

# Housing News

Spring 2024

The magazine for Ealing Council tenants

Homes



Neighbourhoods



Opportunities



## Better homes and neighbourhoods

We are listening to you to improve our services.  
Find out more on page 6.

# Safe, well-maintained homes and a housing team that better connects with you

Councillor Bassam Mahfouz,  
cabinet member for safe and genuinely affordable homes



## Dear residents

As 'emergency repairs' starts to draw to a close and with spring just around the corner, this is the time of year when the council sets its budget for the coming financial year, which starts in April.

All councils are struggling with similar issues - the spiralling costs of providing social care for some of our most vulnerable residents; the shortage of affordable housing and resulting rise in homelessness; the cost-of-living crisis; and more than a decade of reduced funding from central government.

You may have heard reports of some councils being on the verge of going bust, but thankfully, we are not in such a position here in Ealing. Earlier in February, the council's cabinet considered proposals for the 2024-25 budget, and we have been able to propose significant investment for the priority services which are needed most, including £2.4m to be invested in tackling homelessness.

## Your rent

Our housing budget sits somewhat separate to the council's by law, and unfortunately with high inflation, higher interest rates, and higher demands placed on the council by regulators, we are left with no other choice than to follow other social housing providers and increase rents by 7.7% from April.

Service charges will also increase to reflect the increased costs of utilities, which have been subsidised for the past two years. This year, to balance the books, we will have had to dip significantly into our reserves, and this simply isn't sustainable.

We want to ensure that the budget focuses on ensuring the homes you live in are safe and well-maintained and that our teams are better

connected with you and your needs. We still have some way to go, but we are absolutely determined to get there, because it is where you need us to be.

## Help for those in need

To support those who are already struggling to make ends meet, we continue to provide support through Housing Benefit and Universal Credit, and claims will reflect new rents. Our council tax support scheme is one of the most progressive in the country, ignoring any benefits received from your income calculation.

We are also committed to supporting all residents who may be struggling to make ends meet, and you can read how to check that you are getting all of the benefits you are entitled to, and all the other support available on page 9.

I know that these remain extremely challenging times for everyone. I want to make sure that we can continue to improve the services we provide, and make real improvements to the quality of homes and neighbourhoods in all parts of the borough. We can only do this by listening to what is most important to you, and I encourage you to give your feedback to our service departments or me personally with any thoughts, ideas, and suggestions.

You can read more on page 7 about how we have already been listening and acting on your concerns, a number of upcoming surveys and other ways in which you can make sure that your important voice is heard.

Very best,

*Bassam Mahfouz*

Councillor Bassam Mahfouz

# Bring your photo ID to vote



Elections for the Mayor of London and London Assembly take place on Thursday 2 May. You will need photo ID to vote.

Photo ID is now required to vote in person in all elections because of a change in legislation introduced by the government.

Photo ID is not needed if you choose to apply to vote by post. Find out more: [www.ealing.gov.uk/elections](http://www.ealing.gov.uk/elections)



Voters will only need to show one form of photo ID, but it must be the original. Copies will not be accepted. Expired photo ID is acceptable if you are still recognisable from the photo.

## Acceptable forms of photo ID:

- Passport issued by the UK, any of the Channel Islands, the Isle of Man, a British Overseas Territory, an EEA state, or a Commonwealth country
- Driving licence issued by the UK, any of the Channel Islands, the Isle of Man, or an EEA state (includes a provisional driving licence)
- Blue Badge
- Older / disabled person's bus pass or Freedom Pass
- Oyster 60+ Card
- PASS card
- Biometric immigration document
- National Identity Card issued by an EEA state
- Voter Authority Certificate issued by a Local Authority

If you don't have any of these photo ID, or you have other concerns, you can either vote by post, or apply for a free Voter Authority Certificate online at [www.gov.uk/apply-for-photo-id-voter-authority-certificate](http://www.gov.uk/apply-for-photo-id-voter-authority-certificate). A recent, passport style digital photo of yourself and your National Insurance number is needed.

For further information on the changes, contact the elections team at [elections@ealing.gov.uk](mailto:elections@ealing.gov.uk), or call the helpline on **020 8825 7777**.

# Nicer Neighbourhoods



Funding is available to spruce up the communal areas of your estate.

Nicer Neighbourhoods is an initiative to improve the look, feel, and living experience of estates in the borough. Council tenants or leaseholders can put forward ideas for making long-term communal improvements to neighbourhoods.

Approved proposals will be delivered using a dedicated fund, with no cost implications for residents - making it a great way of making small improvements that can make a big difference to residents.



There are certain criteria that need to be met before the application can be considered. Full details and an application form can be found on the council's website [www.ealing.gov.uk/nicerneighbourhoods](http://www.ealing.gov.uk/nicerneighbourhoods)

In this financial year, which ends in March, funding of £250,000 has been allocated for projects. Next year's funding amount will be confirmed in April.

## Projects completed in 2023-24 include:

- Mobility scooter storage pilot at Bakers House
- Pigeon proofing at Reynolds Road and Thurlestone Court
- New washing machines at a sheltered housing scheme and painting/decorating and new furniture at 3 further sheltered schemes
- Communal gate installation to reduce anti-social behaviour
- New curtains at Walnut Court
- Noticeboards at Soan House
- Landscaping at Whiteoaks House
- New pathways at Radcliffe Way
- Defibrillators at sheltered housing schemes.

# Repairs to homes and communal areas

The repairs team are here to maintain your home if you report that something has broken or been damaged.

The repairs team manage both internal and external communal repairs in our blocks.

## What we repair

Internal repairs include	Communal repairs include
<ul style="list-style-type: none"><li>- Securing a property</li><li>- Managing your electrics and gas</li><li>- Fresh drinking water</li><li>- Leak free plumbing</li><li>- Structural repairs</li><li>- Windows</li><li>- External doors (excluding pram and shed doors)</li><li>- Roofing and guttering</li><li>- Front and rear steps to your property</li><li>- Drainage and sewage</li><li>- Wet room floors</li></ul>	<ul style="list-style-type: none"><li>- Lifts</li><li>- Communal lighting</li><li>- Communal stairs</li><li>- Communal drains</li><li>- Windows</li><li>- Communal doors</li><li>- Door entry systems</li><li>- Communal aerials</li><li>- Communal areas</li></ul>

## How to report a repair

Repairs can be reported online via My Account: [www.ealing.gov.uk/signin](http://www.ealing.gov.uk/signin)

If time slots are available you can book an appointment with our contractor, Wates. The appointment will be sent to our contractor via the portal. Wates will receive the notification and manage your repair request.

You can also report a repair through our call centre by calling **0800 181 744** or **0208 825 5682**.

Details will be taken by one of our customer service agents who will arrange an appointment for the work to be completed. If necessary, one of our repairs surveyors will visit your home to review the work needed. The surveyor will then arrange for the work to be completed by our contractor.







## What happens when you report a repair?

When you report a repair, your request will be categorised as either:

- ♦ **An emergency repair** - these are only where there is danger to life, a loss of services (gas, electric and water), unsecure property, or uncontrollable leaks. We aim to respond to emergency repairs within 4 hours.
- ♦ **A routine repair** - anything that is not an emergency as listed above is considered a routine repair. We aim to respond to them within 28 days.
- ♦ **Out of hours requests** - if you call us outside of office hours, it will be logged as an out of hours request.

Out of hours requests can be submitted 24/7, 365 days a year. The out of hours service is for emergency make safe repairs only. If your request does not require a make safe, you will need to contact our customer service team the next working day to arrange a suitable appointment.

All repair requests are assessed by our team of repairs surveyors. If a repair does not solve the issue or the problem persists, it may need replacing.

The repairs team are not responsible for item replacements. Replacements will be put onto a cyclical programme of works managed by the housing asset management team.

## Meet your Ealing repairs team

### Do you know who looks after repairs in your area?

- ♦ **Nik Ozegovic – senior repairs surveyor**

Nik manages the team of 5 surveyors across 4 borough patches including sheltered housing and temporary accommodation. Nik's team is committed to making sure that your home is safe to live in.

- ♦ **Leszek Paduszynski – repairs and maintenance surveyor**

Leszek is responsible for properties in the W5, W7, and W13 postcodes.

- ♦ **Charles Okonkwo – repairs and maintenance surveyor**

Charles is responsible for properties in the W3, W4, and NW10 postcodes.

- ♦ **Steve Casey – repairs and maintenance surveyor**

Steve is responsible for properties in the UB5, UB6, and HA0 postcodes.

- ♦ **Mark Beckford – repairs and maintenance surveyor**

Mark is responsible for properties in the UB1, UB2, UB3, UB4, postcodes.

- ♦ **Glenn Franks – repairs and maintenance surveyor**

Glenn is responsible for properties within sheltered schemes, temporary accommodation, Broadway Living, and Copley Close.

## Our repairs contractor

Wates began maintaining our homes in July 2023. Since then, the Wates team have successfully carried out over 10,000 repairs across the borough.

Wates are one of the leading providers of strategic asset management solutions, delivering planned and responsive maintenance, fire safety works and zero carbon retrofitting services to local authority and housing associations across the UK.



# Working with you to create a better housing

## Resident engagement

We want you to have a greater say in how your homes are managed and maintained.

During 2023, the resident involvement team consulted with tenants and leaseholders on the council’s revised resident engagement strategy. This describes how the council proposes to work with residents on the best ways it can provide services and how we monitor them to make sure we get things right.

Here is an update on some of the progress made:

- **Changes in our frontline teams** - our frontline teams will be empowered to build on our interactions with individual residents and groups. Our housing teams have their finger on the pulse of local issues, and are best placed to work jointly with residents to address issues that affect you.
- **Reviewing our formal involvement structure** - we are developing ways to make it easier for you to get involved and have your say on a one-off or regular basis, in ways and at times that suit you. We will ensure residents are involved in service design and monitoring from the very beginning.

Look out for further information on the roll-out of the new strategy in your local housing hubs, or by contacting our resident involvement team: email [residentinvolvement@ealing.gov.uk](mailto:residentinvolvement@ealing.gov.uk) or telephone 020 8825 6535.

## Sharing your views - your feedback makes a difference

By the time this issue of Housing News is published, the council will have completed its first annual tenants and leaseholders’ satisfaction survey.

1,068 residents were contacted to take part in the survey, which is designed to measure residents’ overall satisfaction with the council as their landlord.

Full results will be published during March, and in the next edition of Housing News we will publish more details about how we plan to act on what you told us. The results of the survey are also submitted to the housing regulator as part of their tenant satisfaction measures regulatory requirements. The survey will be carried out every year.

But that’s not all. As well as the annual residents’ survey, from April we will be introducing new satisfaction surveys specifically about our repairs, complaints, and anti-social behaviour work, plus a survey for anyone who takes up a new tenancy with the council. If you have used one of these services, we will ask for your feedback, and in future editions of Housing News we will tell you about changes we are making as a result of your comments.

## Acting on your complaints

Alongside our resident surveys, complaints help us understand the issues that residents are most concerned about.

Although we are improving services so that we receive as few complaints as possible, things do sometimes go wrong and it is important that you let us know.

We have introduced new targets for responding to complaints and aim to resolve any issues as quickly as possible.

Here is what we’ve learnt from complaints in the last quarter and what we have done.

You said	How we have responded
<i>I’m waiting too long to have our roof repaired – we have to wait for scaffolding etc to be put up and then it’s left up for ages, and then stops me from opening my windows.</i>	We took on a new roofing contractor with large cherry pickers that can reach heights, so that we don’t have to rely on scaffolding for some of our roofing jobs.
<i>I’ve been decanted out of my home, and you’ve put me up in a hotel, it’s wrong that I have to buy my food in restaurants and cafes and then wait long periods of time to be reimbursed.</i>	We’ve taken this on board. We are working with a supplier to provide pre-loaded cards to residents to help them with the additional costs if they don’t have cooking facilities.
<i>It’s taking you too long to respond to our complaints.</i>	We’ve introduced new targets for responding to complaints. <ul style="list-style-type: none"><li>• Stage 1 complaints - a response within 10 working days.</li><li>• Stage 2 complaints - we aim to get a response to you within 20 working days. We’re also reviewing resources in our complaints team, so that we can deliver the service our residents deserve.</li></ul>
<i>I’d like your surveyor to turn up once, take notes and then for other council staff to refer to these notes, and not have to keep coming round to look at the same thing. Everything takes longer than necessary.</i>	We’ve now have an app that our surveyors will use when visiting residents. The surveyor will be able to upload photos and notes, all stored digitally.



## New national housing standards

New standards are in the pipeline. How does this affect how we provide our services to you?

Social housing providers are adapting their services to meet the requirements of new legislation and changes to the way our services are regulated. The council needs to meet these challenges and clearly set out what our services are and how they meet legal and regulatory requirements.

In 2023, we encouraged residents to take part in a consultation carried out by the Regulator of Social Housing on their proposals to change the standards that govern social housing organisations in England. The results are due shortly, but this is expected to include a revised set of regulatory standards from April 2024. The standards will be used to inspect and measure the quality of services being delivered by landlords.

The new standards include:

- **Safety and quality standard** – keeping homes well maintained and ensuring residents' safety.
- **Tenancy standard** – homes should meet local needs and give appropriate security of tenure for tenants. Where tenants experience difficulties, effective support, advice, and assistance should be given to help keep people in their homes.

- **Neighbourhood and community standard** – working collaboratively with residents, partner agencies and other stakeholders, to keep estates safe and well managed.
- **Transparency, influence and accountability standard** – giving residents voices to influence services, and how well they are delivered. Honest and effective management and learning from complaints to inform improvements.
- **Tenant satisfaction measures standard** – publishing our annual survey results and performance information on key service areas to show how we are performing as your landlord.
- **Rent standard** – ensuring that council rents and service charges are set in line with government regulations and charged accurately.

We are carrying out detailed self-assessments on how we believe we rate against the new standards. Our housing leadership team will be overseeing this important work and reporting progress to residents and councillors.



## Developing a new set of customer service standards

Customer service standards are our commitment and promise to residents, and will help to measure how well we perform against the new national regulatory standards.

With your input, we want to design a new set of customer service standards that are meaningful, to reflect what is most important to you. They will set out clearly what you can expect when you contact us.

Having a clear set of customer service standards will allow you to hold us to account if we fail to deliver the promised standard. They will also provide you with a clear picture of how we are performing against the transparency, influence and accountability regulatory standard.

We are looking to develop new customer service standards covering the following areas and we are looking for your help:

**Transparency, influence, and accountability** – working and engaging with residents on service development and monitoring.

**Safety and quality** – repairs and maintenance, planned works, and building safety.

**Neighbourhood and community** – delivering a housing management service that looks after you, your estates, and neighbourhoods.

**Tenancy** – supporting you as a tenant of the council.

There will be various ways to get involved and share your views. These will include attending focus groups (in person or online) or taking part in online or telephone surveys.

If you are interested in taking part and making sure that your voice is heard, **please complete our online survey by scanning the QR code below.**



If you are unable to complete the online survey but still wish to be involved, please contact our resident involvement team via email at [residentinvolvement@ealing.gov.uk](mailto:residentinvolvement@ealing.gov.uk) or by phone on 020 8825 6535.

# Breaking Ground on the Radcliffe Estate



Residents on the Radcliffe Estate are launching a new community growing space.

We have teamed up with residents on the Radcliffe Estate in Northolt and local group Urban Edible Garden, to help residents start growing their own food and make other improvements to the local area. The project is called Breaking Ground.



Growing spaces will provide healthy, nutritious food for the people that live on the estate. The project is also helping residents develop solutions to issues such as anti-social behaviour and litter, by bringing people together and improving community spirit.

Residents have attended events and workshops, including planting days to learn more about growing food. Other events include an activities day and walking tours around the estate to inspire ideas for change.

You can read more and watch a video about the project by visiting: [www.aroundealing.com/news/helping-residents-improve-their-estate/](http://www.aroundealing.com/news/helping-residents-improve-their-estate/)

For now, this is a one-off project, but keep an eye out for opportunities in your area.

If you live at the Radcliffe Estate and want to be part of the project or attend workshops, please email [abdelrahmane@ealing.gov.uk](mailto:abdelrahmane@ealing.gov.uk).

# Measles – the best defence is vaccination



Measles cases have been on the rise. Make sure that you and your children are protected.

Measles is highly infectious and cases have been rising. Measles is one of the most contagious infections known, and 9 out of 10 unvaccinated people can become infected if in a close environment with an infected person.

Measles is more than just a rash and can lead to severe illness and even death. If caught during pregnancy it can cause premature birth, low birth weight, and still birth.

The best defence is vaccination which is free and takes just a few minutes to administer.

Most children have protection through the MMR vaccine, but if you or your child have missed any MMR vaccinations or are unsure if either of you is up to date, contact your doctor to check. You can also check your child's red book.

You can find more information about the MMR vaccine on the NHS website: [www.nhs.uk/conditions/measles](http://www.nhs.uk/conditions/measles). The council's family information service webpage on measles can also be translated into different languages: [www.ealingfamiliesdirectory.org.uk](http://www.ealingfamiliesdirectory.org.uk)

## How to get the vaccine

The parents and guardians of children who are missing a first or second MMR vaccination will be receiving an invite to take up the vaccine.

Locally, every Wednesday from 9am-4.45pm at CP House, 97-107 Uxbridge Road, Ealing W5 5TL, first and second doses of the MMR vaccine are available to those aged 1 and above who are missing a vaccine.

## Symptoms



Rash



Temperature



Runny nose



Red eyes



Cough



# Cost of living help



**Make sure that you are getting all of the help you need.**

Although inflation has started to come down, the cost of living crisis continues to have a real impact. Ealing Council's website has a page which brings advice on help together in one place: [www.ealing.gov.uk/costofliving](http://www.ealing.gov.uk/costofliving)

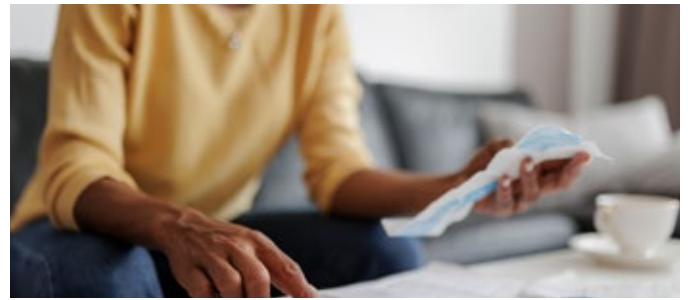
Below we've put together a list of things you can do today if you are struggling to make ends meet.

**Benefits** - many working people are eligible for benefits but do not claim them. Use this calculator to check what you could claim: [www.benefits-calculator.turn2us.org.uk](http://www.benefits-calculator.turn2us.org.uk)

Apply for Universal Credit (UC) if your income has been reduced because you are unable to work or you are working fewer hours. Apply online at [www.gov.uk/how-to-claim-universal-credit](http://www.gov.uk/how-to-claim-universal-credit) or call **0800 328 5644**.

If you receive help with your housing costs in your UC and you are still struggling to pay your rent, you can also apply for a discretionary housing payment at [www.ealing.gov.uk/discretionarypayment](http://www.ealing.gov.uk/discretionarypayment)

**Help managing your finances** - the council's local welfare assistance team can help with free personal budgeting support. Contact them on [localwelfareassistance@ealing.gov.uk](mailto:localwelfareassistance@ealing.gov.uk). If you're in crisis, you can apply for a special one-off payment.



**Food banks** - talk confidentially with a trained adviser about Ealing's foodbanks. Call **0808 2082 138** for free (open Monday to Friday, 9am-5pm).

**Loans and bank accounts** - residents struggling to get a bank account or an affordable loan can apply to the not-for-profit London Community Bank. It has products for people with poor credit ratings, including single parent families or the unemployed. Call them on **01895 250958**.

**Help with utility bills** - low income households may qualify for a 50% discount on water bills through the Thames WaterHelp scheme. Go to [www.thameswater.co.uk/help/account-and-billing/financial-support](http://www.thameswater.co.uk/help/account-and-billing/financial-support) or call **0800 009 3652**.

**Help us get in touch** - make sure that the council has an up-to-date mobile phone number and email address. Signing up for the council's 'My Account' helps us communicate quickly with you when extra support and grants become available. Go to [www.ealing.gov.uk/signin](http://www.ealing.gov.uk/signin)

## Great homes: Better lives - have your say on new plans for housing

A consultation coming soon will ask for your views on key plans for tackling the affordable housing crisis and improving the quality of homes and neighbourhoods.



"Great Homes: Better lives" is a new draft strategy for housing, which set outs plans for tackling the emergency of the shortage of affordable housing in the borough. It's also about making sure that homes and neighbourhoods are of a high standard leading to improved lives for all our residents.

The strategy is currently a draft, and the council will be consulting with residents, residents' groups, and others to find out what you think about what is being proposed. Working with local residents is essential to make sure that these long-term plans help to make the borough a better, fairer place to live. When this consultation is launched, we hope you will share your views.

Look out for more information in the next edition of Housing News on how and when you can have your say. You can also keep up to date by visiting [www.aroundealing.com](http://www.aroundealing.com)



## Keeping communal areas clear and safe

Your corridors and balconies could be vital escape routes and we need to work together to make sure that everyone who uses these areas is kept safe.

If you live in a shared building, you must make sure you keep communal areas clear of items that would slow you down if you had to leave your home quickly in an emergency, or delay firefighters on their way in.

Follow London Fire Brigade guidance by clearing any items that you may have outside your property, in communal areas, or in communal cupboards.

This includes:

- Bikes including e-bikes
- Buggies
- Mobility scooters or e-scooters
- Shoes or shoe racks
- Potted plants
- Furniture, including white goods
- Household or building rubbish
- Decorations or ornaments

We understand that you want your building to feel homely, but safety must

come first. Just one person breaking these rules can put the whole building at risk.

We will remove anything which blocks important escape routes or access to emergency equipment. If we need to remove something that belongs to you, you will have seven days to collect it before it is disposed of. We will not tolerate any aggression against our staff while they do this job.

## Know your emergency plan

It is important that everyone in your family knows what to do in the event of an emergency.

Make sure you take the time to discuss your plan with everyone in your household. It is especially important that children know what to do in an emergency.

Familiarise yourself with the wider evacuation plan for your building. Note that different plans and evacuation strategies apply for different building types and layouts. Remember, if you

live in a shared block and a fire starts in another part of your building and you are not immediately affected by smoke or fire, you might be safest staying in your home.

Have a look at the fire action notices and plans around your building to familiarise yourself with your evacuation policy, or ask your neighbourhood housing officer for more details.



## Tell us if you need help to evacuate

We understand that if you have a disability, health concerns, or mobility problems, you will feel more vulnerable to emergency situations.

If you need our help, we can support you in a number of ways.

We can carry out a personalised risk assessment, known as a PCRA, where we will visit you at home to discuss your needs and how best to help you keep safe. A PCRA is carried out individually with residents to assess personal capabilities or limitations. PCRA's help us identify individuals at potentially higher risk from fire, allowing us to put in place actions or control measures to minimize these risks as far as possible.

We can also provide you with a personal emergency plan if needed. The plan will state whether you are able to

evacuate safely yourself with the aid of specific equipment or information, or we will establish a process whereby you receive assistance from the fire brigade.

The London Fire Brigade carry out home fire safety visits across London. During a visit, brigade officers will visit you at home, and provide fire safety advice suited to your individual needs and home.

We are here to help, so please let us know if your condition changes and you need support. Speak to your neighbourhood housing officer to find out more.

## Going up – keeping lifts in good repair



There are 122 passenger carrying lifts around our estates and it's important that they are working and well maintained.

A number of lifts are monitored remotely and we receive daily reports on the number and frequency of breakdowns. These reports help us to plan future improvements and replacements. Where remote monitoring devices are installed, please do not prop or hold lift doors open, as the remote monitoring device reports this as a fault.

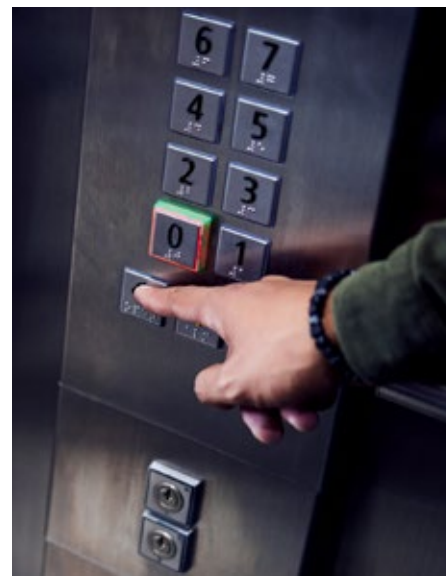
In the event of breakdowns, our lift contractor aims to attend within 4 hours.

If you find yourself trapped in a broken-down lift where the doors will not open or you are stuck between floors, you should use the emergency call facility provided in the lift, which will be clearly

marked. This will connect you to our lift contractor who will be able to speak with you. Please do not call the emergency services.

We carry out regular inspections of our lifts to ensure that they remain in good working order, and that we can address any maintenance issues as soon as possible.

We are already doing work in some blocks to either refurbish or replace lifts. Whilst work is taking place the lifts will be out of order. We apologise for this inconvenience. We are working hard to ensure that all our blocks have a reliable working lift.



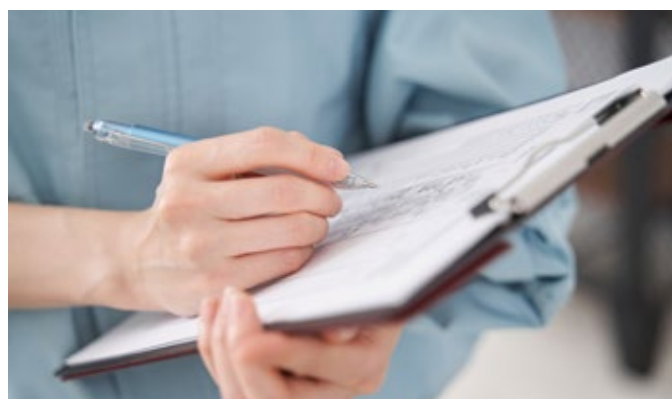
## Stock condition surveys



We have appointed Rapleys LLP to carry out our stock condition surveys for the next 5 years.

The surveys will be used to plan our future works. They started last December and we aim to complete them by March. All information gathered from the surveys will be quality checked to ensure accuracy before it is used.

We are currently planning for the year 2 surveys which focus on individual internal properties and will collect information such as kitchen and bathroom age and condition. The surveyors will require access to your home, and Rapleys will write to you if your home is due to be surveyed to arrange a convenient time. Surveys will take approximately 45 minutes to an hour to complete.



## Maytree Court resident celebrates 103rd birthday



Congratulation to Mrs Gill of Maytree Court who celebrated her 103rd birthday in January.

Mrs Gill was born in the Punjab and has lived on 3 continents. Mrs Gill has 4 children and was a full-time housewife. She has been a resident of Maytree Court since May 2014.

Mrs Gill received the late Queens' telegram on her 100th birthday during the pandemic lockdown in 2021. Family and fellow residents of Maytree Court joined Mrs Gill to celebrate her special day earlier this year.



# Product safety alert issued for e-bike battery pack



## Make sure that your battery pack is safe.

The government has issued a product safety alert for UPP battery e-bike battery packs. These may have been sold via Amazon, Alibaba, eBay, Made in China, and Desertcart. Owners should stop using these products immediately, due to risk of fire, and dispose of them safely.

Lithium batteries must not be disposed of in your domestic waste bins because they may cause fires. All batteries should be taken to your re-use and recycling centre. Slots need to be booked in advance: [www.ealing.gov.uk/recycling](http://www.ealing.gov.uk/recycling)

If you own an e-bike, e-scooter or mobility scooter, always follow the guidance for charging safely as most fires occur whilst charging.

- Always follow manufacturers' instructions when charging
- Never leave the device unattended whilst charging
- Only charge your device when you are at home and awake - avoid charging when you are asleep
- Always unplug your charger once it has finished charging
- Always use the correct charger for your battery
- Do not attempt to modify or tamper with the battery
- Check the battery for damage before charging. If there is any damage, do not use it.



## Useful contacts

### Tenancy management and paying your rent

Please contact your local housing hub:

Acton

Phone: 020 8825 5387 option 1

Email: [actonhousinghub@ealing.gov.uk](mailto:actonhousinghub@ealing.gov.uk)

Ealing

Phone: 020 8825 5387 option 2

Email: [ealinghousinghub@ealing.gov.uk](mailto:ealinghousinghub@ealing.gov.uk)

Greenford

Phone: 020 8825 5387 option 3

Email: [greenfordhousinghub@ealing.gov.uk](mailto:greenfordhousinghub@ealing.gov.uk)

Hanwell

Phone: 020 8825 5387 option 4

Email: [hanwellhousinghub@ealing.gov.uk](mailto:hanwellhousinghub@ealing.gov.uk)

Northolt

Phone: 020 8825 5387 option 5

Email: [northolthousinghub@ealing.gov.uk](mailto:northolthousinghub@ealing.gov.uk)

Southall

Phone: 020 8825 5387 option 6

Email: [southallhousinghub@ealing.gov.uk](mailto:southallhousinghub@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: 020 8825 8111

Email: [safercommunities@ealing.gov.uk](mailto:safercommunities@ealing.gov.uk)

### Home ownership

Right To Buy enquiries:

Phone: 020 8825 5583

Email: [homeownership@ealing.gov.uk](mailto:homeownership@ealing.gov.uk)

### Caretaking services

Phone: 020 8825 8593

Email: [caretaking@ealing.gov.uk](mailto:caretaking@ealing.gov.uk)

### Compliments, complaints and suggestions

Phone: 020 8825 8855

Email: [regenhousingcomplaints@ealing.gov.uk](mailto:regenhousingcomplaints@ealing.gov.uk)