



Great homes: Better lives

Our plan for housing in Ealing

2025 to 2030



What is in this booklet



Page 1 About our plan



Page 3 Different kinds of housing we talk about in our plan



Page 6 About Ealing



Page 8 4 important things we want to do



Page 20 Contact us



About our plan

We are Ealing Council. We want Ealing to be a safe, fair and welcoming place to live and work.



To help people live well, it is really important to have good homes and local areas.



We want everyone in our area to:

- Have safe and good quality housing that they can afford.
- Live in good neighbourhoods where people get along and help each other.
- Live healthier and happier lives.



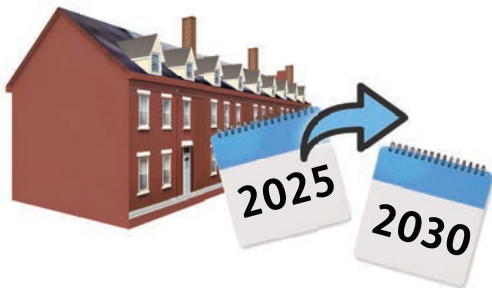


We have written a new plan for housing in Ealing.



Our plan will say what we want to do to make housing better for everyone.

It tells you:



- What we want to do about housing in Ealing in the next 5 years

and



- How we will do it.



We will work closely together with local people to make our plan happen.

Different kinds of housing we talk about in our plan



Housing association

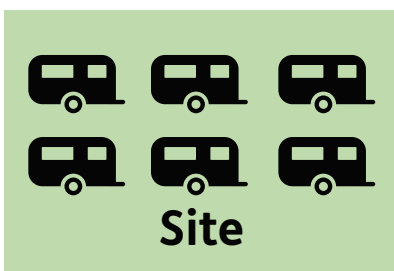
This is an organisation that helps people with low cost housing.



Landlord

This is a person or organisation who owns homes that people live in.

People pay money called **rent** to live there.



Gypsy, Roma and Traveller sites

A **site** is an area where caravans or mobile homes can park.



Gypsy, Roma and Travellers are people that may not have a house and move around a lot.

Temporary and emergency housing

This is where we find homeless people somewhere to stay for a short time.

This might be a flat, shared house, or a hotel.



The person stays here until they can move to a home where they can stay for longer.



People might need temporary or emergency housing if:

- Their landlord has told them to leave their home.



- Their home is being **repaired**.

Repairs is when things in your home are being looked after or fixed.





- They are escaping from **abuse**.

Abuse is when someone does or says something to hurt you or make you feel bad.



Social housing

These are houses or flats that are owned by a housing association or a council.



People pay rent to live in the house or flat.

About Ealing

Ealing is made up of 7 areas:

- Acton
- Ealing
- Greenford
- Hanwell
- Northolt
- Perivale
- Southall



3 hundred and 67 thousand people live in Ealing.



Less than half of all homes in our areas are owned by the people who live in them.



The rest of the homes are rented.



People wait up to 12 years to get a 3 bedroom home from the council.



1 in 42 **households** are homeless or could be homeless soon.

A **household** is a person or a group of people who live together.



We need a housing plan that works well for people now and in the future.

4 important things we want to do



There are 4 important things we want to work on in our plan:

Important thing 1: Homes that people can afford



We want to make sure there are enough homes for everyone.

Things we will do:



We will build homes that people can afford.



We will make sure we have good homes for people with disabilities and other needs



We will involve local people when we make decisions about housing.

This will help us to make sure we have housing that people want and need.



We will make a new site for people who are Gypsy, Roma and Traveller when they travel through Ealing.



We will set up more temporary and emergency housing.

Important thing 2: Better homes and local areas



We want to make homes and local areas better, so people are happier and healthier.

Things we will do:



We will make sure that new homes and local areas are well planned.



We will make homes warmer and cheaper to heat.

We will work together with an organisation called Warmer Homes London to do this.



We will make sure that landlords follow the law about renting homes to people.



We will make sure that repairs are made as quickly as possible.



We will stop damp and **mould** in people's homes.



Mould looks like black marks. You might see it on your walls or around your windows.



Having damp and mould in your home can make you very poorly.

Important thing 3: Housing services that support people to live well



We want to make sure that landlords listen to people and treat them well.

Things we will do:

We will help landlords with things like bad behaviour and **complaints**.

A **complaint** is when someone tells an organisation they are unhappy about something.



We will start a group for people who rent their homes to meet and have their voices heard



We will make sure that health and housing services work well together.



This is because good housing helps people to have good health.



Poor housing can cause illness and stress.



We will support people who are being abused by a family member, partner or someone close to them.

Important thing 4: Better lives and communities



A **community** is where people live, work and play in the same area.

It can include friends, neighbours and family too.



We want to support people in their communities and help them to have control over their lives.

Things we will do:



We will make sure that everyone can get the housing and support they need.



Nobody will be left out because of things like their race, age, or a disability.



We will open places called **hubs**.
A **hub** is a place where people can go for advice and support about housing.



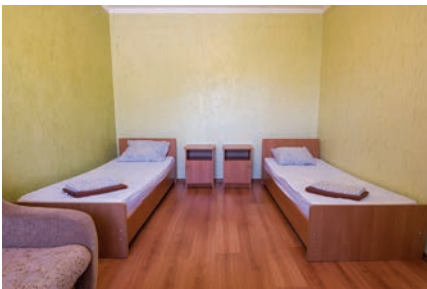
We will support people who might be homeless soon, to stop them losing their homes.



We will support families who are:

- Living in homes with too many people in them

or



- Living in temporary or emergency housing.



We will welcome **refugees**.

Refugees are people who have had to leave the country they live in.



The country where they live is not safe for them.



We will work with other organisations to help people who are homeless and sleeping on the streets.



We will work with other organisations.
We will make sure there is enough housing for different groups of people.



This might be:

- Older people.



- People with a **physical disability**.

A **physical disability** is a disability that affects your body.



- People with **mental health** problems.

Mental health is how you feel in your mind and how you cope with everyday life.



- People with a learning disability.



- Autistic people.

Contact us



If you need help with housing, you can contact our housing advice team:



By Phone:

020 8825 8888



By Email:

homelessnessadvice@ealing.gov.uk



By Post:

Housing Advice Service
4th Floor
Perceval House
14-16 Uxbridge Road
Ealing
W5 2HL