and learning the lessons from this in-depth review and looking into completed complaints with personal information redacted, giving members an opportunity to suggest possible outcomes.

If you are interested in joining the Panel, please contact:
✉ rinvolve@harrow.gov.uk

Complaints

Housing Services has received 1058 complaints and enquiries this year (April 2022 – May 2023), an increase of 30% compared to 817 complaints and enquiries last year (2021-2022). Of the 1058 complaints and enquiries received this year, 38% are MP enquiries,

22% are Councillor enquiries, 33% are stage 1 complaints, and 7% are stage 2 complaints.

Complaints Handling

We have reviewed the corporate complaints policy, and developed a housing complaints policy, to better reflect the requirements of the Housing Ombudsman Complaint Handling Code:

Housing stage 1 complaints will be responded to within 10 working days, instead of 15 working days and Housing has adopted the Housing Ombudsman's definition of a complaint.

The Housing Ombudsman Complaint Handling Code self-assessment was reviewed and updated in April 2023.

Compliments

Resident services received the most compliments so far this year. Of the 10 received, 3 were commending the support received with rent and tenancy matters. Three residents complimented the excellent service around tenancy issues and caretaking.

Asset Management received 3 compliments. Two further compliments were received for the gas contractors.

Goody bags kindly donated by Al Wahab for residents on Pinner Grove



Miriam Feehily, Chief Operating Officer at MyYard charity and a resident who won a super raffle prize donated by MyYard

A family enjoying the event in during half term



Eula and Hunte Lawrence, her grand daughter



LAUNCH OF OUR COMMUNITY HUB AT PINNER GROVE ESTATE

A new community Hub opened on 1 June 2023 on Pinner Grove Estate with the aim of providing local residents with opportunities and resources to improve wellbeing and build community resilience. The event was well attended by families and local councillors.

Partners London Borough of Harrow and MyYard launched the Hub with a Pinner Grove Party which was enjoyed by lots of families during half term. The council provided the bouncy castle and MyYard generously supplied the goody bags, tombola and raffle prizes. And thanks to Breyer Group for contributing their social value donation to MyYard to provide regular surplus food deliveries and engagement activities for the next 12 months.

A resident survey on the day highlighted that feeling safe on the estate was their no. 1 priority followed by help with food and the cost of living. This initiative builds on the the past 12 months where MyYard was funded by the council to invest over 300 hours getting to know the Pinner Grove community and understand their concerns.



2023 Resident meetings

Housing Matters webinars at 6 – 7.30pm
 ■ Weds 19 July
 ■ Weds 20 September
 ■ Weds 15 November



Leasehold Improvement Group (LIG) – online at 6pm
 ■ Tues 11 July
 ■ Tues 12 September
 ■ Tues 21 November

Residents' Board hybrid meetings at 6-7.30pm
 ■ Thurs 20 July
 ■ Thurs 21 September
 ■ Thurs 16 November



For further details please contact:
 ✉ rinvolve@harrow.gov.uk

Send in your questions
and we will answer them

✉ Anthea Watkins, Housing Services, PO BOX 1367
Forward Drive, Harrow HA3 3QT



Ask Housing?

Keeping the saucepan lid on reduces the amount of steam



What causes damp and mould and is there anything I can do?

Condensation, damp, and mould can happen in any home. Damp and mould can have a serious effect on people's health, especially if you have respiratory illnesses, allergies and asthma.

What causes mould?

Damp can be caused by condensation or by issues such as leaks or blocked gutters. Damp can lead to mould growth. Condensation can occur when you are cooking, bathing or drying wet clothes.

What can I do?

It's important to find the source of the problem and take action.

Some mould can be removed by using soap and water, bleach, a mixture of water, bicarbonate of soda and vinegar, or a mould remover spray.

You can reduce condensation by improving ventilation and producing less moisture, such as wiping windows, using lids on pans, using bathroom extraction fans and kitchen cooker hoods, opening windows, and heating your home at a constant low temperature.

How do I report a problem?

If problems with damp and mould continue after you take basic steps to address them, or you think the problem is caused by a repairs issue, you should report this online:

✉ www.harrow.gov.uk/housing-property/request-repair-council-home
☎ 020 8901 2630



RESIDENTS' WALL

Keep fit class at John Lamb Court, started and led twice weekly by resident Peggy Addo



Zeba celebrated 10 year's at her Sheltered Scheme in May with officers and residents



Tapley Court sheltered scheme celebrate the Coronation - thanks to Kamila Wafai and everyone who helped make it a success



Resident Ranjan helped organise a Poetry Unveiling event at Grange Farm Estate - to display two of his poems in English and Tamil

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.



We will use the 2023 Tenants and Leasehold Satisfaction Survey results as a basis for measuring change over the next few years



Consumer Regulation

Our actions

We recently worked with Housemark to assess our services against the Regulator of Social Housing's 4 Consumer Standards.

We are taking actions to improve our services such as:

- Updating some of our

policies and strategies

- Improving how we record and monitor ASB cases
- Reviewing customer access and improving our pages on the Council website
- Bringing our complaints policy in line with the Housing Ombudsman's Complaint Handling Code (using a timescale of 10 days for Stage 1 complaints

instead of the Council's timescale of 15 days)

We have started to collect the new 22 Tenant Satisfaction Measures (TSMs) and will report these to the Regulator of Social Housing for the first time next Summer. 10 TSMs are based on data we collect and 12 are based on tenant perception (such as the tenant satisfaction survey).

Tenants Satisfaction Survey 2023

60%

Overall Satisfaction

Our survey carried out by an independent research company during spring 2023 shows that 60% of tenants were satisfied with the overall service provided by the council.

The majority of tenants are satisfied with:

- the repairs service in the last 12 months,
- their homes are safe,
- the upkeep of the communal areas and
- the time taken to complete the most recent repair.

The survey identified areas for improvement including:

- the ease of dealing with the council, and
- how anti social behaviour is dealt.

We will also work to improve how the council listens to tenants' views and acts upon them and how complaints are handled.

58% Well maintained home



64% Safe home



68% Repairs - Last 12 months



64% Time taken - Last repair



57% Repairs - Overall satisfaction



64% Communal areas clean & well maintained



52% Positive contribution to neighbourhood

48% Anti-social behaviour



49% Easy to deal with



53% Keeps you informed



61% Treats fairly & with respect





Rajesh Kripalani, Help2let Procurement Officer with Cllr Parmar, Portfolio Holder for Housing at the recent Housing Options event

Impact of lack of private rent accommodation in Harrow

London is in a severe housing affordability crisis due to the cost of living and changes to the Private Rented Sector (PRS). Average rents have gone up and there are limited housing options locally for families who need help from Housing Benefit or Universal Credit for housing costs and for families affected by the Benefit Cap.

It's difficult to find alternative accommodation in Harrow, so it's important for residents at risk of homelessness to try to avoid losing their current home. They should contact Housing Advice early to ask for help using the webform www.harrow.gov.uk/wf_housingadvice or

call 0208 424 1093 (Option 1).

We invited households in temporary and emergency accommodation to a housing options event on 13 June 2023. As the social housing stock in Harrow is small, many households will need to find housing solutions in the private rented sector and some of these may well be outside London, such as in Leicester or Bradford. Thank you to

Big thank you to all the staff and agencies who supported this event - 82 households received advice and support

Cedar Housing for traveling all the way from Bradford to join the event.

We are working with local landlords to find accommodation within 35 miles of Harrow for homeless families. We hold regular Landlord Forums, and we have launched a campaign to promote our Help2Let service to private rented sector landlords.

📍 www.help2let.co.uk

Building new Harrow homes

Grange Farm regeneration

After many years in the making, Harrow has completed the first new homes in the regeneration of the Grange Farm Estate. The moving in process started in July and we are working with the secure tenants to support them through the transition.

There are 69 social rented homes and 20 homes that will be marketed for sale as shared ownership properties by Connells agency. If you think you might be interested in finding out more about these properties, contact:

☎ 020 8103 1760 or
✉ grangefarmharrow@connells.co.uk

Very many thanks to the Grange Farm Resident Steering Group which has helped steer the project from design to completion. We look forward to continuing working with them in delivering the later phases.



An aerial view of Phase 1 regeneration of Grange Farm estate

Delivering more energy efficient homes on two Harrow sites

The council achieved planning approval for the development of 5 new family houses at Charles Crescent at London Affordable Rent. Country & City Construction Ltd are the builders that have been appointed to construct them.

Work is also underway to develop 9 new homes as well as replacing and repositioning the old community hall at Brookside Close. Collier Contractors Ltd will be carrying out these works and they will demolish the existing garages this summer.

Homes will be well insulated, powered by air-source heat pumps and solar energy offering benefits to occupiers and the environment.

Housing News



Estate improvements

Following on from the Estate Review with residents, we are launching two new services forthwith to help keep estates clean and safe:

Window Cleaning

Resident Services has procured a window cleaning contractor to clean all the external glass in the communal areas of in our housing stock. This includes windows and fire doors. The window cleaning will take place twice yearly covering all the blocks on our estates, as well as estate managed community halls and our sheltered housing schemes. The cleaning works started in June.

Mobile CCTV

Resident Services are purchasing mobile CCTV cameras to use on our estates. The purpose is for Housing and Estate Services to play a key role in deciding where to locate CCTV based on the severity of anti-social behaviour, such as fly-tipping etc. It will help us to identify the culprits and collate evidence to pursue any necessary action working in partnership with the Enforcement Team. The CCTV can be erected in anti-social behaviour hot-spots and moved to other areas on an estate or across the borough when necessary.

Estate inspections are organised on our estates twice a year. Please see the back page for the timetable. You are very welcome to join in the walkabouts.

Housing drop-in sessions – no need to book

The housing team has planned two drop-in sessions so that you can meet housing staff face-to-face. These sessions are open to all tenants who need advice on their tenancy matters. At the sessions we hope to address any queries you may have relating to your tenancy.

Please help to spread the word if you know anyone who might have a query.

■ Wednesday 26 July at 4pm to 6.30pm

Northolt Community Centre, Northolt Road, South Harrow, HA2 0NR

■ Thursday 14 September at 10.30am to 1pm

Julie Cook Hall, Augustine Road, HA3 5NW



Please do attend the housing drop in sessions if you have a tenancy query

New Home Contents Insurance provider

Following a recent tender exercise, Harrow Council are pleased to announce a new provider for our home contents insurance scheme.

Harrow Council will be working in partnership with Thistle Insurance Services Ltd, and the scheme will be underwritten by Ageas Insurance Ltd.

The scheme will continue to be administered by the Council; so, tenants can pay premiums alongside their rent. Low sums insured are available (so you only pay for the cover you need). And optional extensions are available for an additional premium.

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind should the worst happen.

Tenants currently insured via the scheme do not need to do anything. Tenants who want to find out more or apply for cover: search Home Contents Insurance on the London Borough of Harrow website



Hardship fund spend up to March 2023 was £122,000 which was allocated to 2,091 tenants

Answers to questions you raised at the April 2023 drop-ins about service charge costs

Up until now the Council has applied an uplift for service charges based on a Consumer price index increase yearly. This approach has become challenging for most organisations in recent years as costs have risen above the rate of CPI (inflation). The current service charges levied to tenants do not reflect the actual cost of our services.

Following a review we are now able to break down costs in a more transparent way per block (if applicable) and per estate. Because of this, there is an uplift in service charge costs for 2023/24 to reflect the actual cost of the service.

From next year, we will include an element of charge for providing pest control and pruning of trees as part of the rolling programme. We have now applied a simple and fairer apportionment of charges; we levy charges that are fair, equitable and represent good value for money.

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority Firm Reference Number 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group. Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>



Homing In survey

How would you like to receive your copy of Homing In in future?

We were delighted to see that 65% of tenants read and value Homing In (source: Spring 2023 Resident Satisfaction Survey).

We are now able to ask you your preference in how you would like to receive your copy of Homing In magazine in the future – by post or by email. This is due to the development of our new customer relations management (CRM) system, Civica Cx.

Homing In survey
 Please email your preference how you would like to receive Homing In magazine to:
 anthea.watkins@harrow.gov.uk

- Receive Homing In by post
- Receive Homing in by email
- I do not wish to receive Homing In at all

NB Anyone who doesn't respond will continue to receive a copy by post.



Sheltered Housing Review

EROSH - Emerging Role of Sheltered Housing (UK) visited six sheltered housing schemes across the borough in March 2023 to review the sheltered housing service provision.

The purpose of the review was to:
 1 Demonstrate our achievements through providing evidence of outcomes
 2 Ensure we meet the service outcomes for each of the standards below:

- I. Governance and management
- II. Value for money and effective use of resources
- III. Equality, diversity and respect
- IV. Customer focused and personalised services
- V. Customer and staff safety.

The Assessor talked to residents, Sheltered Officers and management to discuss activities and to identify any gaps.

EROSH have looked at a range of issues including:

- Service description – assessment as to whether we meet supporting people expectations and offer good value for money
- Staffing levels – are we suitably equipped to deliver a quality service
- Reviewing support needs
- Complaints – addressing areas of concerns, identifying priorities
- Resident communication including noticeboards
- Resident engagement – activities available
- Facilities - including lounges, whether the schemes are fit for purpose.
- The future - including preparing for digital switchover – modernising the telecare system, updating policies and procedures, how well we meet future service user's needs.

We will feed back any actions in the next Homing In.



Puzzles Page

Word Search

Try and find the 10 words below!
 This is a fun way to entertain children during the school break
 The clue is 'the world's 10 favourite and most popular animals'



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

TO ENTER
 For your chance to win £30 Love2shop vouchers, send your 10 words with your contact details by end August 2023 to:
 Anthea Watkins, London Borough of Harrow, Housing Services, PO Box 1367, Forward Drive, Harrow, HA3 3QT
 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 Patina Patel from Harrow Weald who won £25 shopping vouchers for winning the March 2023 Crossword Puzzle. Well done to all the entrants, as it wasn't that easy.

Estate Inspection dates

July 2023 - October 2023



The Council carries out formal inspections of each housing estate. These inspections cover all aspects of communal repairs and estate based services such as internal block clearing, caretaking, and grounds maintenance. Residents and Councillors are welcome to join council officers on these inspections.

To report estate issues, email:

✉ housing.residentservices@harrow.gov.uk

Volunteer as an Estate Rep

If you would like to be an Estate Rep for your Estate please email:

✉ rinvolve@harrow.gov.uk

Estate Name	Roads	Date of Inspection	Meeting place and time
July 2023			
Mill Farm & Jubilee Close Estate	Rickmansworth Road, Mercer Place, Miller Close, Deacons Close, Howards Close, Greenway, Crossway, James Bedford Close Jubilee Close, Pinner Hill Road Flats, Latimer Close garages	Tuesday 25th	Junction of Pinner Hill & Mill Farm Close @9.30am
August 2023			
Little Stanmore and Berridge estates	Buckingham Road, Whitchurch Avenue, Chandos Crescent, Merlin Crescent, Bransgrove Gdns, Overbrook Walk	Thursday 10th	Buckingham Road Garage Area @ 9.30am
September 2023			
Kenmore Park Estate	Waghorn Road, Cody Close, Liddell Close, Moorhouse Road, Warneford Road, Paulhan Road, Hinkler Road, Brancker Road, Hamel Close	Wednesday 20th	Outside Kenmore Community Hall @ 9.30am
Grange Farm Estate – Area 1	Wesley Close, Osmond Close, Grange Farm Close	Thursday 21st	Community Hall, Osmond Close @ 2pm
October 2023			
Churchill Place Estate	Churchill Place Milton Road	Tuesday 10th	Outside Churchill Place Hall @ 10am
Cottesmore Estate	Chenduit Way, Algar Close, Hanselin Close, Waleran Close	Monday 16th	Noticeboard on Chenduit Way @ 10am
Honeybun Estate	Marshall Close, Charles Crescent, Wood Close, Hawkins Close, Bowen Road, Ford Close, Springway, Lascelles Avenue, Bessborough Road including flats Bowen Road	Tuesday 17th	Block 9 Charles Crescent @ 10am
Elmgrove Estate and Francis Road	Cullington Close, Elmgrove Estate, Moelyn Mews, Francis Road	Tuesday 24th	Junction of Francis Road and Elmgrove Crescent @ 9.30am
Harrow View Estate	Arrowhead Parade, Atherton Close, Downing Close, Harrow View, Harley Court	Tuesday 31st	Downing Cl. Garage area @ 10am