

Resident engagement



Ealing

www.ealing.gov.uk

Resident engagement team

The resident engagement team at Ealing Council is dedicated to supporting and connecting housing communities by working closely with residents to ensure their voices are heard.

We provide engagement opportunities for scrutiny, collaboration and feedback.

Our team strives to build strong relationships with tenants and leaseholders who live in the borough.

Why involve residents?



Involving residents ensures services are relevant and in the **community's best interest**. Resident engagement does however require significant time, money and resources.

It is important for Ealing Council to ensure that:

- resident engagement makes a difference
- residents are involved in the right way
- the cost of resident engagement is in proportion to outcomes

Residents can make the difference in one of the following ways:

- influence the service we receive
- undertake useful training
- increase their confidence by meeting new people
- gain new skills and learn more about housing
- hold Ealing Council to account
- tackle isolation

Impact of involvement

Leads to service improvements

Residents support us in housing to continuously improve the way our services are provided.

Enhanced social capital

This approach supports the development of sustainable communities and building the trust of residents, not only towards the council but also to other residents across the borough.



Increased accountability to users

In order to ensure that services are appropriate to service users within the borough, the council guarantees that residents will be directly involved in the review of its services. Their perspective is essential in identifying ways to meet local needs.

Get involved

Resident scrutiny

Housing forum

Housing board

Resident panels

Mystery shopping

Surveys

Repairs champion

**Housing hub
engagement**

Resident association

**Community days &
events**

**Resident engagement
network**

Ealing 100

Community groups

Wiser heads community group based across the borough, for residents aged 65 and above. The group focuses on reducing isolation among elderly residents through regular meetings and activities.

Ealing Council Leaseholders Association (ECLA) run by a team of volunteers, representing all leaseholders in the borough.

Campaigning for action in sheltered housing C.A.S.H A community 'umbrella' group that represents all Ealing Council sheltered housing schemes. It is used as a forum to consult with sheltered residents on any changes that will directly affect them.

Resident association

A **Resident Association** is a group of local residents that represent their community by addressing issues like housing, antisocial behaviour, repairs and cleaning. It also organises community activities, such as fun days, coffee mornings, parties and play & stay to encourage community cohesion.



Residents forums

Housing board members with different skills and experiences. They make sure the council's landlord services and housing assets are well-managed.

Housing forum a group of residents who work together to make housing services better. They help plan strategies, do activities like mystery shopping and estate inspections, and review performance to give suggestions. Members advise, monitor performance, and make sure the council does its job well.

Resident champion

A resident **champion** is a resident who acts as a link between neighbours and the local council, helping to share information and concerns.

Mystery shopping

Mystery shoppers test out our housing services to ensure we meet residents' needs by checking different teams through phone calls, site visits, or observations. The goals are to ensure staff are polite and efficient, provide accurate information, and deliver adequate services.

Activities

Activities like The Golden Age Choir and Sheltered Housing Trips foster community engagement and provide opportunities for older residents to contribute directly to service improvements.

Scrutiny & panel

We are establishing service standards to ensure accountability and communicate how housing services are delivered fairly and equitably. Key themes include: tenancy, complaints, sheltered housing, repairs, building safety, capital works, safer communities and rents.

Resident engagement network

Resident engagement network. A group of residents who take part in consultation activities throughout the year. Residents can join without needing to commit long-term.



Ealing 100

The **Ealing 100** is a group of residents dedicated to ensuring housing services meet the needs of underrepresented communities, including young people (18-25), people with disabilities LGBTQ+, individuals, carers, and single parents. We are committed to accessible engagement and using resident data to address inequalities and improve services for all.

Training

Annual residents training programmes consist of tailored training sessions delivered in-house or externally by training providers. Training sessions are open to all Ealing Council tenants and leaseholders. Support with childcare is also provided if needed.

Housing hub engagement

Supporting and encouraging our housing hub teams to making a positive contribution in supporting resident engagement, via social events or connecting communities.

Community centres

We have **six community centres with space available for hire** at a very affordable rate. Our centres vary in size and facilities, giving you a choice of what best suits your needs. We offer discounts to Ealing Council tenants and charity groups.

You can use them for a wide range of activities including:

- parties
- meetings
- weddings, funeral receptions, baby showers
- conferences or exhibitions
- training courses
- exercise classes
- community projects



Community centres available for hire

Hire Monday to Sunday between 9am and 9pm

- Golf Links - Southall
- Gurnell Grove - Ealing
- Copley Close - Hanwell
- Havelock Community Shop - Southall
- High Lane - Hanwell
- Joan Blandon Room – Northolt



For more information, please contact the resident involvement team on 020 8825 6535 or email residentinvolvement@ealing.gov.uk

Useful Contacts

Tenancy management

Phone: 020 8825 5387
tenancymanagement@ealing.gov.uk
Acton option 1 / Ealing option 2
Greenford option 3 / Hanwell option 4
Northolt option 5 / Southall option 6

Rents

Phone: 020 8825 8477
housingrents@ealing.gov.uk

Repairs and maintenance

Phone: 0800 181744 from a landline
or 020 8825 5682 from a mobile

Safer communities (anti-social behaviour)

Phone: 020 8825 5994

For noise nuisance:

Phone: 020 8825 8111
safercommunities@ealing.gov.uk

Home ownership

Right To Buy enquiries:
Phone: 020 8825 5583
homeownership@ealing.gov.uk

Compliments, complaints and suggestions

Phone: 020 8825 8855
regenhousingcomplaints@ealing.gov.uk

Resident engagement team

Phone: 020 8825 6535
residentinvolvement@ealing.gov.uk

Caretaking services

Phone: 020 8825 8593
caretaking@ealing.gov.uk

Parking enquiries

Phone: 020 8825 6677

Community hubs

Acton library

Everyone Active, High Street W3 6NE
Open Mondays and Wednesdays
10am - 1pm / 2pm - 5pm

Ealing library

Ealing Broadway W5 5JY
Shopping Centre
Open Monday to Friday
10am - 1pm / 2pm - 5pm

Northolt library

Church Road, UB5 5AS
Open Tuesdays and Thursdays
10am - 1pm / 2pm - 5pm

Southall library

The Dominion Centre, UB2 4BQ
Open Monday to Friday
10am - 1pm / 2pm - 5pm

