

NOVEMBER 2025

H*in*oming

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

**FLAGSHIP
ACTION**

Delivering new kitchens and bathrooms

**KITCHEN AND BATHROOM
PROGRAMME P4-5**

**Join the Housing
Matters webinar**
**Thursday 4
December 2025**
at 6pm

99.7% ELECTRICAL CHECKS COMPLETED P3

DEALING WITH ANTI-SOCIAL BEHAVIOUR P8-9

YOUR PRIORITIES FOR INVESTMENT P7



LONDON BOROUGH OF
HARROW

Photo CORNER

We congratulate Betty from Belmont Lodge who turned 101 on 23 September, Monika and Seema shared cake and enjoyed tea together and read all her birthday cards to Betty.

£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

HELLO FROM CLLR MINA PARMAR



Hope that you are staying warm in this cooler weather.

We were delighted to celebrate the lifting of the Regulatory Notice that has been in place since April 2023, see facing page for more details. This reflects the hard work that has taken place to ensure our council homes are safe and that safety checks have been carried out (gas, electricity, water, fire safety checks, lifts, and asbestos) in line with government guidelines.

You can read about our investment in kitchens and bathrooms over the last 18 months and this programme is due to continue in 2026/27 on pages 4-5.

In October some residents fed back to us which areas you would like to see more investment next year, such as publishing information about our 2 year investment programme and better communication about the status of a repair.

We have responded to your reports about noise anti-social behaviour and have produced a new policy on this, which will shortly be available on the website. We do understand how domestic noise can make living in your home very difficult.

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

We apologise to all our leaseholders about the delay in sending you the annual service charges, a lot of work has gone into updating our IT systems so that next year things should be much smoother.

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

Housing Service over the Christmas period

Only essential and emergency services will be operating from 29 to 31 December 2025. Non emergency staff will be taking mandatory annual leave.

For emergencies, please call Customer Services: 020 8901 2630 at any time.

HOUSING MATTERS WEBINAR

Please join us for the Housing Matters Webinar on Thursday 4 December 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
4
December

Front cover: Faisal showing his remodeled kitchen as part of our 2 year improvement programme



Keeping you safe

99.7% electrical checks completed!



Staff celebrating the lifting of the Regulatory Notice

We were delighted that the Regulator of Social Housing officially lifted a notice against the London Borough of Harrow on 27 August 2025 following water risk assessments and electrical safety issues identified in April 2023.

We have inspected the electrics of 4,960 homes and carried out water inspections for 468 blocks since then. We recognize we've achieved this milestone, but know some tenants are waiting for maintenance work. We are working on delivering these outstanding repairs as quickly as possible and improving our repairs service.

On the next page you can read about our replacement kitchens and bathrooms programme.

You can find our Health and Safety policies on the website:
🌐 www.harrow.gov.uk/housingpolicies

Thank you



Thank you Liberty for attending a residents' Warm Hub at Northolt Road to offer some great recommendations on heating your home efficiently

Liberty

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FLAGSHIP
ACTION

£3m transformation brings council properties to life!

**More than 345 kitchens and
bathrooms to be upgraded
over 2 years**

A major upgrade of council homes is well underway thanks to a £3m investment. Hundreds of council tenants are loving their brand-new kitchens and bathrooms. The two-year refurbishment programme started in April 2024 and so far, on top of some repairs, we have completed an impressive 262 kitchens, 114 bathrooms and 82 separate WCs.

Many more will follow to give more tenants modern living spaces.

This exceeds the target of 200 kitchens and bathrooms

for this year's flagship action set out in the corporate plan.

The replacement fittings were designed by experts and approved by tenants. Ahead of the remodels, tenants attended design appointments where they selected their kitchen unit styles and colours, wall tiles, flooring, and the finishing touches including handles and paint colours.

This programme is also helping the local economy, by using local suppliers. Buildtrust Ltd is a Small and Medium Enterprise (SMEs) based in Harrow that successfully won the contract to carry out the works.



Cllr Mina Parmar, Cabinet Member for Housing, said:

"It's wonderful to see families enjoying their new kitchens and bathrooms, designed with their input along the way.

"By investing £3million, these upgrades are helping tenants feel proud to call their council property their home."

Faisal and Cllr Mina Parmar, Portfolio Holder for Housing, in Faisal's remodeled kitchen



LEASEHOLD NEWS

Leasehold service charge statements for 2024/25

We are currently implementing a new IT system to improve the way we manage and issue service charge statements. This system is being used for the first time to produce the final accounts for 2024/25, and we're excited about the improvements it will bring to our processes and communications.

As part of this transition, we issued a Section 20B Notice to leaseholders in September to confirm that costs have been incurred for services and works carried out during the 2024/25 period.

These costs fall within the previous 18 months and will be

reflected in your final service charge statement.

The Notice also explained that while the final demand for payment could not be issued at that time due to ongoing account finalisation, leaseholders have the right to request relevant documentation under Section 22 of the Landlord and Tenant Act 1985.

We're pleased to confirm that the 2024/25 service charge statements, showing the costs and your apportioned share, were issued to leaseholders at the end October/November.

Our team is happy to help with any queries you may have.

📧 LeaseHoldandRTBServices@harrow.gov.uk



Listening to you

Big thank you to the residents who joined us on 7 October, when you told us your priorities for spending in 2026



Understanding your priorities for investment next year

Thank you to the residents who attended the 'Your Voice, Your Views' Forum on Tuesday 7 October at Victoria Hall. This was an opportunity for tenants and leaseholders to tell us what services they would like us to invest in, in 2026/27.

After Mike Jarrett, Service Accountant, provided a financial breakdown of income and expenditure for Housing Services for 2024/25,

our Assistant Director of Homes, Billy Reid, talked about our capital works programme. Residents worked together to discuss their priorities for investment next year.

The key themes you told us were:

- Improve communication – examples included publishing information on our 2-year investment programme online; providing information to residents about the

state of their repair and responding within 10 days to a service request

- Capital works to reduce damp and mould – modernising plumbing, roofing and gutters

- Improvements to estates such as:

- Pest control including bed bugs
- Improved recycling/bin stations with greater security 'securing waste'
- Measures to reduce anti-social behaviour

- Better access to services

– having a face-to-face reception area to come with enquiries and less time waiting to speak on the phone to customer service.

Then David McNulty, Director of Homes, thanked everyone for providing their insight, and confirmed that in addition to today, we are writing to all tenants and leaseholders to encourage you to complete the online survey which ran until the end of October.



Residents discussed and ranked the service areas we should improve



Understanding where our income comes from and how it is spent

Dealing with anti-social behaviour

The London Borough of Harrow wants all Harrow residents to feel safe in their homes. That is why Housing Services is making changes to improve how we deal with anti-social behaviour (ASB).

ASB Coordinator

We now have a dedicated ASB Coordinator, Jake Jordan, who will be providing support to the Residents First team. This includes managing high-harm cases, providing specialist advice to staff in order to identify and tackle ASB, and working to improve case outcomes for residents and our communities.

Jake has already begun building his network with other agencies to problem-solve ASB cases more effectively and he will be providing training for housing officers to enhance the team's skill sets.

Improved case management

We have implemented a new IT system, Cx, featuring a dedicated anti-social behaviour module. This platform improves the way cases are recorded, tracked and resolved, providing a more efficient and transparent service. The system provides us with detailed reports which in turn, help us to manage ASB cases and allocate resources more effectively.

For each ASB case, an officer will produce a Risk Assessment and Action Plan and the reports we run will help us to highlight any issues we need to address.

New noise policy coming

In addition, we have recently updated our ASB policy to align with the Regulator of Social Housing's Consumer Standards, and we have introduced a separate Noise Policy to address one of the most common causes of complaint. A 'noise reduction' budget will be created to

provide practical solutions, such as providing residents with door stops and headphones, to reduce the impact of household disturbances.

Considerate Neighbour Toolkit

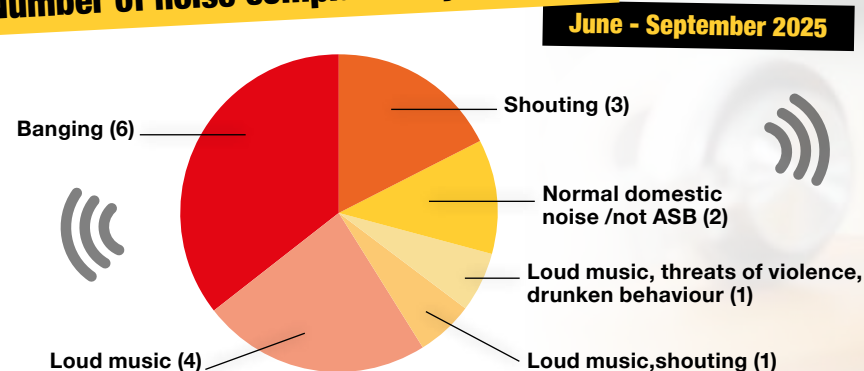
To help prevent issues before they escalate, we are creating a 'Considerate Neighbour Toolkit' to support positive relationships between tenants and we will. We are also developing an Estates and Neighbourhood Strategy that sets out clear expectations for tenant and council responsibilities.

By working with you, we aim to build safer, friendlier communities for everyone.

Jake Jordan is supporting housing officers to manage



Number of noise complaints by category



To report ASB please complete our webform:
www.harrow.gov.uk/environment-parks/anti-social-behaviour

Once our policies are ready, you will be able to find them here:
www.harrow.gov.uk/housingpolicies

Swifts and bats have 'rights'



Did you know that there are conservation guidelines for bats and swifts that can impact when we can carry out some major works, such as to new roofs? Both bats and swift's nests are protected by law by the Wildlife and Countryside Act 1981.

We are working with our roofing contractors to avoid May to mid-August for re-roofing and roof repair works.

How you can help

You could help by putting up a swift box. These can be wooden or wood-crete/ cement boxes fixed to the outside under the roof edge though you will need to complete a Request for Alteration form on the council website. Two or more per house is ideal as swifts nest in a colony (to avoid being eaten by sparrow hawks). And if you can provide a wild habitat in your garden or have nectar rich flowers you will be providing food through the insects and can enjoy the thrilling sound and sights of swifts' aerial display above our houses and parks.



Providing a home for our birds

The council's Help2Let scheme



Landlords' Forum on 23 September 2025 at Forward Drive – consultation about HMO and selective licensing

We were delighted that 80 landlords attended the Landlords' Forum on 23 September to hear about the consultation plans for HMO (homes with multiple occupation) and Selective Licensing. Housing's Help2Let and Investment procurement teams attended to offer information about their services.

For years, the council's 'Help2Let scheme' has successfully connected landlords with vulnerable families facing homelessness - providing safe, stable homes and transforming lives in our community.

Benefits for landlords

- Guaranteed rent, paid quarterly in advance
- No management fees
- Stress-free letting with tenant and property management handled by the council

Additional offers

- Rent bonds guaranteed for two years in case of arrears
- Cash incentives for participating landlords
- Thorough tenant verification
- Dedicated officer support

You might have read about the upcoming legislation, the Renter's Rights Bill, where landlords face new challenges, including changes to eviction rules and rent increase

regulations. Landlords who let their property to the council helps them to avoid these issues, offering peace of mind, secure long-term tenancies, and professional management.

If you know anyone who wants to rent out their property, please do encourage them to talk to our Help2let team:

- ☎ 020 8424 1605
- ✉ harrow.letstart@harrow.gov.uk
- 🌐 www.help2let.co.uk

Celebrating International Day for older people

To mark Older Persons Day on 1st October, the Sheltered Housing team partnered with our colleagues in Resident Involvement to bring a touch of celebration to all our schemes. Residents were treated to cakes and refreshments, creating a warm and welcoming atmosphere across the borough.

Councillor Parmar joined the festivities at John Lamb Court, where residents hosted a joint event with neighbours from Harrow Weald Park. It was a wonderful example of community spirit and connection.

Across all 17 sheltered schemes, the day served as a special opportunity for residents to come together, celebrate, and enjoy each other's company. We're proud to support moments like these—not just on Older Persons Day, but throughout the year—where our sheltered residents can build friendships and share joyful experiences.

Residents from John Lamb Court and Harrow Weald Park enjoying the Celebration



Residents thanked Monika Bruoth and Sid Adni for helping to organise the celebration at John Lamb Court sheltered scheme



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.

Northolt Road Hall, Northolt Road, South Harrow, HA2 0LS

■ Wednesday 3 December at 10am – 12.30pm

Pinner Hill Hall, Welch Place, Pinner, HA5 3TA

■ Wednesday 14 January at 10am – 12.30pm and an estate inspection

Collaboration/Scrutiny meetings

■ Wednesday 26 November at 6pm – 8.30pm
■ Wednesday 21 January at 6pm – 8.30pm

Residents' Board monthly meetings

6.30pm - 8pm
■ Thursday 20 November 2025
■ Thursday 15 January 2026

Online Resident Group Meetings

Housing Matters webinars

6pm – 7.30pm
Open to all tenants and leaseholders
■ Thursday 4 December 2025
■ Wednesday 28 January 2026
■ Wednesday 18 March 2026

Leasehold Improvement Group

6pm – 7pm
■ Tuesday 11 November 2025
■ Tuesday 13 January 2026
■ Tuesday 10 March 2026

Estate Champions Meetings

6pm – 7pm
■ Thursday 11 December 2025
■ Thursday 12 February 2026



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



The Housing Services Complaints Performance & Service Improvement Report 2024-2025 is published on the website and can be found here:

🌐 www.harrow.gov.uk/housingcomplaintsreport



If you haven't yet signed up (1,843 tenants have done so) and use the internet, there are some big advantages:

- ✓ 24/7 access to your rent balance and view 12 months of payments history
- ✓ Report, track and follow up on home and communal repairs - (we are updating this to make it easier based on your feedback)
- ✓ Request a rent statement
- ✓ Get in touch with your housing and rent officer for any questions
- ✓ One account for all your council services, including council tax and housing benefit



74%

tenants using the account said they were 'satisfied' with the housing online account (source: December 2024 Tenant Satisfaction Survey)

However, we are in the process of changing how you can report a repair on the Account, to make it an easier customer journey.

To access the housing online account:

You can access it via your MyHarrow Account.

Register or sign into your MyHarrow Account before linking it to your Housing Account.

 www.harrow.gov.uk/housing

You will need your tenancy reference number, called the Activation Code on the bottom of your quarterly rent statement



LONDON BOROUGH OF
HARROW