

MAY 2025

H*in*oming

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

Join the Housing
Matters webinar

Thursday
15 May 2025
at 6pm

Easter Bonnet competition

Monika modelling Trudy's
Easter bonnet creation

P14

BUILDING NEW HOMES P3

MAKING RECYCLING EASIER P4

LEASEHOLD NEWS P7

OUR PERFORMANCE P15



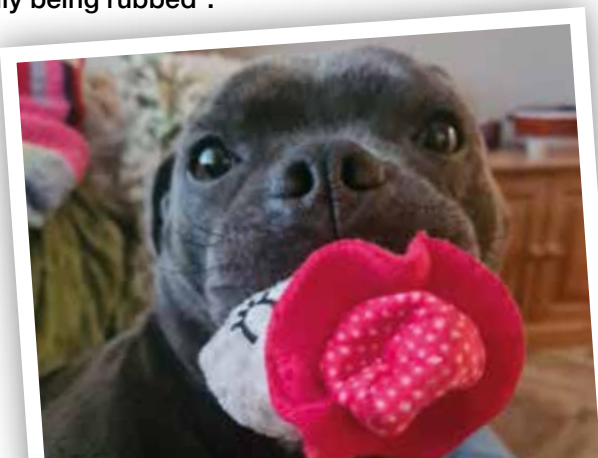
LONDON BOROUGH OF
HARROW

Photo CORNER

Cathy said, "This is Dolly, a blue Staffordshire Bull Terrier. She is one year old and loves children, particularly if they are playing football as she fancies herself as a midfielder. She also loves cuddles and her belly being rubbed".

£10

for every
printed picture



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

YOUR STORIES,

YOUR MAG

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Homing In
Try the Housing
Perks discounts –
see the leaflet

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Dates for additional
drop in sessions

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Residents' Wall



HELLO FROM CLLR MINA PARMAR



Hope that many of you were able to enjoy an Easter break.

Housing Perks

We are delighted to be launching an initiative that should hopefully help you with the cost of rising bills. This is the introduction for tenants and leaseholders (and council staff) of the Housing Perks app, which you can download to access retail discounts.

Details about how it works and how to register are on the enclosed leaflet 'Housing Perks'. It's an online discount scheme that you can use on your mobile phone when you go shopping. Examples include 4% off your Tesco, Sainsbury's, Asda or Morrisons bill and 9% discount at Primark.

You work out how much money your shop will be, upload that amount to the app, and your Voucher appears, with which you then pay your food or retail bill. Your bank account is charged the 'discounted' amount. Or you can choose to put the 'discount' against your housing rent bill - which is helpful if you want to reduce any rent arrears.

This scheme is successfully being used by council and housing associations, so we do hope this will be of use to you.

Please don't forget to register for the Housing Online Account which you can access 24/7 for reporting repairs and seeing their status, identifying who your housing officer is and checking your rent.

To register for the portal go to:

🌐 www.harrow.gov.uk/housing

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

HOUSING MATTERS WEBINAR

Please join us in the Housing Matters Webinar on Thursday 15 May 2025 at 6pm – 7.30pm via MS Teams. Please note that we are unable to address individual cases in this public forum. The aim is to keep you informed and provide an opportunity to ask questions about the information presented. To get meeting details, please contact:

✉ rinvolve@harrow.gov.uk

**Thursday
15
May**

Front cover: Easter Bonnet Competition open to all sheltered residents, this is Monika Bruoth modeling one of the entries.

We have a strong programme to deliver more social and affordable housing in the borough, using vacant or unused council land.

This summer will see the launch of:

- Charles Crescent – 5 new social homes
- Brookside Close – 9 new social homes
- Milton Road – 12 new social homes.

Looking ahead, larger projects are in the pipeline. These include 45 social and affordable homes as part of Phase 2a of the Grange Farm regeneration, and more than 1,100 homes, including council homes, as part of our regeneration programme of Poets Corner – the old Council Civic Centre site – and Byron Quarter in Wealdstone South.

Charles Crescent – this summer we are delivering 5 new social homes

Building much-needed social housing



Milton Road is a 100% affordable housing project – we will have 39 new apartments and town houses: 12 of these are available for council rent (10 houses and two flats) and 27 are part of the shared ownership scheme. They will be available from June to August.



Brookside Close – later this summer we are delivering 9 new social homes plus a Community Centre



Making recycling easier for residents

'Reduce, recycle, reuse, and recover' are the most important elements of waste management

This year, as part of our flagship action, we're aiming to achieve an overall recycling rate of 35%.

Our recycling events at schools and engagement with residents will continue. This year, we'll look to go to more places in the community to increase food waste recycling and help people do the right thing with their waste. That includes bringing the recycling centre closer to you by piloting a scheme to make

it easier to dispose of your waste and recycling. The council drop and go community waste collections will take place once a month at different locations. Officers will answer your questions and help give advice on reducing your general waste and increase recycling. Check our website for further information.

This year we've also doubled the number of bulky waste bookings from 30 to 60. We know the service is popular, and to keep up with the

demand, we've increased the team which means you won't have to wait long for collections. You'll still get your annual free collection of up to four items.

Contaminated waste costs the council around £300,000. That means a whole truckload of recycling goes to waste because the wrong items are in there.

It's easy to recycle in Harrow with our food waste recycling, dry recycling and textile recycling. Our website has all the relevant information you need to help you recycle better.

Remember - right thing, right bin.

Harrow recycling centre at Forward Drive

Top tip
Do check that someone has the correct license if you are paying them to take away waste

FLAGSHIP ACTION

FACT FILE

Thanks to Colin Russell, Harrow's Household Waste Recycling Centre Manager, for explaining what happens at our very own Harrow Recycling Centre at Forward Drive. Here are some interesting facts that help demystify what happens to our waste. It reinforces why it is so worthwhile to take the extra time to sort our household rubbish when we dispose of it.

■ The **overall cost** of recycling waste at the Harrow depot is £5 million. Your council tax goes towards paying this.

■ Our **recycling rate** is currently 61% of all waste material arriving at this recycling centre.

■ **Non-recyclable** material is taken away, burnt (smoke is sanitised), creating heat, and this

goes back into the national grid.

■ **Scrap metal** is collected, recycled and brings into the council £75,000 a year.



Scrap metal

■ **Textiles** are collected and recycled and the council is paid a token amount. We work closely with TRAIID regarding recycling textiles that are in good condition.

■ The following materials are recycled at **no cost** to the council: tyres, fridge/freezers, lightbulbs, laptops, TVs, vapes, batteries, poor grade wood.

■ The council is **charged** for recycling these materials: 19,000 mattresses a year, small appliances



Mattresses

and nitric oxide cannisters (each cost £5 to get recycled plus the cost of collecting them from parks etc).

■ **Paper and card** is crushed and baled and the recycler washes it, water is added to make a pulp which is rolled into sheets.

■ We are charged for recycling **garden waste** which is taken to Harefield 9 miles away and composted, turning it into soil enhancer which farmers like to use.



Green waste

How you can help

Report fly tipping in your area

📍 www.harrow.gov.uk/streets/fly-tipping

Book a free slot to the Harrow recycling centre, Forward Drive, Harrow, HA3 8NT

📍 www.harrow.gov.uk/recyclingcentre

Book one free bulky waste collection a year – for up to 4 items

📍 www.harrow.gov.uk/bulkywaste

Contact TRAIID, who will collect textiles and clothes from your home for no cost

☎ 0208 733 2595

📍 www.traid.org.uk/wlwa

Spring into action

Some tips on helping to reduce condensation in the home, which can lead to damp and mould

Damp, mould, and condensation can damage your home and can affect your health, especially if you have respiratory problems, skin problems or a weakened immune system.

Follow these practical tips:

1 Act fast

Wipe away any water quickly. Dry tiles and walls after each shower or bath.

2 Don't dry clothes on radiators

Use a clothes airer in a well-ventilated room with the door closed and the window open or dry your clothes outside.

3 Keep windows dry

Wipe down any moisture on window sills and windows.

4 Hidden spots

Check for mould in corners or behind furniture regularly.



5 Room temperature

Keep your room at a comfortable temperature between 18°C and 22°C.

6 Treat mould straight away

If you find any mould, clean it using a mixture of equal parts white vinegar and warm water, then dry the area. You can also buy a mould remover. Remember to wear gloves and to protect your eyes.

7 Kitchen

Use the extractor fan in your kitchen when cooking.

8 Dehumidifier

A good dehumidifier will draw excess moisture from the air.

If you need help with damp and mould in your home, please report this as a repair:

www.harrow.gov.uk/housing
or
020 8901 2630

Leaseholder news

A Leasehold Improvement Group has been created to focus on improving the services provided by the Leasehold and Right To Buy Services Team for our leaseholders and shared owners. The aims we are focussing on include –

- Improving communication
- Better access to services
- Accuracy of Service Charge Billing
- Greater involvement with Leaseholders



Occasionally we have guest speakers at the meetings to explain their role in the organisation. For example, at the previous meeting (25 March 2025) Billy Reid, Assistant Director of Homes, gave a presentation on the scope of work he and his team undertake as part of the maintenance of the properties and estates within Harrow. There was also an opportunity for residents to field questions for Billy to answer. And we welcome your ideas for future meetings.

The Group meets every two months online. The next Leaseholder Improvement Group meeting is on Wednesday 28 May 2025 at 6pm - 7pm. Please do join us online, just contact: rinvolve@harrow.gov.uk

We provide regular updates at the group regarding how we intend to improve our services. For example, for customer communication, we may discuss the publication of a Service Standards Charter. We may also provide an update on the creation of a Leaseholder Handbook. We encourage residents to get involved in advising and helping us co-create these.

We welcome your input into improving leasehold services



FLAGSHIP ACTION

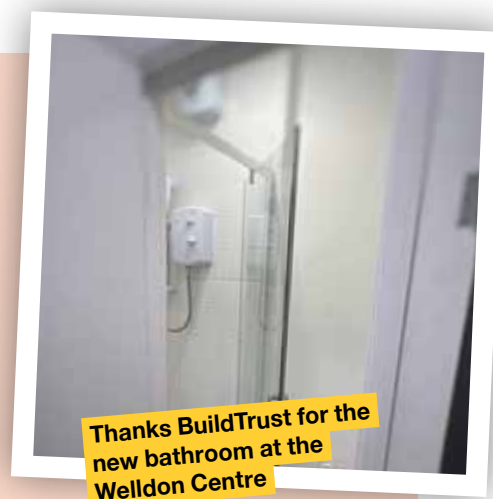
Refurbished bathrooms and kitchens

Hundreds of council tenants are already enjoying brand new kitchens and bathrooms after a £3million programme of improvement works got underway in March last year. Working in partnership with BuildTrust, 193 kitchens, 93 bathrooms and 73 WCs have been completed in the first year of the three-year contract. The work is one of the council's 30 Flagship Actions to help restore pride in Harrow.



BuildTrust give back to the community

Homeless people can now take hot showers at the Welldon Centre following the refurbishment of a community centre building. BuildTrust, in collaboration with Firm Foundation and following the council's suggestion, transformed the standalone prefab building at the centre to provide a working shower room for people using its Homeless Hub.



Thanks BuildTrust for the new bathroom at the Welldon Centre

Thanks also to United Living for redecorating the walls and ceilings at the Welldon Centre, giving the centre a whole new lease of life.



Thanks to Cynergist from Meadfield Sheltered scheme residents

Residents at Meadfield Sheltered Scheme can enjoy the outdoors on new garden furniture donated by Cenergist UK. The furniture, chosen by the residents, was a thank-you for the use of Meadfield's library during the installation of a Ground Source Heat Pump.



Resident engagement

Week of Action at the end of June

We are holding our second Week of Action from Monday 23 June to Friday 27 June – where staff will be knocking on tenant and leaseholder doors on a number of estates, asking you some questions and seeing how you are. We will write to you all in advance to provide more information.

We will also offer a couple of drop-in sessions that week



How to make a complaint

- If you feel you need to make a complaint, you can do this in a number of different ways:
 - 📍 Search London Borough of Harrow complaint
 - 📍 London Borough of Harrow, Housing Services – Complaints, PO Box 1367, Forward Drive, Harrow, HA3 3QT
 - ✉ housing.customerservices@harrow.gov.uk
 - ☎ 020 8901 2630
- You have the right to copy in the Ombudsman should you wish at any stage:
 - 🌐 www.housing-ombudsman.org.uk
 - 📍 Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

A service request is when a customer contacts us to ask us to do something to their home or tenancy, for example, a repair. It will not be treated as a complaint but if we fail to carry out the repair this may become a complaint.

Resident meetings

Drop-in sessions

You are invited to come and talk one to one with a Housing Officer or Repairs Officer at one of six locations across the borough, at a resident drop-in session. These are open to all council tenants and leaseholders and no appointment is required. If an estate inspection is planned at the same time, you are very welcome to attend this too.

Julie Cook Hall, Augustine Road, Harrow, HA3 5NW
 ■ Wednesday 7 May at 4pm - 6.30pm including an estate inspection at 9.30am

Northolt Road Hall, Northolt Road, South Harrow, HA2 0LS
 ■ Tuesday 15 July at 4pm - 6.30pm
 ■ Tuesday 16 September at 4pm - 6.30pm

Bede Anandappa Hall, Binyon Crescent, Stanmore, HA7 3NF
 ■ Wednesday 14 May at 4pm - 6.30pm including an estate inspection at 9.30am
 ■ Wednesday 24 September at 4pm - 6.30pm including an estate inspection at 9.30am

Churchill Place Hall, Barons Mead, HA1 1YB
 ■ Wednesday 28 May at 10am - 12.30pm including an estate inspection

Pinner Hill Hall, Welch Place, Pinner, HA5 3TA
 ■ Thursday 5 June at 10am - 12.30pm
 ■ Tuesday 26 August at 10am - 12.30pm

Residents' Board monthly meetings
 6.30pm - 8.30pm
 ■ Thursday 22 May
 ■ Thursday 19 June
 ■ Thursday 24 July

Online Resident Group Meetings

Housing Matters webinars (see page 2)
 6pm - 7.30pm
 Open to all tenants and leaseholders
 ■ Thursday 15 May
 ■ Wednesday 16 July

Leasehold Improvement Group
 6pm - 7pm
 ■ Wednesday 28 May
 ■ Tuesday 29 July

Estate Champions Meetings
 6pm - 7pm
 ■ Thursday 3 April
 ■ Thursday 12 June
 ■ Thursday 7 August



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

WE STAND STRONG AGAINST DOMESTIC ABUSE

Domestic abuse (DA) is a devastating reality for many individuals and families in our community. At the London Borough of Harrow, we have a zero-tolerance policy towards DA and are committed to taking decisive actions to protect our residents.

We work closely with Cranstoun, a specialist agency that provides vital support and empowers people experiencing domestic abuse. They work to end the cycle of harm to those affected by DA. We also work closely with the Police. Together, we aim to provide a safe and supportive environment for victims to rebuild their lives.

Our efforts have made a tangible difference in the lives of many tenants who have fled DA. We have helped many people. For example, we worked tirelessly with a lady who suffered at the hands of her ex-partner to obtain a non-molestation order and relocated her to a safer home in a different location while the case was ongoing.

Another tenant, whose husband was imprisoned for DA, faced the daunting prospect of his release. Despite her fears, she wished to remain in her home due to local connections and with access to schools for her children. We took immediate action, employing the services of Safe Partnership to secure her property. We changed the locks, improved windowsills, installed spy mirrors, and fitted an alarm system that alerts the police in case of an emergency.

We can help

As a council, we recognise our responsibility to ensure the safety and well-being of our tenants, particularly those fleeing DA. We will continue to do everything within our power to prevent DA and support those affected by it.

**FLAGSHIP
ACTION**

If you or someone you know is experiencing domestic abuse, please know that help is available.

Cranstoun

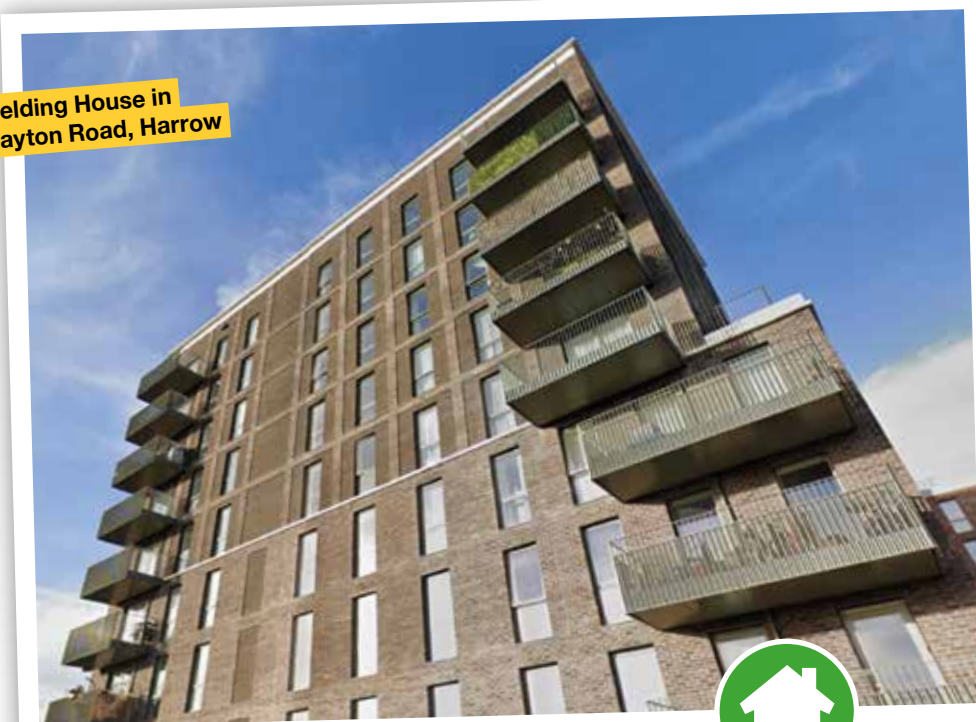
☎ 0208 129 5438 for confidential support and guidance
✉ harrowdass@cranstoun.org.uk
🌐 cranstoun.org/help-and-advice/domestic-abuse/harrow-dass/

CRANSTOUN
Empowering People, Empowering Change

Housing *news*



Fielding House in
Gayton Road, Harrow



Building safety

We have started engaging with residents living in council owned high rise buildings (Fielding House and Tamarind Court) on building and fire safety. For openness, we will publish a Building Safety Resident Engagement Strategy relating to these two blocks.

PCM, our new contractor, will be double checking a certain number of our gas and electrical services to make sure our contractors have done what they said they would. They will check around 5% of all the services we complete, and the contractor will be writing and phoning some residents – chosen at random – to arrange a further visit. If you have any questions, please contact:

✉ building.safety@harrow.gov.uk



Please do everything you can to provide access when we contact you to carry out compliance checks such as gas safety checks

Stock condition survey programme

The Housing Investment Team has partnered with Ridge Consulting to conduct a full stock condition survey of Harrow's social housing stock. Surveys started in March 2025. Ridge Consulting will be assessing approximately 400 homes per month, with a view to completing all surveys within the next 2 years.

The surveys will help improve our housing data with a focus on quality standards and will inform future programmes of work including replacement windows, roofs, kitchens and bathrooms.

We will contact you ahead of when a survey is planned for your home to say that Ridge Consulting will be in touch soon to book an appointment.

The stock surveys will include all internal and external building elements used for the calculation of the Decent Homes Standard and will also help to identify health & safety hazards for immediate action/repair.





Sheltered digital training

Residents living in our sheltered housing schemes enjoyed digital training via Public Health's recent workshops, delivered by Ability Net in partnership with BT Group.

The workshops offered an introduction to basic handset skills – using a mobile phone, laptop or tablet; access to Google, search engines and the benefits of using the Housing online account. Our support coordinators were on hand to help residents to register for their Housing online account. More workshops will roll out over the year.

Do not store items in communal areas

No one is allowed to store personal items such as (but not limited to) bicycles, pushchairs, electric scooters, electric bikes, plants, pet cages, clothes airers, footwear and children's toys in communal areas.

Estate services has noticed an increase in items being stored in communal areas such as utility cupboards, communal hallways, underneath communal stairwells, in between fire doors and outside front door areas. These items prevent the estate teams from cleaning communal areas and they pose a real fire risk. The Regulatory Reform (Fire Safety) Order 2005: states that landlords must ensure suitable escape routes are available, kept clear and maintained to allow a safe



exit from the building should that be necessary.

The council will remove and dispose of items left in the communal areas without any prior notice. Please help us to keep residents safe by not storing items in communal areas. If you do see items in communal areas, please report it to us online

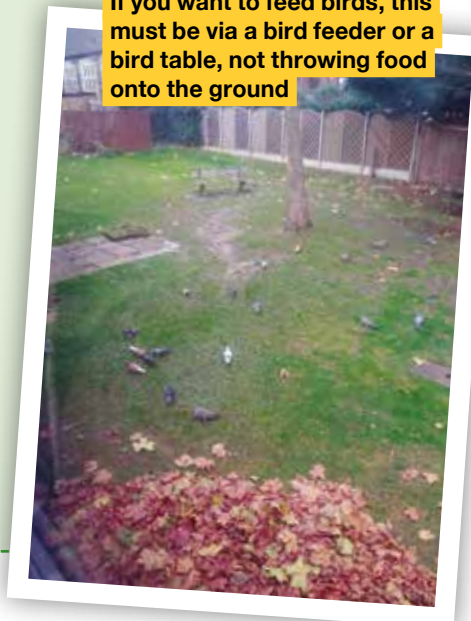
📧 www.harrow.gov.uk/housing

Please don't feed the wild birds

You may not realise it but feeding wild birds can have the following implications:

- 1** Feeding wild birds (including pigeons and seagulls) and squirrels can attract pests and put human health at risk from infectious diseases like salmonella, tuberculosis, ornithosis and psittacosis which can lead to viral pneumonia
- 2** Allergic reactions can also occur, causing lung and skin irritation which can lead to further infections
- 3** Bird droppings, nesting and other debris can contain bacteria, viruses, mites and insects which could be passed to humans and infest your home
- 4** Putting food out also attracts mice and rats which are known spreaders of disease

If you want to feed birds, this must be via a bird feeder or a bird table, not throwing food onto the ground



Universal Credit migration

Changes to your benefit, do not ignore your letter from DWP

Managed Migration is the name DWP has given to the process of moving claimants off their old benefit and onto Universal Credit. As the Universal Credit Migration Notice letter explains, from the date of the letter, you will have three months to make a claim for Universal Credit before your old benefits end. Once you have received a Migration

Notice, it is important you follow the instructions or your benefit payments may stop. Your letter will include a deadline date to start your claim for Universal Credit.

If you need assistance, please contact the Financial Inclusion Officer:
✉ Housing.ResidentServices@harrow.gov.uk

Don't park on grass verges

If you do, it can be reported and we may issue a £100 fine

Please help us protect our grass verges. If there is no legal dropped kerb, it can be classed as driving over. This is a contravention under the borough-wide Public Spaces Protection Order (PSPO) to cross over the pavement to park your car or van, where there is not a dropped kerb.

You can help us keep our grass verges clean and tidy by reporting it online. Send a picture of the vehicle in a driveway or on a verge where there is not a dropped kerb. We have teamed up with the council's Public Protection and Enforcement team who can make regular patrols. It is a £100 Fixed Penalty Notice to the registered keeper of the vehicle.

To report illegal parking:
📍 www.harrow.gov.uk/parking-permits/report-illegal-parking
✉ priority.enforcement@harrow.gov.uk

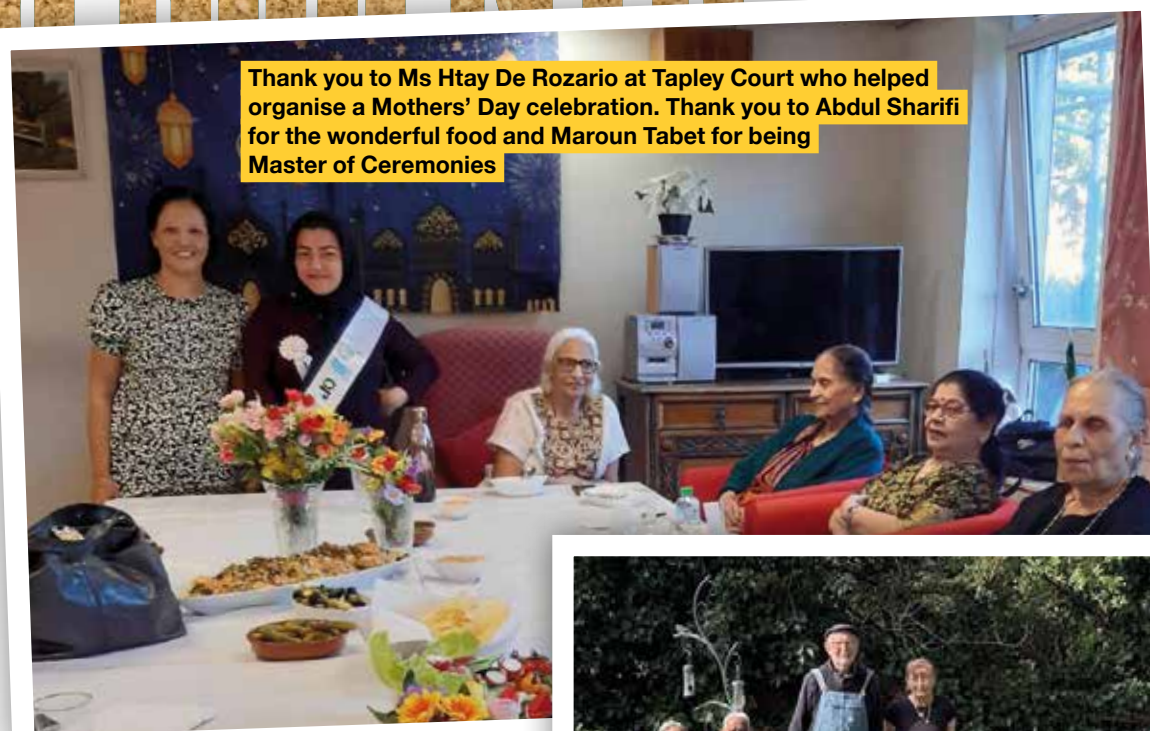


Vehicle crossovers

Vehicle crossovers are requests made to drop kerbs and crossover a grass verge. Any applications for vehicle crossovers are considered on a case-by-case basis. Any costs are funded by the applicant. Consideration is given to the number of grass verges, size and impact on the environment, and approved applications usually use grasscrete.

For enquiries on housing land, send your application or query to:
✉ housing.estateservices@harrow.gov.uk

RESIDENTS' WALL



Thank you to Ms Htay De Rozario at Tapley Court who helped organise a Mothers' Day celebration. Thank you to Abdul Sharifi for the wonderful food and Maroun Tabet for being Master of Ceremonies



Thanks to Terry Mackin for his signage for the restful 'Contemplation Garden' at Harrow Weald Park



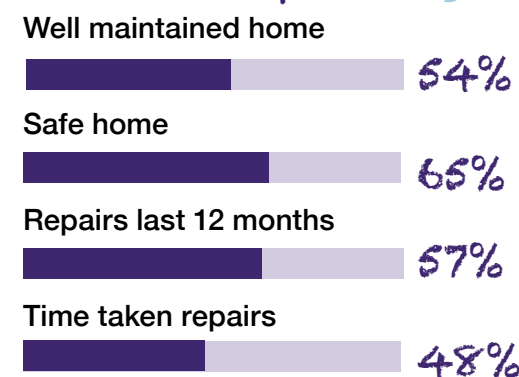
An Easter bonnet competition open to all sheltered residents was held at Harrow Weald Park on 17 April – thank you to Cllr Parmar and staff members Susan, Sid, Monika and Charlene who made this event happen and congratulations to all the creators of the stunning bonnets



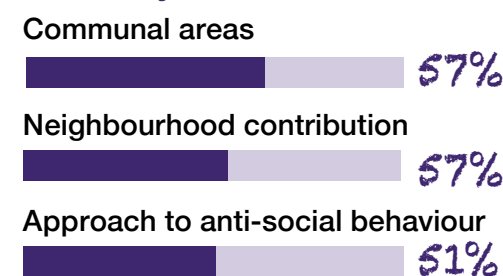
Tenant Satisfaction Measures Survey

Here are the results of our December 2024 Tenant Satisfaction Measures Survey that we carried out with a sample of 536 tenants. Thank you to everyone who responded.

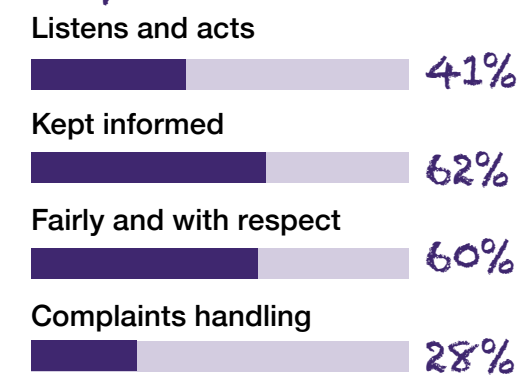
Keeping in good repair



Responsible neighbourhood management

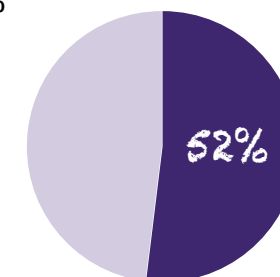


Respectful and helpful engagement



Overall service provision

Satisfaction with the overall service provided by Harrow's Housing Service is currently at 52%



New bike hangar on Stonegrove Gardens estate

Carla said, "I would like to express my appreciation for the innovative addition of the new bike hangar in our community. It is a fantastic improvement, offering a safe and secure space for cyclists while also promoting a healthier, greener lifestyle and a more sustainable environment. A huge thank you to everyone involved in making this happen, it is truly a valuable asset to our neighbourhood".



Carla storing her new bike on her estate

Smoking Cessation

Harrow

V

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Taking-a-breath

Specialist support for people in
Harrow who want to stop smoking.

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Our specialist advisors can help. We provide stop smoking advice and support to anyone aged 18+ who lives or works in Harrow.

We can offer you free and confidential:

- One-to-one sessions with a trained specialist advisor
- Nicotine replacement therapies
- Advice and information around your health and wellbeing
- Support groups

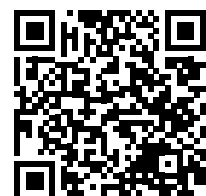
You can visit our service or contact us by phone or email.

T: 0300 303 2868

E: HarrowStopSmoking@viaorg.uk

Visit us at: 97 Pinner Road, Harrow, HA1 4ET

Any healthcare professional, like a social worker, GP or nurse, can also make the referral for you using our referral form on our website



www.viaorg.uk