

Housing News

Summer 2025

The magazine for Ealing Council tenants

Homes



Neighbourhoods



Opportunities



Earn money by downsizing

You could be paid £1,000 for every bedroom you give up when you swap your larger council home for a smaller flat. Find out more about downsizing and other ways to find a new home on page 4.



Happy, healthy lives in connected communities

Councillor Louise Brett

Cabinet member for safe and genuinely affordable homes



When we were elected in 2022, we committed to delivering more genuinely affordable homes for our residents to live in. At the same time, we wanted to make sure that the homes you already live in remain safe, secure, and supportive places to live, where you can build happy, healthy lives within your communities.

Over the last 3 years, we have made good progress. We've already helped to secure almost 1,400 new genuinely affordable homes to let, with plans underway for almost 800 more. Our planning department has helped to ensure that over 40% of homes in new developments are affordable.

We have also invested over £250million into our homes. We are working to repair, renovate, and retrofit our homes, buildings, and estates, making them places that you can feel proud to live in.

Next month we will publish our new housing strategy, outlining how we will continue that work by investing in both quality homes that meet the diverse needs of our residents and in the people and communities that make our borough such an amazing place to live in. We want to help you build stronger local connections, creating thriving neighbourhoods, and live with pride in the place you call home. We will include more information about the strategy in your next issue of Housing News.

We're proud to say that we've just concluded a deal to buy 180 more homes to let in Southall. The cost-of-living crisis has made it much harder to start building new homes, as it pushed up costs and made borrowing more expensive. And with the housing sales market in a downturn, some housebuilders

are increasingly open to selling homes they are constructing for market sale to affordable housing providers to let instead.

Instead of being sold, those homes will be let to council tenants. That means that when the homes are finished next year, almost 200 more local families from our housing waiting list will have a safe, modern home, with a secure tenancy. Find out more on page 12.

Finally, I'm pleased to hear so many stories about residents getting involved in their communities. You can read more about that from page 6.

Recently residents have helped us to create new housing service standards, covering a range of services. More news about the standards will follow in the next issue of Housing News. We have also involved residents in our customer access project, which is looking at the ways you can contact us - through the housing hubs, our website, on the phone, My Account, resident communications, and the complaints process - and how we can improve the process.

If you'd like to be more involved in our decision-making process, get in touch with our resident engagement team on residentinvolvement@ealing.gov.uk.



Refurbishments completed at Copley



Residents are moving back into their newly refurbished homes at Warwick Court in Hanwell, after the completion of another phase of regeneration of the Copley estate.

13 maisonettes have been extensively refurbished in Warwick Court, while a further 3 new apartments have also been built.

Moya has moved back into her newly refurbished 2-bed home in Warwick Court, having moved out so the work could take place. She has been a resident there since 1997.



She said: “I’m moving back home with my two sons and we are really excited and happy about it. There’s a feeling of more space. It’s airy and light, and having the balcony overlooking our shared outdoor space is a great bonus.”

We decided to refurbish the existing Warwick Court maisonettes as a more sustainable option compared to demolishing them and starting from scratch. The homes all have new kitchens, bathrooms, wiring, balconies, and communal areas. Access to the building is now through an intercom system, boosting security.

Residents were involved in the refurbishments from the outset, being consulted at key milestones. They were also given the opportunity to choose kitchen and flooring colour schemes in each of their homes.

The 3 new homes – including two 2-bedroom homes and a 1-bedroom home – were built to maximise use of the space.

Warwick Court is part of a wider master plan of regeneration at Copley, which has been underway since 2012. In total, 757 high quality, energy efficient, homes will be built. To date, the project has delivered 318 of these homes.

The estate now benefits from a new energy centre powering 450 homes. A new community centre and shop have also opened, alongside 2 new park and playground areas, 2 Enterprise car rental locations, and a Brompton bike rental scheme for residents to use.

A new housing management office which serves the Hanwell area will soon be opening in the estate’s Central Square.



Help to move home

You may be thinking about moving home to be nearer to work, to care for a relative, or because you have more or fewer bedrooms than you currently need. You may simply want to be closer to friends and family. Whatever your reason, if you're thinking about making a move, there's plenty help and advice available.



Downsize with our transfer incentive scheme

If your current council home is too big for you and you've been thinking about moving to a smaller property, our transfer incentive scheme could be an option.



This scheme helps people looking for a smaller property- for example, if children have grown up and left home, or to save on bills - move quickly and easily.

Under the transfer incentive scheme, we can help you find and bid for a new, smaller property and pay your removals costs. Larger properties are in high demand by families on our waiting list, so as a thank you for

moving to a smaller home we'll give you £1,000 for each bedroom you give up, paid within six weeks. That means that moving from a four-bed property to a one-bed could earn you £3,000.

For more information, please contact our housing initiatives team on **020 8825 7686**.



Find a new home in the borough with Locata

You can bid online for a transfer to other housing in Ealing through Locata, our online choice-based lettings system. Locata matches applicants to homes according to eligibility.



We have joined forces with five other London boroughs and 12 housing associations to help people find the homes they want through Locata. Once you have registered your details, and if you meet the right eligibility and priority criteria, you can use it to actively search for a new home. Locata will also recommend suitable options that you can bid for.

It also contains lots of information about the different housing opportunities available to you, as well as useful details on benefits, employment and training. Find out more at www.locata.org.uk/Ealing.

Seaside and Country Homes scheme

Older tenants might be interested in trying a different pace of life away from the capital. This scheme run by the Mayor of London could help.

Seaside and Country Homes offers people who are aged 55 and over and currently live in social housing in London the opportunity to move to bungalows and flats managed by housing associations in other parts of the country.

The homes are located along the coast, from Cornwall in the south west to Norfolk and Lincolnshire in the east. Places are also available across the countryside, from Dorset to Cambridgeshire to Shropshire.

The scheme helps around 150 households to move from London each year. Find out more by speaking to your housing officer.



Mutual exchange schemes

Swapping your council home with someone else's might be an option to consider.

A number of organisations run mutual exchanges schemes, where you register your current property and your requirements, and then get matched with other tenants who are also looking to move. You can search each organisation's database to find properties, and they will send you email alerts to let you know when a new match registers. They can even help you look for a job in your new location.



Homeswapper is a leading mutual exchange service with over 500,000 tenants signed up to swap their council or housing association homes. See if you can find a match at www.homeswapper.co.uk.



House Exchange has a simple and easy to understand website where you will be able to see the latest swap options as soon as they are available. To search for a home, visit www.houseexchange.org.uk.

Your communities

Sowing joy at Maytree Court

Volunteering, especially gardening, helped me at a really bad time, and now I carry on because I enjoy it,” said Northolt resident Cheryl – who transformed an unexpected redundancy into an opportunity to contribute to her community.

Guided by a passion for helping others, Cheryl has made a positive impact on her community - and herself - one flower patch at a time.

“If it makes one person smile, it’s worth doing,” she said.

After losing her job of 25 years, Cheryl discovered the rewarding and therapeutic power of gardening. Living in a flat without a garden, Cheryl’s journey into volunteering started with helping her sister and daughter with their overgrown gardens, before helping the caretaker in her own building.

Cheryl then started gardening at Maytree Court – a nearby sheltered housing block for older adults managed by the council – after meeting the council’s sheltered housing officer, Anna England.

Cheryl’s creative touch has transformed the communal garden at Maytree Court, turning bare patches into vibrant flower beds to brighten the days of residents - many of whom are unable to manage gardening themselves.

“Being able to create a nice garden for them to look at from their windows is rewarding,” she explained.

“I enjoy seeing the plants grow and learning what works,” Cheryl explained. “It’s hit and miss sometimes, but I’m not worried about plants dying - I just try something else. It’s nice to have the creative freedom to do what I want while helping others at the same time.”

Lesley Leonard-Williams lives in Maytree Court and has seen firsthand the difference Cheryl has made.



“Cheryl started work at Maytree Court a few years ago on a garden that was completely out of control,” she said. “Within a very short time she had turned the garden into a beautiful place that you would like to sit in and enjoy. She worked extremely hard, weeding and planting bulbs, shrubs, and flowers all around the site. She is a very lovely hardworking person and gets on with all the residents at Maytree Court.”

There are lots of opportunities in the borough to volunteer. Visit the Do Something Good website (dosomethinggood.org.uk) or take a look at some of the stories on the Around Ealing website for inspiration.

You can find out more about volunteering at our sheltered accommodation schemes by contacting residentinvolvement@ealing.gov.uk or 020 8825 6535.



Growing their own

Cheryl isn’t the only person helping make gardens in our communities look great - some of the tenants at a sheltered block in Southall have also been getting their hands in the earth.

Green fingered Harmony Lodge residents Surain Singh and his wife Surjeet Kaur have been gardening for a long time on the patch behind their flat. With a background in farming, Mr Singh brings some expertise to the plot, and this year the garden is once again looking beautiful, with rows of coriander and mint.

They are proud of their harvest and loves sharing it with other residents at the site. “We love to cook our homegrown vegetables and love it more when our neighbours enjoy them with us,” said Mr Singh. “We gain great satisfaction from sharing them.”



Boat trip for sheltered residents

Earlier this year, residents from Harmony Lodge experienced life aboard a narrow boat, with a free trip down the Grand Union canal.



Organised by estate staff in collaboration with Peabody, the 45-minute ride along the canal took the passengers from the estate to Glade Lane Community Garden and back again.

The residents, who were treated to tea and cake, were all amazed by the way the water level raised and fell when the boat passed through a lock.

Attendees also got the chance to go on a guided walk with a representative from the Canal and River Trust, exploring the tow path which runs behind the estate. They could also sign up for weekly walks and mindful movement and wellness classes, which aim to keep them active and engaged with their community.

Lodge residents Mr and Mrs Parakh enjoyed their trip. “We had the time of our lives”, they told us. “The way we were greeted and treated at the community centre by the whole team, the tea and cakes and biscuits and of course, the beautiful boat ride, all added up to make it a great day.”

Melloney Atuahene, another resident from Harmony Lodge (pictured on the right) described it as a ‘mini adventure’. She said: “Stepping aboard opened a world of new faces, fascinating history, and unexpected joy - like discovering weekly group walks I now cherish.”

Fixing disabled access problems at Lindsey House

Thanks for attentive council staff, a long running problem for wheelchair users at Lindsey House has been resolved.

11 years ago, card readers were introduced to operate the washers and dryers in the laundry rooms at this sheltered housing site in Ealing, to make the process more efficient. However, wheelchair users – like Brian Broadhurst, pictured - were unable to operate the machines independently, because a lack of space in the room made it impossible to reach the card reader. Instead, Brian always had to ask a neighbour to help.

However, in May, on an occasion when there were no neighbours in the laundry room to ask, Brian approached sheltered

housing officer Diana Ohanian. As well as helping him on the day, Diana set to work with colleagues and contractors to come up with a long-term solution. The route to the card reader has now been widened, enabling wheelchair users to fully approach it independently.

If you have experienced any similar long-term issues in your sheltered block, please tell us. Speak to the sheltered housing officer at your building to discuss the issue. You can find their contact details on the building’s noticeboard.



Your communities

Have your say - join our Ealing 100 Network

We are always looking for new people to help us improve our housing services.



The best way to ensure we meet your needs and expectations is to ensure residents from all backgrounds are fully involved in our decision-making process.

We want to engage with all of our communities - especially those we may have not reached before. That's why we have set up a new initiative for tenants called the Ealing 100 Network.

The network is part of our plan to ensure our services work for everyone, no matter what their background, gender, circumstances, age, marital or disability status, religion, appearance, or sexual orientation is. Under this scheme, we are setting up focus groups for tenants with 'protected characteristics' like:

- residents with support needs including disabilities
- LGBTQ+ residents
- younger people aged 18 to 25
- carers who are tenants and provide care for someone in their household
- care leavers
- single parents

By listening to a wide range of tenant voices, we can tailor our approach to ensure our services meet all needs. The aim of this initiative is to make sure that we hear from residents from a diverse range of backgrounds with a diverse range of needs, including under-represented groups of residents and that these residents support us to develop our housing services.

We will support you to join the network and share your views in platforms like our Housing Forum and various resident panels. We will provide training and information tailored to your needs to ensure you can influence how we can improve our housing service.

To join the Ealing 100 Network or find out more, contact our resident engagement team on residentinvolvement@ealing.gov.uk or **020 825 6535**.



You can register to get involved in take part in housing engagement by clicking on this QR code.



LGBTQ+ friendly homes

Last year we signed up to the national LGBTQ+ Housing Pledge, which aims to help lesbian, gay, bisexual, and trans residents feel able to enjoy their homes without fear of discrimination.



Signing up to the pledge means the council has committed to ensuring that LGBTQ+ residents can input at executive and strategic levels. We will also provide a programme of staff training.

We recently spoke with Helen Doherty—a proud member of the LGBTQ+ community and one of our tenants—about her experiences.

“This project is long overdue,” Helen says. “People like me, who are vulnerable due to our sexuality or health, often don’t know where to turn.” She believes strongly in the need for a dedicated point of contact for LGBTQ+ residents, who understands and helps build trust. That role is now performed by our resident engagement team.

Sadly, stigma still plays a role. “Many people feel judged or marginalised,” Helen explains. “They’re afraid of being seen as different. Sometimes it feels like people are questioning

your right to access services or even basic respect.”

Helen acknowledges that while many council staff are fantastic, proper training and awareness are key to improving interactions. “More staff are forward-thinking, and that’s a very positive sign. My advice is – talk to us like anyone else,” Helen urges. “Ask us how we’d like to be spoken to. Ask about our needs. That kind of respect and understanding helps everyone feel more comfortable.”

To others in the LGBTQ+ community, Helen’s message is simple but powerful: “You are not alone. I want to build a community where everyone feels included—regardless of sexuality, vulnerability, or disability.”

Helen has joined the council’s resident panel, ensuring there is an LGBTQ+ voice in our decision-making process. “This is a new beginning. Together, we can help take this project forward. Once this starts, I believe it’ll grow like a snowball. We just need to get it rolling.”

Want to get involved or find out more? Contact our resident engagement team on **020 8825 6535** or email residentinvolvement@ealing.gov.uk.

Sheltered tenants come together for VE Day event

This May saw the 80th anniversary of Victory in Europe Day – the official end of World War Two in Europe.

To mark the day, older residents living in sheltered schemes around the borough came together at Perceval House for a VE Day celebration.

We provided lunch and refreshments for guests, who took part in a VE Day quiz and other social activities which gave them a chance to share memories.

The partygoers finished their afternoon out by dancing to live music. The band entertained them with covers of rock and roll hits.



Your safety

Be fire safe on your balcony

With the warmer weather, those of you who have a balcony will probably be spending more time using it.

However, in recent years there have been a number of concerning incidents which have taken place on the balconies of council flats around the country.

Keeping you safe while you using balconies is both your and our responsibility.

When a property becomes empty, before we re-let it to new residents, we inspect the balcony to clear anything that has been left on it and check that it is in a safe condition and if any repairs are required.

Once you are living in the property, if you are concerned about the safety of your balcony railings or panels or a faulty lock on the access door to the balcony, report it to us so we can repair it. We will then arrange to visit you, carry out a survey, and order any materials for the repair as soon as possible. We may make a temporary repair to make your home safe and secure. If we find there is a serious problem, we will lock the door onto balcony until repairs are complete and it is safe for you to use it again.



A barbecue fire devastated the balcony at this home.

Using your balcony safely

Balcony fires are common during the summer months and can be devastating, as they can easily spread to adjoining properties - potentially leaving many people homeless. Follow these simple tips to protect yourself and your neighbours.



Children and vulnerable people are at higher risk of falling from a balcony if they are not watched. Always supervise them when they are out on the balcony and make sure that that they can't use toys or possessions left on it to lean over or climb onto the balcony edge.



One of the most common causes of house fires in London is **unextinguished cigarettes**.

Recent fires were found to be started by neighbours on higher floors flicking still lit cigarettes off of their balconies, which land on balconies below and ignite flammable materials.

Smokers can stay safe by putting out all cigarettes completely and disposing of them carefully. Never throw lit cigarettes or butts over your balcony.



You should never, ever light a **barbecue** on your balcony.

All barbecues, including disposables, are a serious fire risk when used so close to a building. They can stay hot for hours and smouldering debris can easily spit off the surface and land on another level of the building.



If **pigeon netting** has been installed on your balcony, it cannot be treated as a climbing frame or play equipment.



Never use your balcony as **storage space** for any personal items, but particularly for things that can catch fire like wood, gas cylinders, reed fencing, and so on.

For lots more information about fire safety within your home, visit www.london-fire.gov.uk



Look after your fire door – and it will look after you

Fire doors are vitally important in controlling the spread of fire and smoke in buildings.

They are designed to hold fire back for at least 30 minutes, enabling occupants to either remain in place or evacuate as instructed and giving the fire brigade time to fight the fire. It is essential that fire doors perform correctly.

As well as keeping fire out of your homes, the fire door will also slow its spread if the fire starts in your flat. By keeping fire out or in, it will help to keep you and your neighbours safe.

If your home has an original door which the council fitted, it would have met the necessary standards at the time it was fitted, but it must be in good condition and have a working self-closing device fitted.

If we have fitted a flat entry door to your home in the last few years, it is important you do not make any alterations to it. We will check all flat entry doors annually to make sure they are fit for purpose.



This fire door stopped the very serious fire in this flat from spreading further.

Never prop open fire doors or remove the self-closing devices on doors – they are vital in stopping the spread of smoke and flames. If a self-closing device is fitted to your home's front door, make sure it closes fully.

E-bike battery fires continue to rise

UK fire brigades are now tackling at least three lithium-ion battery fires a day, with e-bike and e-scooter batteries the main risk.

Almost a third of all lithium-ion battery fires in the country last year took place in London. There were 407 incidents – more than four times as many as the next highest region.

Most fires start while the batteries are being charged. Many recent fires have involved second-hand e-bikes or e-scooters which have been modified using parts bought online which do not meet the correct safety standard.



We need all e-bike and e-scooter users to help protect our community by following these rules:

1. Only buy certified devices from reputable retailers
2. Always follow manufacturers' instructions when charging
3. Never leave the device unattended whilst charging
4. Only charge your device when you are at home and awake - avoid charging when you are asleep
5. Always unplug your charger once it has finished charging
6. Always use the correct charger for your battery – the one supplied with the device.
7. Do not attempt to modify or tamper with the battery
8. Check the battery for damage before charging. If there is any damage, do not use it
9. Plug into outlets with circuit breakers
10. Charge in well-ventilated, outdoor areas away from combustible items
11. If you must charge indoors, do so in lower-risk areas like as kitchens with smoke detectors, away from items which easily catch light. Never charge in escape routes like hallways in flats
12. All waste batteries should be taken to your re-use and recycling centre.

Council buys 180 homes to let in landmark deal



We have completed a deal to buy 180 new homes at Berkeley Homes' Green Quarter development in Southall, to let at genuinely affordable rents to council tenants.

The homes, a mix of one-, two-, and three-bedroom properties, are currently under construction and are expected to be finished and let by early autumn 2026.

The multi-million-pound investment will help tackle the borough's acute affordable housing crisis. Ninety-six of the homes will be let at council tenants. On average, our rents are less than a quarter of their private rental equivalents.

We are pivoting to bulk purchasing homes in response to changing marketing conditions in the construction sector. With the construction sector experiencing a downturn, some housebuilders are increasingly open to selling homes they are constructing for market sale to affordable housing providers to let instead.

Recent years have seen an industry-wide slowdown in council housebuilding caused by hikes in the cost of labour, materials, and interest rates in the wake of the cost-of-living crisis. London-wide, the number of new council homes being built dropped from 2,070 starts in 2022-23 to just 13 in 2023-24.

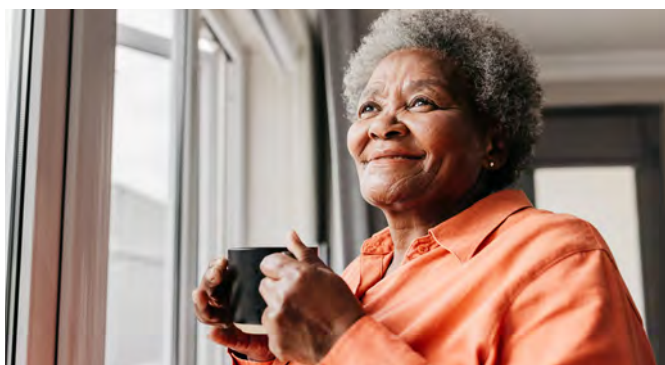
We are actively exploring further bulk purchases, with proposals for 108 homes in Southall and 110 homes in South Acton expected to be brought forward before the end of 2025.



Making homes suitable for someone with a disability



If you are disabled or have other vulnerabilities, we can help you maintain an independent lifestyle by adapting your home.



If you qualify for help, our occupational therapists can assess your needs and recommend special equipment and adaptations to make life easier. The equipment is available for free for tenants and on loan as long as needed.

The process is simple. You or any person acting on your behalf be it your GP or your family, can contact the Advice and Referral centre to discuss a referral, you can contact then on

020 8825 8000 or sscallcentre@ealing.gov.uk. If you qualify for help, our occupational therapists can assess your needs and recommend special equipment and adaptations to make life easier. The equipment is available for free for tenants and on loan as long as needed.

Minor adaptations include items like grab rails, door entry systems, raised toilet seats, bathing aids, and mobility aids for sight or hearing impairments

More substantial adaptations to your home include stair lifts, wheelchair ramps, and level access showers.

Already have adaptations in your home?

You can report an adaptation repair or chase an existing adaptation repair via My Account. Visit www.ealing.gov.uk/myaccount to register. You can also call 020 8825 5682 or 0800 181744.

If you want to report a repair for an installed lift, ceiling track hoist, or platform lift breakdown in a council home, please contact domesticliftadaptations@ealing.gov.uk.

If you have a lift or any hoist equipment in your home that has not been inspected in a while, please let us know via the details above.

Removing abandoned vehicles from estates



Abandoned cars and vans are a blight on our estates, taking up valuable parking spaces.

Every year, hundreds of vehicles are reported as abandoned. While not all turn out to be genuinely abandoned, some have not been moved for years. We have recently launched a crackdown on this problem. Following checks with the DVLA and police, 13 cars have been towed away from one estate in Hanwell alone, with more removed by their last registered keepers following warnings.

Vehicles parked on our estates must meet the same criteria as vehicles on the road: they must be in a driveable condition, with registration plates on the outside of the vehicle, and with valid tax, MOT and insurance.

We could remove any vehicle deemed to be abandoned without prior warning. Vehicles we tow away could end up scrapped if not claimed, and you may have to retrieve it from the car pound – which is not in London – and pay the release fees and storage costs.

Our staff monitor your estates and report any suspicious or nuisance vehicles. However, there is only so much we can do on our own, and we need your help.

Please report any abandoned vehicles on your estate to us on **020 8825 5000** or by scanning this QR code.



Flytipping crackdown



Fly-tippers beware. You could now be hit with tougher new fines of up to £1,000 – more than double the old amount.

A major borough wide crackdown has seen the council issue almost 200 fixed penalty notices to anti-social waste dumpers in the last two months. The new steeper fine replaces the old limit of £400, reflecting how seriously this issue is being taken. The zero-tolerance approach means Ealing now hands out more fly-tipping fines than any other London borough.

Fly tipping is the illegal dumping of any waste. As well as larger household items such as broken electrical goods, unwanted furniture, and builders waste, it also includes things like bags of everyday household waste.

Leaving your waste anywhere except in a bin is considered fly tipping. This includes leaving reusable, unwanted items in good condition on public land for other residents to take. We recorded 22,730 incidents of fly-tipping across the borough in 2024. We use evidence found in the dumped waste itself, CCTV footage, and videos from witnesses to track down fly-tippers and issue fines.

Tenants who fly tip could even find themselves breaching their tenancy agreements and losing their home.



You can help by reporting fly tipping problems online at: www.ealing.gov.uk/reportit or by using the Love Clean Streets app.

If you can't get your bulky waste to the tip yourself, a low-cost system for removing unwanted large items is available. The council will collect up to eight items for just £49. You could club together with a neighbour to share the payment. Find out more at www.ealing.gov.uk/bulkyitems.

Update on our referral to the Regulator of Social Housing

As you might recall, in 2022 we voluntarily referred ourselves to the Regulator of Social Housing (RSH).



Earlier that year, a detailed look at our building safety work highlighted some improvements that needed to be made. We found that we could not consistently provide the assurance required on record keeping, compliance checks, and follow up actions.

In response, we referred ourselves to the RSH, the national body which oversees social landlords like us. By voluntarily contacting the regulator, we took the lead in instigating improvements and were transparent about the need for immediate action.

In turn, in May 2022 the RSH then served us with a regulatory notice for breaching the Home Standard.

Since then, we have been working hard to address a series of improvements required, meeting regularly with the RSH. We have made good progress with safety checks, getting back towards 100% compliance with them after a backlog built up during the pandemic. All required fire risk assessments are currently up to date.

One of the reasons why we have not reached 100% for some checks is difficulty in accessing homes to do the checks. **If we send you a letter telling you a safety check is due, please use the contact details listed in it to make an appointment as soon as possible. The longer you leave it, the more you risk the safety of your family.**

We have also made a series of changes to the way we operate, including bringing in new leadership and restructuring our entire team. The restructure will ultimately give us the right people to deliver the best possible service to you.

Our recovery action plan anticipated that we would be back to full compliance by April 2023. However, some aspects of our commitment remain outstanding, and in May this year the regulator told us that we had failed to deliver against the terms of the regulatory notice. We are continuing to meet with the RSH each month, and we have redoubled our efforts to deliver all parts of our plan by the end of July.

All social landlords are subject to an inspection by the RSH every four years, and ours is now taking place. We will update you again on progress with both the regulatory notice and the inspection in the next edition of Housing News.

To find out more, please email BuildingSafety@ealing.gov.uk.

Refurbished lifts at Golf Links

The lifts in three blocks at the Golf Links estate in Greenford are being refurbished.

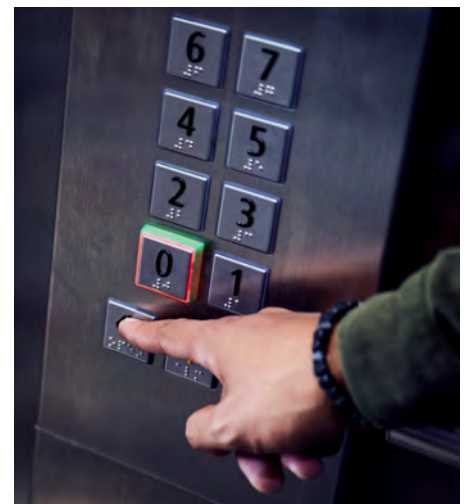
St Andrews, Gleneagles, and Sheringham Towers will each have both lifts upgraded this year, with work staggered to keep one lift in each building in service while work is done on the other one.

Jackson Lifts will be carrying out the work on behalf, which is expected to take 8-10 weeks for each lift.

The existing lifts have been failing on a frequent basis due to the age of many components. We know this has been causing real inconvenience for residents in the 12 storey blocks, which is why we have acted to refurbish them.

We have been in touch directly with residents to let them know details of when the works will be done and what the likely impact on them will be during that period.

Work is expected to be finished at all three blocks by January 2026. If you live in the blocks and have any questions, please contact your neighbourhood housing officer.



Meet apprentice scaffolder, Sam



“You get a practical feel of the job. It’s not like you’re staying in a classroom,” said Sam Udoekpoh, who works as an apprentice scaffolder.



“I like having a project in mind and working with others to meet goals and targets, contributing to the success of a project,” he added. “In the future I hope to be a full-time scaffolder, gain new skills and more experiences, and if possible, try different roles in the field.”

“I would recommend an apprenticeship to others as its hands-on, so you get better as you learn. You pick up skills quicker because you can see the work happening and you can contribute to the finished product.”

There are currently multiple employers across the borough with apprenticeship vacancies. Apprenticeships give people an entry way into a career, and are great for those who prefer a ‘hands on’ experience of learning. They offer the opportunity to gain practical work experience, achieve valuable professional skills, a qualification, and get paid all at the same time.

If you are interested in a career in construction, contact workealing@ealing.gov.uk to learn about opportunities, new vacancies, programmes, and get general support.

Sam currently works on a construction site in Northolt, helping to build 92 new genuinely affordable homes to let for us.

Due to be complete in spring 2026, Northolt Grange is contributing to our target of providing thousands more genuinely affordable homes. While the homes will offer local families much-needed security and stability, the wider community also benefits from the jobs in construction that the development provides.

Sam has lived in the borough for almost 17 years and has worked locally before he started his apprenticeship. Sam came across the apprenticeship opportunity, with home-building company Hill, through a friend who works in the industry. Sam joined the company in November.

He said: “I chose this apprenticeship as it was a sure way of finding work. With an apprenticeship you are given the opportunity to learn quickly from others and on the job. I have learned how to work well with people, respect different views, and how to handle tools. I enjoy working with others as part of a team. I also like that I get to work outdoors in the fresh air.”

Sam went on to talk about his goals for the future and why he thinks an apprenticeship is a great employment pathway.



A computer generated image of what Northolt Grange will look like once completed next year

Household Support Fund scams – don't get fooled



Scam emails have been circulating in the London area, trying to convince people who receive help through the Household Support Fund (HSF) to hand over money.

The fraudsters are posing as council teams who process HSF applications, telling readers they have money for them from the fund. However, they go on to insist that they need recipients to pay a refundable deposit before they can be sent their fund payment. No legitimate governmental organisation in this country would ask this.

If you have any doubts about a message, contact the organisation directly. We and other official sources will never ask for your personal details via email. Don't use the numbers or address in the message - use the details from their official website. Never send bank details or any other person information to unverified email addresses.

If you think you have been a victim of fraud, report it to Action Fraud on **0300 123 2040**.



Contact us

Housing hubs

Acton

Temporarily relocated to Perceval House in Ealing.
Appointments must be prebooked
Phone: 020 8825 5387
Email: actonhousinghub@ealing.gov.uk

Ealing

Perceval House, 14-16 Uxbridge Road, Ealing W5 2HL.
Appointments must be prebooked
Phone: 020 8825 5387 option 2
Email: ealinghousinghub@ealing.gov.uk

Greenford

Gainsborough Tower, Academy Gardens, Northolt, UB5 5PF
Open Mondays and Thursdays 9-5pm
Phone: 020 8825 5387 option 3
Email: greenfordhousinghub@ealing.gov.uk

Hanwell

1 and 2 Cheyne Path, Hanwell, W7 1QR
Open Mondays and Thursdays 9-5pm
Phone: 020 8825 5387 option 4
Email: hanwellhousinghub@ealing.gov.uk

Northolt

Gainsborough Tower, Academy Gardens, Northolt, UB5 5PF
Open Mondays and Thursdays 9-5pm
Phone: 020 8825 5387 option 5
Email: northolthousinghub@ealing.gov.uk

Southall

Gainsborough Tower, Academy Gardens, Northolt, UB5 5PF
Open Mondays and Thursdays 9-5pm
Phone: 020 8825 5387 option 6
Email: southallhousinghub@ealing.gov.uk

Havelock Advice Venue

33 Hunt Road, Southall UB2 4QB
Drop in Tuesdays and Thursdays, 9-5pm

Tenancy management

Phone: 020 8825 5387
Email: tenancymanagement@ealing.gov.uk

Paying your rent

Phone: 020 8825 8477
or 24-hour rent payment line: 020 8825 8346
Email: housingrents@ealing.gov.uk

Repairs and maintenance

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

Safer communities (antisocial behaviour)

Phone: 020 8825 5994
For noise nuisance: 020 8825 8111
Email: safercommunities@ealing.gov.uk

Home ownership (Right To Buy enquiries)

Phone: 020 8825 5583
Email: homeownership@ealing.gov.uk

Caretaking services

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

Estate services

Phone: 020 8574 6825/7385
Email: estateservices@ealing.gov.uk

Compliments, complaints and suggestions

Email: housing.environ.complaints@ealing.gov.uk