

AUTUMN 2024

Home*in*ming

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

Join the Housing Matters webinar

Wednesday
20 November 2024
at 6pm

WIN
£30
See inside

**YOUR VOICE, YOUR VIEWS'
WORKSHOP P5**

**MAKING MONEY
STRETCH FURTHER P7**

TEA AND CAKE P3

**Happy 100th
birthday Betty**



LONDON BOROUGH OF
HARROW

Photo CORNER

Lujin from Rayners Lane advised us that Fluffy the cat said, "My auntie got me this onesie for my birthday; I love it."

£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

As we approach cold winter months, I am aware many residents are concerned with energy cost rises. Please refer to pages 6 and 7 for some helpful advice about maximising your income and making money stretch further.

We are holding our first 'Your Voice, Your Views' Forum on 8 November 2024. Your opinion is important, and we hope you will come along and tell us your views. It is a great opportunity for you to influence how we spend your rental income. Or you may prefer to provide your feedback via the online survey:

📍 talk.harrow.gov.uk/housingincome

We are delighted over 1200 tenants have already registered for the Housing Online Account and hope more of you will register in the coming weeks.

To register for the portal:

📍 www.harrow.gov.uk/housing

Officers continue with preparations to ensure that we comply with social housing regulation, such as working on the Repairs Charter and preparing the 2023/24 Housing Annual Report.

Please see our website page for more information:

📍 www.harrow.gov.uk/regulation.

To understand more about asbestos please see page 19 – this is to help address any concerns you may have.

And last but not least, we have an excellent Residents' Board and are looking for new members to ensure we have diverse representation.

Please email r.involve@harrow.gov.uk if you are interested in hearing more about this.

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

HOUSING MATTERS WEBINAR

Please join us in the Housing Matters Webinar on Wednesday 20 November 2024 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



Front cover: Betty Reid at her 100th birthday party, held at Belmont Lodge

Staff at Belmont Lodge sheltered scheme were delighted to help Betty (Bettina) Reid celebrate her 100th birthday on 22 September with the Worshipful the Mayor of Harrow, Cllr Chowdhury, Cllr Mina Parmar, Portfolio Holder for Housing, MP Bob Blackman, family and friends.

Betty was born at Raynes Park, South London. She was the youngest child of William and Winifred Charman who also had two sons; Godfrey, the elder who died young and Douglas now aged 102. Married to Bill Reid, a drummer in 1944, they had two children, Carol and Philip and they moved into council accommodation in Stanmore in 1953.

During the WWII Betty had a number of jobs helping the war effort. She operated a Ward capstan lathe turning parts for fighting vehicles. At Kodak she viewed ariel film, collected by RAF reconnaissance aircraft. At another job she was involved with tank shock absorbers.

Following the death of Bill she moved to Belmont Lodge around 1999. Thanks to Monika Bruoth and Seema Patel-Rajpara who worked so hard to make the birthday party a great success.



Happy birthday Betty

Thank you from the Tapley Court Sheltered Scheme tenants for the lovely cake



Helping to celebrate International Day of Older People, 1 October 2024

London Borough of Harrow joined the UK Network of Age-friendly Communities in celebrating the integral role of older people in our communities on 1 October 2024 by supplying a celebratory cake for all our Sheltered Schemes.

Congratulations!

How you can influence decision-making about housing services



Join our fabulous Residents' Board



Tony Mote, Residents' Board member

David McNulty, Director of Housing

“We are lucky to have an active, dedicated team of tenants and leaseholders who sit on the Residents' Board, a strategic group that has oversight of housing performance, other engagement groups and changes to the housing service.”

“Residents, officers and myself meet regularly and we are more than happy to offer training, access to conferences, and a tablet to access reports and presentations.”

“We would welcome additional members if you think you might be interested in working with us.”

David McNulty, Director of Housing



Tony Mote, Residents' Board member

“The purpose of the Residents' Board and its members is to give meaningful input, to help improve and influence housing services policies that impact residents, tenants and leaseholders.”

“As a Board we read and sit through various proposed policy and performance presentations; proactively suggesting ideas and alternate wording to make them more relevant and understandable.”

“Some of us attended the Housing department's Week of Action earlier in June, witnessing various staff members interacting with residents, listening to and trying to help with problems.”

“We meet once a month in the evening, and members are required to do some reading in their own time, as well as engage in attending these meetings.”

“Currently we are working with officers on the Repairs Charter; ideas for the 'Your Voice, Your Views' Workshop, and the Annual Report.”

“If you feel that you would like to be involved and can commit to the time to help shape the future of your Housing department's service and the way it communicates with all tenants and residents, feel free to contact the Resident Engagement team”.

✉ rinvolve@harrow.gov.uk

Attend the 'Your Voice, Your Views' Forum in November

Join us for a fun, engaging workshop, where you will hear how housing income is currently spent, and you can give us your views and priorities for allocating budgets for 2025/26. You will need to reserve your seat in advance, to guarantee a place at the Forum.

Travel expenses will be reimbursed – receipts where possible/ standard mileage allowance. Please let us know if you need translation facilities or sign language in advance.

What happens to your feedback?

We will use your feedback to shape the priorities for the 2025/26 housing budget report which goes to Cabinet in January 2025.

Invitation details for attending the 'Your Voice, Your Views' Forum

- Friday 8 November, 10am to 12.30pm
- Harrow Baptist Church

You need to register in advance to guarantee a seat

✉ rinvolve@harrow.gov.uk



Complete the online 'Priorities for Allocating Housing Income' Survey

If you are unable to attend the Your Voice, Your Views Forum, you may prefer to provide your feedback online through the MyTalk Housing Survey – see link below. The survey closes on 30 November 2024.

Survey web link:

🌐 talk.harrow.gov.uk/housingincome

COST OF LIVING SUPPORT



Maximising your income

Don't forget to act on the Universal Credit Migration Notice

Universal Credit simplifies the benefits system by combining six benefits and tax credits into one single monthly payment. Once you receive your 'Migration Notice' letter you need to follow the actions in the letter immediately so that the UC checks can be carried out before Housing Benefit payments end. This will avoid you going into rent arrears.

📍 [GOV.UK Move to Universal Credit](#)

Pension Credit

Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit can also help with housing costs. If you get Pension Credit you can also get other help, such as the Winter Fuel Payment and a free TV license (if you're aged 75 or over).

Don't delay- you must apply for Pension Credit by 21 December 2024 to be entitled to the Winter Fuel Payment for this winter.

📍 [Pension Credit: Eligibility - GOV.UK \(www.gov.uk\)](#)

Winter fuel payments

You may be eligible if you or your partner were born before 23 September 1958 and get certain benefits such as Pension Credit.

📍 [Winter Fuel Payment: Overview - GOV.UK \(www.gov.uk\)](#)

Benefits calculators

You can use an independent, free and anonymous benefits calculator to check what you could be entitled to. This will give you an estimate of:

- The benefits you could get
- How much your benefit payments could be
- How your benefits will be affected if you start work or increase your hours
- How your benefits will be affected if your circumstances change

📍 [Turn2us Benefits Calculator https://benefits-calculator.turn2us.org.uk/](#)

📍 [Better Off Calculator - Policy in Practice www.betteroffcalculator.co.uk](#)

📍 [Benefits Calculator www.entitledto.co.uk](#)

Making your money stretch further

Energy bills

Energy prices for most rose by a further 10% on 1st October. Do talk to your supplier as the first step. The website below helps you compare energy prices and providers.

📍 [www.moneysavingexpert.com/energy/](#)

A scheme by British Gas called 'you pay, we pay'

If you're struggling with your energy bills, the British Gas Energy Trust is an independent charity that can help offer money and energy advice – no matter who supplies your energy.

📍 [www.britishgas.co.uk/energy/help-with-bills/british-gas-energy-trust.html](#)

Water Social Tariffs

Your water company can help you if you are worried about paying your water bills. Contact them to see what help they can offer such as a social tariff.

📍 [www.ofwat.gov.uk/households/customer-assistance/](#)

Broadband social tariffs

Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them 'essential' or 'basic' broadband.

📍 [www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs/](#)

Free School Meals

All primary pupils in state-funded schools get free school meals in London but it's still important to apply for free school meals if you are eligible and your child attends a Harrow school and is aged 5 to 18. Your child's school will receive extra funding.

📍 [Apply for free school meals - London Borough of Harrow](#)

Healthy Start

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk. If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some shops.

📍 [www.harrow.gov.uk/health-leisure/healthy-start](#)

Free or reduced TV License fee

Current TV License fee concessions are available for people aged 75 and over who receive Pension Credit. A reduced license fee is available for those who are blind or severely impaired or people who live in qualifying sheltered housing.

📍 [www.tvlicensing.co.uk/reducedfee](#)

Further help

If you have money worries your Rent Officer can arrange for you to talk to an independent money advisor working for Citizens Advice Harrow (CAB). This is a free and confidential service. Contact your Rent officer for a referral to this service.

📍 [www.harrow.gov.uk/housing](#)
☎ 020 8901 2630



How to avoid 'Phishing'

By resident Tony Mote

'Phishing' is when criminals use scam emails from a supposedly reputable source, text messages or phone calls to trick their victims

The aim is often to make you visit a website, which may download a virus onto your computer, or steal bank details or other personal information. While phishing emails can cause serious damage, the good news is that there are a few common red flags you can identify in order to not fall prey.

Watch out for

- Emails seeming to be from legitimate companies like banks
- Unsolicited /not requested emails
- Beware if they request a username, password, account number, etc.
- Offers, prizes or discounts
- Poor spelling/strange email address

What you can do

1. Look carefully at the sender's email address
2. **Do Not Click on any links** (even if they say they've taken money)
3. Click on their email address and look at it
4. If you make an online purchase, check the status on the supplier's website, never via an email link
5. Never allow someone you do not know/ trust to download software onto your computer
6. Contact your Bank directly and report anything fishy

Note: Any reputable company will not ask for bank details via an email or by text or phone!

Please take a look at these very common examples of scams

- Emails from the "Inland revenue" asking for overdue taxes, someone claiming to be from your internet service provider telling you that there's a problem with your account details (often including an email address that isn't yours), etc.
- Fake Royal Mail email claiming that a package is stuck in customs and needs money for tax/processing/customs fees
- Emails and phone calls from hackers pretending to be from your internet service provider saying there's been unusual activity on your account.

Stay Safe online!



We are working with a company called Airey Miller who provide us with a range of professional services (eg. cost consultancy, Health and Safety, clerk of works etc.) to deliver two new-build council housing schemes (at Charles Crescent and Brookside Close).

Airey Miller took on two Electrical Installation L3 students from Harrow College on a weeklong placement in April. The students, Ajun Aravinthan (aged 18) and Callum Harvey (aged 18) spent the week at Airey Miller head office where they have met professionals from a range of disciplines. They were set a project for the week, which culminated in them delivering a mini presentation to the staff.

Callum
It's been great learning new stuff everyday'

Ajun
'I've enjoyed looking at designs and site visits'

Ajun and Callum on site at Brookside Close



The value of 'social value'

Social value is where providers of public services think about how they can secure wider social, economic and environmental benefits based on local needs. The Council works with its larger contractors to identify and deliver benefits for either individuals or the wider community.

Thank you United Living



Guiseppe, the United Living handyman at work

As part of United Living's social value offer, they are offering a Handyperson service to our sheltered schemes from September 2024. The labour is free, and residents purchase the non-standard parts in advance, such as a shelf and fixing brackets. United Living supply materials for decorating and general maintenance included within the handyperson service request.

How it works

Each sheltered scheme has pre-booked dates for the

Handyperson to attend and residents make their request 48 hours before the attendance date, and they will need to purchase all the parts needed for the job.

Types of jobs that can be requested:

- Hanging up photo/picture frames
- Refixing WC holders
- Building flat pack furniture
- Patch decorating (not full refurbishment)
- Refixing handles
- Internal repairs (general handyperson maintenance)
- Cleaning carpets
- Shelves and hanging racks

Service improvements

Tailoring services

We can better tailor services to you once we have certain information on our database system, such as noting any disabilities or vulnerabilities for you and your household, next of kin and contact details. In addition, we are required by the Regulator of Social Housing to collect information from you about all 9 protected characteristics. This is new. So, if you get an email or call from our colleague, Nimisha Joy, please assist her by providing this information. We have a whole work stream based on improving the quality of information we require as a landlord.

Please inform us immediately of any changes to your contact details
☎ 020 8901 2630

Making services more transparent



To enable our services to be more transparent we have been busy writing policies, strategies, service standards and Service Level Agreements (such as for Waste, Ground Maintenance and Customer Services provided by Access Harrow). You can view the following documents on the website:

- Access Strategy
- People with Needs Policy
- Reasonable Adjustments Policy
- 🌐 www.harrow.gov.uk/housingpolicies

Enabling 24/7 access to services

We know many of you couldn't wait for us to relaunch the Housing Online Account/ Portal for tenants. This launched without a glitch in April 2024 and we are delighted we now have over 1,200 registered members. Please do register for the Housing Online Account so that you report and track your repairs and view your rent balance in real time and view 12 months of payments history. We will be rolling this out for Leaseholders in 2025.

🌐 www.harrow.gov.uk/housing



Officers talking to a resident as part of the Week of Action

Being more visible

We know you often tell us that you want more visibility of officers. Here is how we have been trying to do this:

■ We upped the number of in-person tenancy audits and visits to vulnerable people by Housing Officers to 2,867 in the last 12 months

■ Caretakers sign the register inside each block / per visit

■ We have a rolling programme of face-to-face drop-ins each month which are well attended. See page 14 for future dates.

■ We held our first Week of Action in June 2024 where we door knocked on 9 estates across the borough, including 7 sheltered schemes and held 4 Drop-in sessions. We identified a number of homes requiring aids and adaptations services, boiler and other repairs and dealt with outstanding service requests as part of our follow up.

October 2023 – September 2024

Tenancy Audits 1472

Vulnerable person visits 1395



Service improvements continued

Clean looking estates

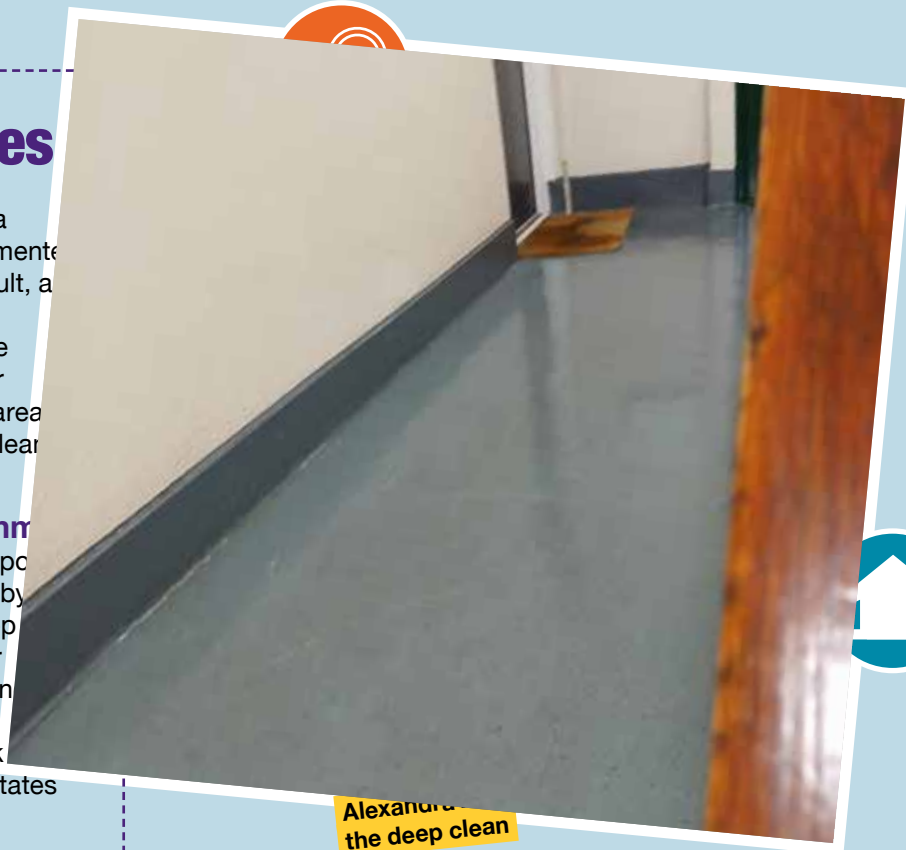
A Caretaking Supervisor visited Alexandra Avenue after Steve, a local resident, commented on the appearance of the estate. As a result, a deep clean of the blocks was organised.

Steve's feedback: "I am pleased that the banisters have been cleaned and the floor underwent a wet clean. And the external area was litter picked to ensure the area was clear and free of litter".

Rolling out the wet clean programme

Currently all the Caretakers are being supported by our Mobile Cleaning Team, who assist by completing additional wet cleans and deep cleans on all Harrow housing estates. Our twelve-month trial is proving a success, and we have received many compliments.

The Mobile Cleaning Team aims to work on a six to eight week rota to ensure that all estates have a wet clean of the communal areas.



Alexandra Avenue
the deep clean



Improving complaint handling

We are working to improve our complaints handling and customer service.

Some of the actions we have taken are:

- Reviewed our complaints policy
- Compared our service to the Housing Ombudsman's expectations
- Customer Excellence training for staff
- Complaints Handling workshops for staff
- Learning from complaints to improve services.

We want to make it easy for you to make a complaint if you need to. You can make a complaint in 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

Keeping homes **safe**

Our Homesafe programme

We welcome Assistant Director, Billy Reid, who joined the Housing team in October. Billy's focus is on all areas of compliance as well as managing everything to do with our assets, such as repairs, planned investment and stock assets.



Billy Reid, Assistant Director

Compliance performance is going in the right direction and we are pleased to report that we have 80% of EICR tests completed, and we are well on target to achieve 100% by March 2025. We have delivered over 3200 Certificates and are currently closing off Fire Risk Assessment actions and Asbestos actions on our C365 compliance system.

We have invested £4m on Homesafe 3 – security and compliance to make our blocks safer, and we are pleased to say all works are completed in the west and central area, and we are 95% complete for the remainder. In addition, we have installed 280 fire doors on our 2 storey blocks.

Working with our new repairs contractor, United Living

Having started our Repairs, Maintenance and Voids contract with United Living in April 2024 we have just completed our first 6 months and as you might expect, we are in the bedding-in phase.

There is still a piece of work to complete to ensure that United Living and the Housing Online Account are fully integrated. We are hoping to see this resolved before the end of the year and this will improve the process of allocating appointment times. It will also provide us with verifiable performance data.

We are working with Residents Board members to update the Repairs Charter, aiming to publish it online in the Autumn.

- To report a repair:**
- 🌐 www.harrow.gov.uk/housing
 - ☎ 020 8901 2630



Cllr Parmar and David McNulty with Tom Bullock and Danielle Dyers from United Living



If you have an issue with an individual boiler (not communal) please call Liberty. Liberty Group provides our domestic gas servicing and maintenance service.
☎ 0330 333 8390 or 0800 614 456 ✉ harrowcouncil@libertygroup.co.uk

Residents' engagement

Watch out for the November Tenant Satisfaction Survey

It's time for the annual general satisfaction survey (perception survey) which is in line with the requirements of the Regulator of Social Housing. Acuity Research and Practice has been commissioned to carry this out through a mix of phone calls and online surveys and we can report back to you in the spring.

Completing the survey online

Acuity will send an email to a random selection of residents with an email address containing a link inviting tenants to complete the survey online from mid November 2024.

Completing the survey over the phone

Acuity interviewers will make calls to randomly selected residents who either do not have an email address or have not completed the online survey from early December 2024.



If you receive a call from Acuity, the number displayed will be 0203 769 4448, which is a Local Area code



Resident meetings

Regular resident drop in sessions

Come and talk face to face with Housing Officers and Repairs staff at resident drop-in sessions – open to all council tenants and leaseholders, no appointment is needed

Northolt Road Hall, Northolt Road, South Harrow, HA2 0LS
10am-12.30am

- Wednesday 12 February
- Wednesday 9 April

Julie Cook Hall, Augustine Road, Harrow, HA3 5NW
4pm-6.30pm

- Wednesday 8 January
- Wednesday 7 May

Pinner Hill Community Hall, Welch Place, Pinner, HA5 3TA
10am-12.30pm

- Thursday 14 November
- Thursday 6 March
- Thursday 5 June

Residents' Board meetings
6.30pm-8.30pm

- Thursday 21 November
- Thursday 16 January
- Thursday 20 February
- Thursday 20 March
- Thursday 17 April

Online Resident Group Meetings

Housing Matters webinars

6pm-7.30pm
Open to all tenants and leaseholders

- Wednesday 20 November
- Wednesday 22 January
- Wednesday 12 March
- Wednesday 14 May

Leasehold Improvement Group
6pm-7.30pm

- Tuesday 5 November
- Tuesday 28 January
- Tuesday 25 March
- Tuesday 28 May

Estate Champions Meetings
6pm-7.30pm

- Thursday 28 November
- Thursday 6 February
- Thursday 3 April

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



Refurbishing homes and making them more energy efficient

Providing cheaper energy to 7 homes

We have identified 7 council homes in the borough with poor Energy Performance Certificate (EPC) ratings and our contractor, New Frame, has installed individual solar canopies in the gardens of these homes. This renewable technology provides an additional sheltered outdoor breakout area, which facilitates activities while powering the home.

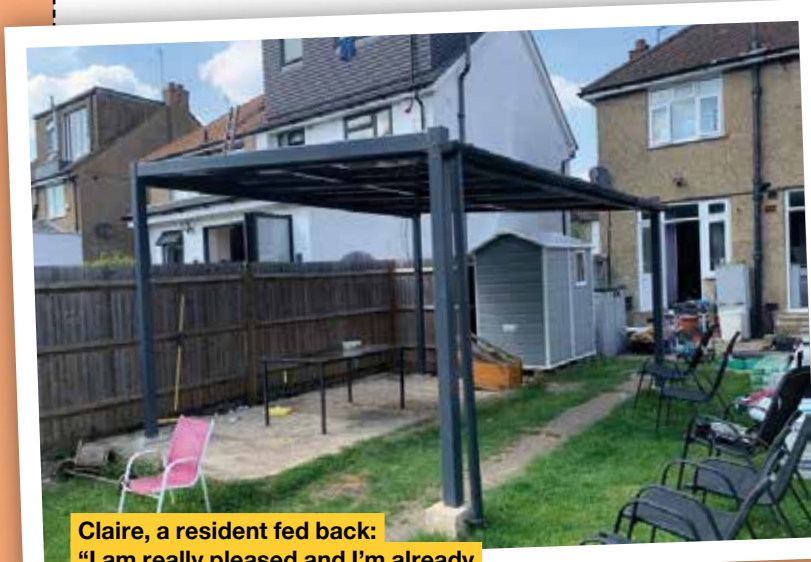
This programme forms one part of our decarbonisation programme, where we are using a government Social Housing Decarbonisation Fund (SHDF) grant to improve the energy rating on 226 of our worst performing properties and to reduce our carbon footprint.

Benefits of using this technology

Other benefits include almost virtually zero maintenance, no scaffolding is required for installation and there are no potential issues with roof leaks. The quality ensures up to 30 years lifespan. It improves and facilitates a jump of 2 EPC bands from D to B.

How we identified these homes

We used our stock condition survey to identify suitable homes and also took into account the health of the residents and targeted this resource to help those with some health vulnerability, such as partial mobility issues, NHS referrals and/or residents who suffer from mental health conditions.



Claire, a resident fed back: "I am really pleased and I'm already seeing my electric go down"

Investment in homes

We are delighted to have completed the following investment works over the last few months:

- 100 kitchens and bathrooms
- Bike hanger storage installations
- Emergency lighting
- Pinner Green roof renewal
- Cornell House roof renewal
- Eaton Close roofline works
- Ground Source Heat Pumps are installed at two of our sheltered housing schemes - Meadfield and Alma Court.
- And we are busy working on site or have mobilised:
- Kitchens and bathrooms 2 Year Programme
- Windows and doors 2 Year Programme
- Alarm detection – mobilised
- Tapley Court roof renewal
- Park Gates/Arundel/Tregenna Court roofing and external works
- Fob upgrade programme is ongoing
- Bike hanger storage installations – please let us know if you would like secure, external storage for bicycles on your estate.

Tenancy management

Our approach to resolving anti-social behaviour

We take an active role in dealing with anti-social behaviour cases that are reported to us. In the last 12 months we received 153 incidents to investigate.

We have published our anti-social behaviour standards on the website to help explain what you can expect and to advise what you can do to help.

📍 www.harrow.gov.uk/anti-socialbehaviourstandards

Case study: Loitering

A group of young people were causing trouble in the communal area of a block of flats at West Harrow. They were hanging around, playing loud music, and causing a disturbance. The residents were fed up and complained to the housing officer.

The housing officer tried to talk to the young people, but they didn't listen. They were asked to leave the communal area, but they refused. The housing officer

decided to work with the police and the youth services to find a solution.

The police helped to move the young people on, and the youth services offered them alternative places to go. The housing officer also worked with the residents to improve the communal area and make it a nicer place to be. This helped to reduce the anti-social behaviour and make the area safer.

After a few months, the communal area was transformed. The young people were no longer causing trouble, and the residents were happy again. The housing officer had worked with the community to find a solution, and it had paid off. This case shows that working with the community and finding alternative solutions can help to stop anti-social behaviour.

Improving the appearance of our estates

The Estates team has actioned many of the requests you have fed back to us:

- ✓ All communal windows are being cleaned bi-annually
- ✓ A three-year cyclical tree programme is underway. Year one will be completed by March 2025 and we will continue to manage any emergency and ad hoc tree works as required
- ✓ We are piloting additional wet cleans to the internal areas of our blocks. We have hired four additional Caretakers to oversee this and we are in the process of adapting a vehicle to install a hot water tank and jet cleaner to enable us to clean patios, graffiti and stubborn stains
- ✓ A Riddance Programme has commenced which treats pests on the most affected estates. We will continue to deal with all reports of pests in individual properties.

To report pests:
housing.estateservices@harrow.gov.uk

Communal windows being cleaned

Paying your rent

The 53-week financial year. What does this mean?

There are 53 Mondays in the 2024/25 financial year (1 April 2024 – 31 March 2025).

As your rent is charged weekly on a Monday, you will be charged 53 times this financial year rather than 52.

Please note, if you pay your rent monthly you will need to amend the amount you pay. You can do this by calculating your weekly rent and multiplying this by 53 weeks and then dividing this by 12 months.

If you claim Universal Credit:

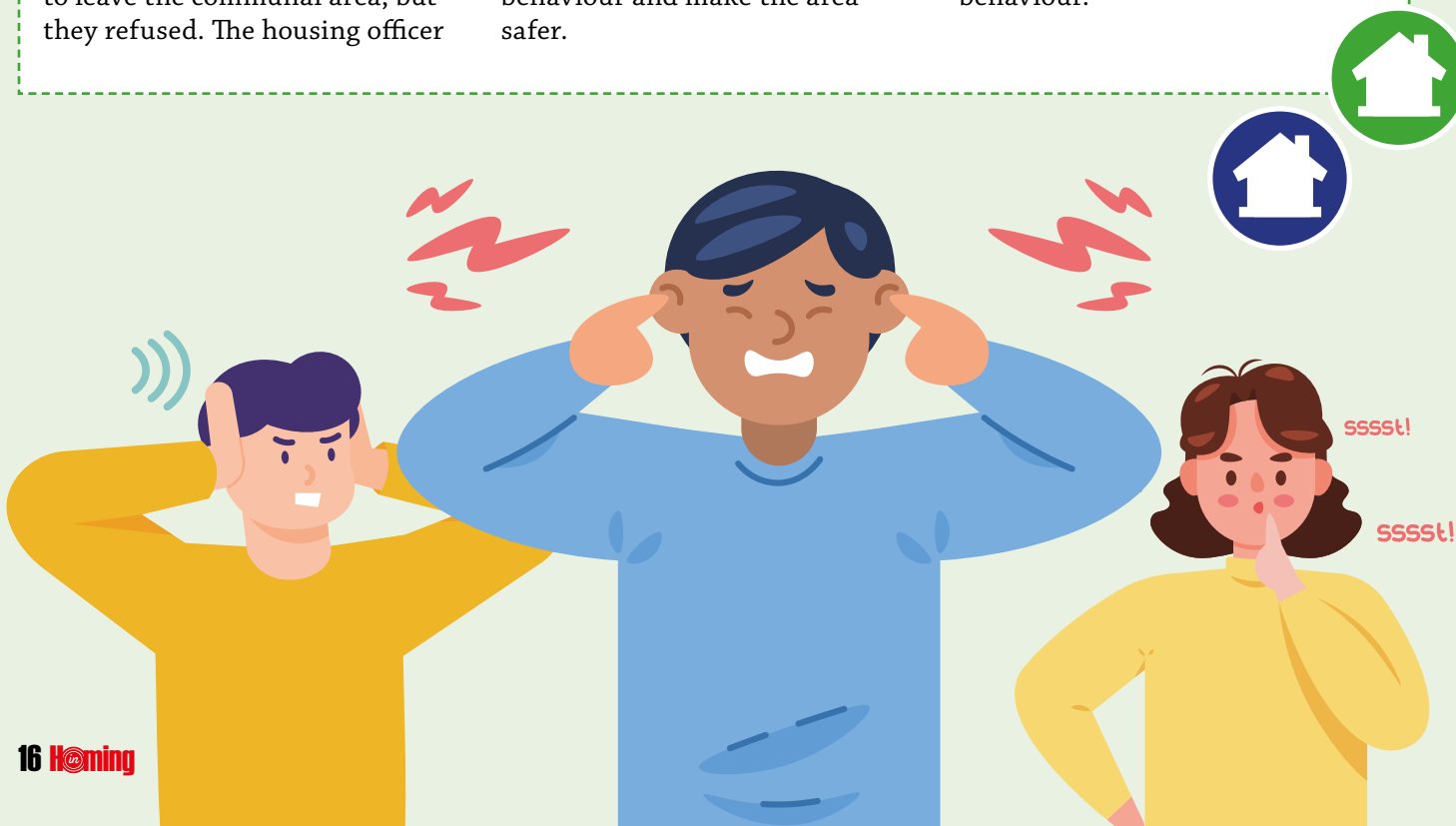
Universal Credit is currently calculated on a 52-week basis, so you will need to pay for the additional week yourself. To lessen the impact, we recommend you pay a little bit extra each week over the year.

For example, if you are charged £200 per week for your rent, you could multiply this by 53 weeks and then divide this by 12 months and pay an extra £3.78 per week for 53 weeks.

If you need help calculating your rent contact your Rent Officer:

📍 www.harrow.gov.uk/housing

☎ 020 8901 2630



Puzzles

Page

Word Search

Try and find the 10 words below in the wordsearch puzzle!
The clue is 'key words used within this issue' and no word has more than 6 letters.

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

Your name.....

Your address.....

Your phone no.....

WINNER Congratulations to Lujin Arnous from Rayners Lane who won £30 shopping vouchers for winning the July 2023 Wordsearch Puzzle.

The 9 answers to the July 2024 Wordsearch Puzzle of well-known breeds of cats and dogs were: Siamese, Burmese, Sphynx, Pug, Poodle, Boxer, Terrier, Bulldog and Rex.



TO ENTER

For your chance to win £30 Love 2 shop vouchers, send your 10 words with your contact details by 30 November 2024 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, WHSmith, Homebase, Boots, Superdrug, Matalan and many other stores.

Peter Goodwin, Fire Safety Officer on an inspection



Safety in the home

100% compliance for our communal asbestos re-inspections

Asbestos

Asbestos was a very common building material used extensively in British buildings from the early 20th Century all the way to 1999 when it was finally banned. The age of Harrow's homes means a number have asbestos containing materials within them.

The risk associated with these materials is very low providing the material isn't damaged or disturbed. If any part of your home is damaged and you're concerned it might contain asbestos, or you're planning any alterations to your property, please report it: ✉ building.safety@harrow.gov.uk

🌐 www.harrow.gov.uk/housing
☎ 020 8901 2630

A government website (HSE) has useful information
🌐 www.hse.gov.uk/asbestos/

As with everybody who works in social housing, we have followed the investigation into the Grenfell Tower Tragedy with great interest and real sadness. At Harrow we are absolutely committed to our residents both being safe, but also feeling safe, in their homes. We also have a large and growing number of regulations and standards we need to comply with to demonstrate we are fulfilling our landlord responsibilities.

We have a team dedicated to ensuring your safety and health whilst you live in your homes. They are the Compliance Team, led by our new Building Safety and Compliance Manager, Sam Pullen. We also have in house experts on Fire Safety and Asbestos, as well as contractors and consultants who assist us performing many surveys, servicing and inspections, and fixing any issues that arise from these checks.

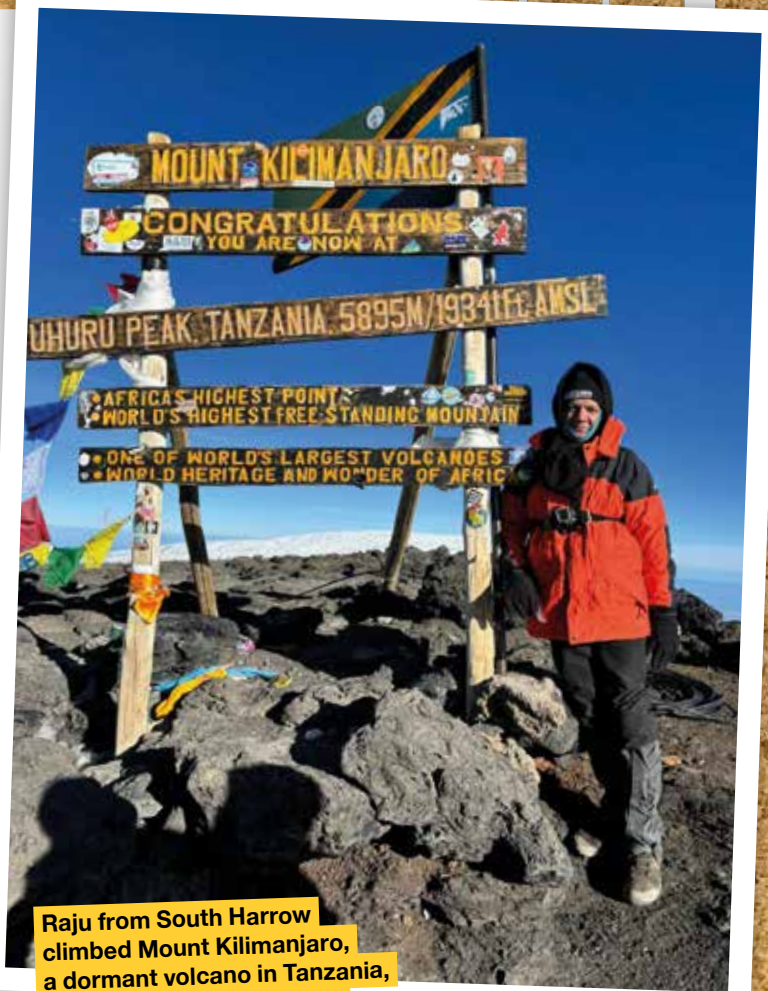
The team have a diverse technical background and can answer any questions about asbestos, fire safety, gas, electrical safety, lifts and water hygiene. We intend to put more information on our website in the near future, but if you have anything the team can help you with in regard to building safety, contact:

✉ building.safety@harrow.gov.uk

RESIDENTS' WALL



Mr Rowley of Harrow Weald Park took this photo of a deer near his home



Raju from South Harrow climbed Mount Kilimanjaro, a dormant volcano in Tanzania, 6 days up and 2 days down

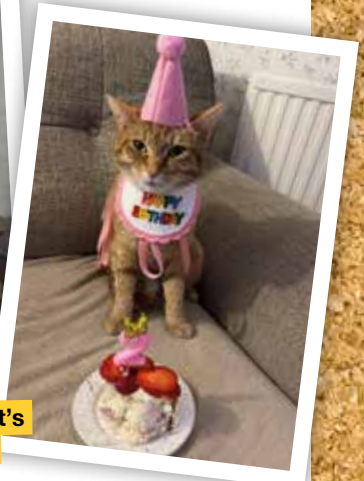


Jean of Mountside hand crafts 'Diamond paintings', particularly of animals and gives a lot of them away. It helps with the brain and keeps her occupied she says.

Brenda from Pinner sent in a photo of Meeka who looked put out 'What? Have you eaten all my chicken?'



Lujin from Rayners Lane said it's 'My birthday, I turned two and loved the cake.'



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.