

Ealing Council tenant's handbook

An essential guide to your tenancy, home, and neighbourhood



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Ealing Council

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Welcome

We are happy to welcome you as a tenant of Ealing Council. This handbook is designed to provide you with all the essential information about your tenancy, your rights and responsibilities, and the services available to you.

You will receive this document at the start of your tenancy, and the most up-to-date version is always available on our website at ealing.gov.uk/housing, where you can also find further information about our housing services and support.



Your tenancy agreement

Your tenancy agreement is a legally binding document that sets out the terms and conditions of your tenancy. It explains your rights as a tenant and outlines your responsibilities to both your home and the wider community. You have been given a signed copy of your tenancy agreement, please keep it safe.

All tenants are currently offered a secure tenancy. Secure tenants have 'security of tenure'. This means that your tenancy can only be ended with a court order if it is proven to the court that there is a good reason to evict you.

If you are a secure tenant, you will remain one, so long as:

- the property is your only or main home
- you do not completely sublet your home
- the court does not make an order ending your tenancy

Your housing account

You can access council services online using [My Account Online Housing Account](#). You can use this service to view your tenancy details, check your rent balance, and manage payments.

Lettable standards

Ealing Council ensures that all properties meet specific standards before letting them. Learn more about the expectations for your home by visiting the [Lettable Standards](#) page.

Your rights and responsibilities

As a tenant, you are entitled to:

- live peacefully in your home without interference, provided you comply with the terms of your agreement
- request repairs and maintenance for issues the council is responsible for
- be consulted on matters affecting your home or the services provided by the council

It is your duty to:

- pay your rent and service charges in full and on time
- take care of your home and keep it in good condition
- report any repairs or issues that need attention promptly
- behave respectfully towards your neighbours and avoid causing any nuisance or antisocial behaviour
- inform the council of any changes to your household or personal circumstances
- responsibility for maintaining own garden as part of your property including trees and hedges
- to use your home as your principal home and not to sub-let your home

Failure to comply with your tenancy terms may result in enforcement action. This could include warnings, legal notices, or even eviction in severe cases. Legal action is always a last resort, and we will always try and work with you to avoid the need for any enforcement action.

Changes in circumstances

If your circumstances change, such as a household member moving in or out, or if you need to move to a different property, you must notify the council immediately.

Guidance on how to request a tenancy change or transfer is available through our housing team.

Assigning a tenancy and succession

Under specific conditions, you may transfer your tenancy, which is called assignment. Secure tenants of Ealing Council have the right to assign their tenancy to another member of their household who would qualify to succeed the tenancy if you were to pass away, as long as there has not been a previous succession or assignment of the tenancy.

Your tenancy agreement contains a statutory right to succession which sets out who your tenancy could be passed onto if you were to pass away. There is only a right to one succession, and you should contact your housing team to find out the specific rules in relation to succession rights.



Tenancy fraud

One of the conditions of your tenancy is that you must use the property as your only or principal home. You must also not sublet all of your property and this includes renting out your property for short periods via websites such as Airbnb.

We regularly check to find out whether tenants are unlawfully subletting by making unannounced visits to your home.

If you are found to be subletting your property, we will take legal action to recover possession of your home. As subletting is a criminal offence, you can also be prosecuted and fined.

If you suspect that a property has been abandoned or that someone lives in a property without our consent, please report this to Ealing Council's 24-hour fraud hotline on freephone 0800 328 6453 or 0208 825 7594.

Insuring your home contents

The council is only responsible for insuring the structure of your home and **does not** insure home contents. You are responsible for any loss or damage to your belongings, such as furniture or decorations, through theft, fire, flooding, vandalism or accident.

It is strongly recommended that you take out contents insurance and the council has teamed up with Aviva to provide home contents insurance for council tenants. Under the scheme, you will not need to pay an excess to make a claim. The scheme is administered by Wessex Group, who work with the insurer Aviva to provide insurance cover for our tenants where required.

You can obtain an application form by contacting your local housing hub.

Further information can be found on the [insuring your home contents web page](#).

Right to buy

Eligible tenants may have the opportunity to purchase their council property under the Right to Buy scheme.

To qualify, you will need to have a secure tenancy for your property, and you must have been a social tenant for 3 or more years. This does not need to be continuous, and you can include time with other social landlords and housing associations.

Find more details on the [Right to Buy web page](#).

Sheltered housing

Ealing Council has 34 sheltered housing schemes that provide up to 1100 units of housing for older people who live in Ealing.

The criteria to access sheltered housing is age related and in normal circumstances applicants need to be aged 60 or over. We will consider applicants who are under 60 if they have a chronic illness that impacts on their mobility.

Sheltered housing tenancies are all secure tenancies and have the same rights and responsibilities as every other secure tenancy in Ealing.

The sheltered housing vision is to provide a safe and secure home for life. Staff are trained to deliver a person-centred service to every tenant which focuses on assisting and supporting them to maintain their tenancies.

Staff will:

- complete a person-centred support plan, needs and risk assessment which is based on supporting people to maintain their tenancies and live independently
- ensure that all health and safety requirements for people and buildings are in place
- support tenants to engage with the community to reduce isolation
- support tenants to access guest rooms for their visitors
- manage the laundry facilities within the building
- manage the communal lounge to help sustain the community within and outside of the sheltered scheme

More details about sheltered housing and the location of our sheltered housing properties is available on the [Ealing Council website](#).

If you would like to discuss any issues around sheltered housing, please contact ShelteredHousing@ealing.gov.uk or Mohammed Patel (sheltered housing manager) on patelmo@ealing.gov.uk



Pets

Ealing Council is positive about tenants keeping pets and encourages and supports responsible pet ownership subject to reasonable terms and conditions.

In general needs accommodation, the following rules apply to keeping pets:

- if you do not have a private garden; you can have 1 dog or 1 cat
- if you have a private garden; you can keep up to 2 dogs or 2 cats or 1 dog and 1 cat
- you can also keep 2 small, caged animals such as hamsters, guinea pigs, rabbits, birds, reptiles etc. but not venomous snakes.

In sheltered housing you can keep 1 dog or 1 cat.

If you want to keep pets over and above the permitted number, or you wish to keep a pet not detailed above, you must get written permission first by contacting your housing officer.

It is your responsibility to look after your pet, and it must not cause a nuisance to other households.



Paying your rent

Paying your rent on time is an essential part of your tenancy agreement. The rent you pay helps Ealing Council maintain and improve homes and services across the borough.

Rent and other charges must be paid on Monday every week. If you choose to pay fortnightly or monthly, you must pay in advance. It is important that you pay rent regularly to prevent rent arrears.

Your rent account

Access your rent account online to monitor your payments, check your rent balance, and manage your finances. Visit the [Online Housing Account](#) for 24/7 access to your account.

How to pay

We offer several convenient ways to pay your rent:

- 1. online payments:** Visit [Ways to pay your rent](#) to make a secure online payment
- 2. direct debit:** The easiest way to ensure your rent is paid on time. Contact us to set up a direct debit arrangement
- 3. standing order:** Arrange regular payments through your bank using your rent account number
- 4. telephone payments:** Call our automated payment line on 0208 825 8346 (option 1), available 24/7, to pay using your debit or credit card
- 5. in-person payments:** Visit your local Post Office or PayPoint location with your swipe card to make a cash or card payment



Service charges and heating charges explained

Day to day annual service charges are your share of the cost of managing, maintaining, repairing, insuring and providing services to the block or estate in which you live.

This includes services such as:

- cleaning
- concierge services
- grounds maintenance
- pest control
- CCTV
- communal electricity & lighting
- mechanical & electrical services
- lift services
- graffiti removal
- tree services
- additional refuse collection
- heating and hot water (when supplied by the council)

These charges are due to the landlord (London Borough of Ealing) under the terms of your tenancy.

Rent arrears

Falling behind on your rent can put your tenancy at risk. If your rent account goes into arrears:

- we will write to you to discuss the issue and arrange a suitable agreement with you to clear your rent arrears
- it's essential to respond promptly to avoid further action, which could lead to legal proceedings

What to do if you're struggling to pay your rent

We understand that circumstances can change. If you're experiencing financial difficulties, it's important to contact us as soon as possible. We can help by:

- offering guidance on managing your payments
- connecting you with financial advice services
- setting up affordable repayment plans for arrears

Benefits

If you're on a low income or receive benefits, you may be entitled to financial support:

- **Universal Credit:** If you claim Universal Credit, it's your responsibility to ensure your housing costs are paid to Ealing Council. Further information can be found at [Universal Credit: What Universal Credit is - GOV.UK](#)
- **Housing Benefit:** If you're eligible for Housing Benefit, you can apply via [Benefits and financial support](#)
- **Local welfare assistance:** local welfare assistance is a discretionary support scheme. This fund is to help people to try to maintain an independent life or for those facing an immediate financial crisis. You can apply via [Local welfare assistance](#)

If you have any questions about your rent account and paying your rent, please contact our income team:

Telephone: 020 8825 8477

Email: housingrents@ealing.gov.uk



Your home

Ealing Council is committed to ensuring that your home is safe, secure, and well-maintained. This section outlines your responsibilities, how repairs are handled, and the support we offer to keep your home in good condition.

Repairs and maintenance

Reporting repairs

If something in your home needs repairing, it's important to let us know as soon as possible. Here's how you can report repairs:

1. **online:** Log your repair request through the Ealing Council website at [Report a housing repair](#)
2. **by phone:** Contact our repairs team on 020 8825 5682 or 0800 181 744

Our responsibilities

Ealing Council is responsible for maintaining:

- **structural issues:** Roofs, walls, windows, and external doors
- **plumbing:** Water supply, baths, sinks, and toilets (excluding blockages caused by misuse)
- **electrics:** Wiring, sockets, and light fittings
- **heating systems:** Boilers, radiators, and water heaters
- **communal areas:** Shared spaces in blocks and estates, including lifts, lighting, and stairwells

We aim to carry out repairs within set timeframes depending on their urgency:

- **emergency repairs:** Responded to within 24 hours
- **urgent repairs:** Completed within 5 working days
- **routine repairs:** Completed within 28 working days

Emergency repairs

We respond to emergency calls within 1 working day. If there is serious damage to the property, or risk to life, we will respond within 4 hours, whatever time of day it is. This is for repairs that are necessary to remove immediate danger to people, avoid flooding, major damage to the property, or to make the property secure.

Your responsibilities

As a tenant, you are responsible for:

- **basic maintenance:** Tasks like replacing light bulbs, unblocking sinks, and keeping your home clean and tidy
- **damage repairs:** Fixing any damage caused by you, your household, or visitors
- **reporting issues:** Promptly informing us of any repair needs or maintenance issues
- **safety:** Ensuring that smoke alarms and carbon monoxide detectors are working and tested regularly

Access for repairs

Our contractors may need access to your home to carry out repairs or maintenance work. You will be given advance notice, and we appreciate your cooperation in allowing access at the agreed time.

Home improvements and alterations

If you want to make changes to your home, such as installing new fixtures, you must get written permission from Ealing Council before starting any work. Unauthorised alterations may need to be removed.

Requests to make alterations to your home should be made in writing to your housing officer. Depending on the nature of the request, we may need to inspect your property before and after the work has been completed.

Aids and adaptations

If you or someone in your household has a disability, free home adaptations and improvements may be available to support you to remain in your home. These adaptations can range from minor installations, such as handrails, to major changes, like stair lifts.

To access these services, an assessment is required. This will be conducted by an occupational therapist from either social services or the NHS. Based on their evaluation, they will recommend appropriate adaptations tailored to specific needs.

To explore this option, visit the [Equipment and adaptations webpage](#) on the Ealing Council website.



Damp and mould

Damp and mould can have a significant impact on both your health and your home. Ealing Council takes this issue seriously and is here to support you in addressing and preventing it.

How to report damp and mould

- **contact us promptly:** If you notice damp patches, mould growth, or excessive condensation, report it to our repairs team using the contact methods listed above
- **what we'll do:** Upon receiving your report, we'll assess the cause, such as leaks, ventilation issues, or other underlying problems, and arrange for appropriate repairs or treatments

How to prevent damp and mould

While Ealing Council is responsible for addressing structural issues, you can take steps to reduce the risk of damp and mould in your home:

- **ventilation:** keep your home well-ventilated by opening windows or using extractor fans, especially in kitchens and bathrooms
- **heating:** maintain a consistent temperature during colder months to prevent condensation
- **drying clothes:** avoid drying clothes indoors where possible or use a ventilated space if necessary
- **cleaning:** regularly clean affected areas with appropriate products to prevent mould from spreading

If damp and mould persist despite your efforts, please report it immediately so we can investigate and assist further.

Further information about damp and mould and a useful leaflet are provided on our website [Damp and mould](#)

You can report damp and mould to us online by: [completing this form](#)

You can report damp and mould by email: dampandmould@ealing.gov.uk

You can report damp and mould by calling: 020 8825 5682 (lines are open 9am to 5pm Monday, Tuesday, Wednesday, and Friday, 10am to 5pm on Thursday).

Building safety

At Ealing Council, keeping residents safe in their homes is a top priority. We work proactively to meet all government guidance and regulations, taking every necessary step to ensure our buildings are safe, compliant, and well-maintained.

We are committed to the safety and wellbeing of all tenants and leaseholders. Our goal is to provide secure, modern homes that meet the needs of our residents. This is supported through regular stock condition surveys, planned improvement works, and ongoing consultation with tenants.

Annual safety checks

Building and fire safety are central to our approach. We continuously assess and minimise risks, ensuring full compliance with safety standards. For detailed guidance and support, please visit our [Building and Fire Safety web page](#).

Fire safety

We carry out fire risk assessments (FRAs) on all council-owned properties with communal areas. These assessments are done by qualified external consultants, to minimise the chance of fire. They do not cover the safety of residents inside their own flats.

The frequency of a FRA depends on the building type and risk level. High-risk buildings are assessed yearly, while low-risk buildings are assessed every 3 years.

We are also responsible for the maintenance, replacement, and compliance of fire doors and fire safety systems to prevent the spread of fire and to make sure there are safe escape routes.

Smoke alarms, heat detectors, and carbon monoxide detectors

Since The Smoke and Carbon Monoxide Alarm (Amendment) Regulations came into force in October 2022, landlords have been legally required to install working smoke alarms on every floor of a rented home and carbon monoxide alarms, also known as a CO detector, in any room containing a fixed combustion appliance. These detectors must be tested and maintained to make sure they remain in working order.



Electrical safety

We carry out electrical safety inspections, known as electrical installation condition reports (EICRs) in all council-owned homes at least once every 5 years, and in communal areas in line with risk-based frequencies, to ensure resident safety and compliance with regulatory expectations.

Water compliance

Landlords have a legal duty to assess and control the risk of exposure to legionella bacteria under The Control of Substances Hazardous to Health (COSHH) Regulations 2002. This includes completing risk assessments, regularly checking water temperatures, cleaning showerheads, and flushing unused outlets in communal systems.

Asbestos management

Under The Control of Asbestos Regulations 2012, landlords must manage asbestos in communal areas of residential buildings. This includes carrying out asbestos management surveys, re-inspections (typically yearly), keeping an asbestos register, and making sure information is shared with contractors. Where refurbishment or demolition is planned, a more detailed survey must be carried out.

Lift safety

All lifts are inspected every 6 months and maintained monthly under The Lifting Operations and Lifting Equipment Regulations 1998.

Home safety guide

[Ealing's Home Safety Guide](#) offers further guidance and practical advice on how to prevent fire hazards and electrical accidents within Ealing Council properties.

Parking

Most council estates do not have permit parking and parking is on a first come first served basis. This means that anyone can park in the car park and there is no enforcement of any kind.

Following requests from residents, we have now introduced permit parking on a limited number of our estates. In addition, many street properties may have permit parking on the highway, known as a controlled parking zone (CPZ).

There will be signage in your car park/on the street advising if your area falls into a CPZ.

Controlled parking zones (CPZs)

CPZs are permit parking areas on streets where eligible residents can apply for permits. An enforcement team regularly carry out patrols and issue penalty charge notices (PCNs) if the vehicle does not have a valid permit or is breaching parking rules.

Estate parking

This is where residents have agreed to controlled parking on housing estates and eligible residents can apply for permits. Enforcement works the same way as CPZs with PCNs being issued if a vehicle does not have a valid permit or is breaching parking rules.

Permits for both types of schemes can be applied for online at [Resident's permits](#)

Disabled parking

Residents who have a blue badge can apply for permits at a discounted rate. By having a permit, it means you do not have to display your blue badge when parking in a disabled space. You can apply for a disabled permit at [Apply for a new disabled bay parking permit](#)

Visitor parking

If you require permits for visitors, you will need to set up a Pay By Phone account at www.paybyphone.co.uk. You can then purchase visitor permits using your account..

Garages

All Ealing Council garages are managed by our contractor, Secure Parking & Storage (SPS). They deal with all aspects of garage tenancies, rental payments, area waiting lists and minor repairs to garages. All major garages repairs (new doors, new roof etc.) are dealt with by Ealing Council.

To find available garages near you, contact Secure Parking and Storage:

Telephone: 020 8035 0315

Email: ealing.garages@secureparkingandstorage.co.uk



Grounds maintenance (tree maintenance, graffiti removal)

Trees

Trees in communal areas of estates are inspected every three years by the tree service. Information on when and why pruning takes place can be found here: [Tree pruning](#)

Grounds maintenance

Grounds maintenance is provided by the council's contractor, Green Ealing Limited. All estates will receive the following services:

- grass cut at least 8 times per annum (dependent on growth/weather)
- 6 shrub bed maintenance visits
- hedge maintenance is carried out once or twice per year depending on the type of hedge. Further information is provided on our website: [Hedges](#)
- Information about grass cutting can be found on our website: [Grass cutting](#)

Tenants are responsible for maintaining their own gardens, as outlined in the Rights and Responsibilities section of this handbook.

Internal cleaning

The estate services team are responsible for ensuring that the internal communal parts of buildings are kept clean and tidy on the day of scheduled cleaning.

The service ensures that:

- all blocks in receipt of caretaking and cleaning receive a clean once a week
- health and safety checks are carried out on each visit
- hazards left within the building are removed
- light bulbs reported or noted as not working when we visit, will be replaced wherever accessible
- communal repairs are reported
- fly tipping is removed regularly

External cleansing

External cleansing is provided by the council's contractor, Green Ealing Limited. The scheduled frequency of services provided are designed to meet residents' needs and have been tailored to reflect the size of each location.

The service will provide:

- regular standard cleansing of all communal areas includes removing litter, broken glass, animal mess and small fly-tips
- regular deep cleansing that includes standard cleaning plus weeds, blossom, leaves and the build-up of dirt and grit

Waste and recycling

Residents in houses have individual bins for rubbish, recycling and food waste. Residents living in larger blocks on estates have communal bins for rubbish, recycling and food waste.

Residents can recycle:

- cardboard and thin card
- paper, envelopes and junk mail
- newspapers and magazines
- plastic bottles, pots and tubs
- metal tins and cans, aerosol cans and clean foil
- glass bottles and jars
- food and drink cartons

Residents can also:

- report a missed collection www.ealing.gov.uk/reportit
- find out their collection day and type of service available www.ealing.gov.uk/collectionday
- book a bulky waste collection (non-household waste items that will not fit in a bin bag or wheeled bin) www.ealing.gov.uk/bulkywaste
- find out more information about recycling www.ealing.gov.uk/recycling



Your community

Ealing Council is committed to fostering a strong sense of community and ensuring that your living environment is safe, clean, and welcoming. This section explains the services available to enhance your estate, ways to get involved in community initiatives, and how you can play a role in maintaining a positive and supportive neighbourhood.

Being a good neighbour

Being a good neighbour means being considerate of others and respecting other people's views and lifestyle.

You can be a good neighbour by following these guidelines:

- let people know beforehand if you are having a party and remember to keep the noise down particularly after 11pm
- be careful not to disturb your neighbours after midnight
- if you come home late at night, do not slam the doors or put the television on too loudly
- advise your neighbours beforehand if you're planning to carry out any noisy DIY work, and ensure it is completed within reasonable times. DIY noise includes drilling and hammering; decorating, and associated activities such as moving around furniture etc
- dispose of your rubbish properly
- look after your pets and don't let them foul communal areas or cause a nuisance in any other way
- be tolerant of children playing, unless they are causing damage, or engaging in activities that may be dangerous to themselves or others
- behave as you would want others to behave towards you and your family

Antisocial behaviour

Everyone has the right to feel safe and comfortable in their homes and neighbourhood, and Ealing Council is committed to stopping any behaviour that makes our residents feel unsafe.

Antisocial behaviour is defined as behaviour capable of causing harassment, alarm or distress to others – that includes any behaviour that makes a person feel unsafe or creates concern for the safety of others. Your tenancy agreement (as with all tenants of Ealing Council) sets out explicitly that the council can and will take action against anyone who engages in this type of behaviour – this includes anyone residing in or visiting your property.

Remember: your tenancy agreement makes you responsible for the behaviour of anyone living in or visiting your home – even if you are not present when their behaviour is occurring.

Antisocial behaviour can include:

- drug-related problems (drug dealing, drug use, and drug associated litter)
- taking advantage of vulnerable people (including 'cuckooing')
- hate crime and hate incidents
- verbal abuse or physical threats and intimidation
- damage to property
- congregating in communal areas in a way that makes people feel intimidated or unsafe
- unauthorised encampments
- antisocial outdoor drinking
- nuisance or dangerous animals

Any criminal incident or antisocial behaviour should be reported to police:

- telephone 101
- online www.met.police.uk/report

As a tenant of Ealing Council, you have access to enhanced support from the council and you can report antisocial behaviour to the council's safer communities team. This dedicated team will investigate and consider all possible interventions and enforcement action to resolve any antisocial behaviour you may be experiencing.

You can reach the team 9am-5pm weekdays on 020 8825 5994 or by email at: safercommunities@ealing.gov.uk

The team will always aim to respond to your enquiries within 1 working day. As a council tenant, there are increased protections and services in place to you as part of the council's duty to you as a landlord. As well as intervening and warning perpetrators about their behaviour, the safer communities team can use legal tools including injunctions, community protection warnings and notices of seeking possession to tackle those involved in repeat or serious antisocial behaviour.



Noise nuisance

The council also offer a noise and nuisance response service for tenants affected by noise or other environmental nuisance (for example smoke or serious odour). You can request a visit from the council by calling the noise and nuisance team on 020 8825 8111. The team operate 7 days a week, including a late-night service on most evenings and will always aim to respond within 1 hour to witness the disturbance that is reported and to take action to stop it and prevent it from recurring.

Domestic abuse

You can report any incident of domestic abuse on 999 or at any police station. If it is not an emergency, you can also telephone 101 to speak to the police. If you already receive support from either adults' or children's social services, your social worker may be able to help and advise you about any risk of violence or abuse.

Your housing officer and the council's safer communities team can also help, and you can always approach these services in person or by email or telephone for advice or support if you are affected by any form of domestic abuse.

Women experiencing domestic abuse may be offered accommodation in a women's refuge. Some refuges are specifically for women from certain backgrounds, such as Irish or Asian women. Staff at refuges can give you advice about your situation and discuss your options for moving on.

Across Ealing there are a number of support services available to help you in making the right decisions for you.

We provide a range of information about support for victims of domestic abuse on the council website [Domestic violence and abuse](#).

If you urgently need to leave your home and go to a place of safety, telephone the National Domestic Violence Helpline on 0808 2000 247. This service is free and is open 24 hours a day.

If you think you need to leave your home, try to get advice from Ealing Council's housing solutions team. Do not place yourself at risk. If you are in danger, calling the police emergency number 999 should be your first action.

If you need general advice about accommodation, telephone the council's housing advice service on 020 8825 8888, 9am to 4pm Monday to Friday.

You can also email housadv@ealing.gov.uk

For emergency out-of-hours housing assistance from the council, telephone 0208 825 5000.

Please contact your housing officer to discuss the matter in confidence.

Tenancy Management

Phone: 020 8825 5387

Email: tenancymanagement@ealing.gov.uk

Resident engagement - how to get involved

We encourage tenants to actively participate in shaping the future of their communities and we are always looking for new people to help us improve our housing services.

You can get involved in different ways, from quickly responding to a text message, to spending a couple of hours a month mystery shopping our services.

If you would like to get involved, please contact the resident engagement team for further information on how to get involved in any of the opportunities listed below.

Telephone: 020 8825 6535

Email: residentinvolvement@ealing.gov.uk

Resident housing forum

The resident housing forum is chaired by the cabinet member for safe and genuinely affordable homes and includes tenants, leaseholders, and senior housing managers. Its main goal is to work with residents to scrutinise and improve housing services. Recommendations from resident panels and workshops are reported to this forum.

The housing forum meets every 3 months.



Housing board

We have changed how we understand tenant and leaseholder experiences. We know it's important to include your views in the council's decisions. The housing board consider tenant and leaseholder experiences before changing policies. Experts on the board will use recommendations from the housing forum to manage housing services in the borough.

The board meets every 3 months.

Resident asset management panel for scrutiny (RAMPS)

RAMPS is an asset management scrutiny body for tenants and leaseholders. It is to ensure that tenants and leaseholders help shape, challenge and influence the service delivered by the building safety, capital works and the repairs teams (asset management). Senior management and resident engagement support residents to effectively engage on issues for the whole borough and locally where they live.

This panel helps shape, challenge, and influence:

- building safety
- major capital works projects
- repairs and maintenance

The resident panel meet every 3 months.

Mystery shopping

Resident mystery shoppers test out our housing services to make sure we are meeting the needs of our residents. This is done by carrying out checks using phone calls, site visits, surveys and observations.

There are 3 main reasons for carrying out mystery shopping, to make sure:

- council staff are polite and efficient when dealing with questions
- the correct information is given to residents when they contact us
- services are carried out to a good standard

The resident recommendations that result from mystery shopping are reported to the resident housing forum and are reviewed by relevant housing service managers.

Resident engagement network

This is an information sharing forum for tenants and leaseholders. The network provides you with information about a range of housing teams.

Housing teams also use this network to consult with residents on their work.

Campaigning for Action in Sheltered Housing (CASH)

CASH is a community 'umbrella' group that represents all Ealing Council's sheltered housing schemes. It is a forum to consult with sheltered residents on any changes that will directly affect them. Sheltered housing tenants are also given the chance to raise any tenancy issues.

As well as inviting council staff members, the committee invite external organisations who they feel may have topics of interest to the group.

Wiserheads

Wiserheads is a general needs community group based across the borough. They support council tenants in general needs accommodation, aged 65 and over.

The group focuses on:

- reducing isolation among elderly residents
- relieving hardship
- the social exclusion of older people

Ealing Council Leaseholders Association (ECLA)

Leaseholders in the borough are represented by the Ealing Council Leaseholders Association (ECLA). ECLA helps the council meet and discuss the needs of leaseholders. It also allows leaseholders to learn about council services, future improvements, or changes that could affect them. Representatives from ECLA also sit on the housing forum and the housing board.

[Read more about ECLA by clicking on this link](#)



Ealing 100 network

We want to make our engagement methods accessible to all communities, especially those we have not reached before. By collecting detailed resident data, we can tailor our engagement strategies to meet community 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.

This will be done through Ealing 100, which is a new initiative to set up focus groups that represent those with 'protected characteristics' such as:

- 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

Equality and diversity

All groups consider and show respect for the opinions, circumstances and feelings of colleagues and the public. This includes everyone, no matter what their position, background, circumstances, status, appearance and any protected characteristics covered by the Equality Act 2010. This covers age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Estate community centres

We have 6 community centres with space available for hire very affordable rates.

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

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

Our centres are available to hire from Monday to Sunday between 9am and 9pm and are in convenient locations all around the borough. 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. For more information or to book click here [housing estate community centres](#).

Resident associations

Resident associations play an important role in making sure residents' voices are heard. They:

- act as a voice for their local community about issues like housing, antisocial behaviour, repairs, and cleaning.
- bring people together by organising community activities like fun days, coffee mornings, parties, and play and stay

A resident association is a legal body that supports equal opportunities and follow a code of conduct. If you are interested in setting up a resident association or would like more information, contact the resident engagement team.

You can find out which resident associations Ealing Council recognises at www.ealing.gov.uk/RA.



Nicer Neighbourhoods funding programme

Nicer Neighbourhoods is a scheme to improve the look and feel of estates in the borough. Council tenants or leaseholders can suggest ideas for long-term communal improvements. Approved proposals are funded by the council at no cost to residents.

To qualify for funding, proposals must:

- be improvement works (not repairs)
- have no significant maintenance legacy
- be capital expenditure
- not conflict with planned works in the next 24 months
- not benefit individual tenants
- have community support
- be non-political, non-religious, not already started

Examples of qualifying projects include crime prevention initiatives (excluding CCTV and door entry systems), communal lighting, pathways, flooring replacement, play areas, secure storage, bike racks, fencing, community gardens, landscaping, seating, bin enclosures or pigeon deterrents.

Click to complete the online [application form](#) to submit an idea. If you need a hard copy of the application form, please call 020 8825 8240 or email:

residentinvolvement@ealing.gov.uk

Estate inspections

Estate inspections are carried out by your local housing officer and help us to work with you to identify any concerns such as communal repairs, caretaking, rubbish and fly-tipping. They are an opportunity for residents to walk around their estate with the repairs team, estate services and local councillors and raise concerns about communal areas and identify areas for improvement.

You can view the list of upcoming inspections on our website at

[Estate inspections programme](#).

Moving in and out

Whether you're starting your tenancy or leaving your property, Ealing Council is here to guide you through the process. This section provides essential information to help you settle in or move on.

Moving in

Here are the steps to get started:

- **signing your tenancy agreement:** Before moving in, you'll sign a legally binding agreement that outlines your rights and responsibilities as a tenant
- **keys and access:** You will receive your keys and any necessary access instructions for your property and communal areas
- **utilities and bills:** It's your responsibility to set up accounts for gas, electricity, water, and council tax. Notify your chosen providers of your move-in date and ensure services are activated
- **rent payments:** Your first rent payment is due upon starting your tenancy. You can choose from several payment methods as outlined in the "Paying your rent" section of this handbook.
- **getting settled:** Inspect your property and report any issues or repairs needed. Familiarise yourself with the local waste collection schedules and recycling guidelines

Moving out / ending your tenancy

If you decide to end your tenancy, please follow these steps:

1. **notice period:** Provide at least 4 weeks written notice before your planned move-out date. You can submit your notice on-online, via email or in writing to the housing team
2. **property inspection:** A final inspection will be arranged to assess the condition of your home. Ensure the property is clean and any damage caused during your tenancy is repaired
3. **returning keys:** All keys to the property, including any door entry keys/fobs to the building, must be returned to Ealing Council by the agreed date. Lost or unreturned keys may result in charges
4. **rent account:** Settle any outstanding rent or arrears before your tenancy ends
5. **updating your details:** Notify utilities providers and other relevant services of your move-out date. Make sure your mail is redirected to your new address



Important reminders

- **cleaning:** It's your responsibility to leave the property in a clean and tidy condition. This includes disposing of rubbish and removing all personal belongings
- **repairs:** Any damage caused during your tenancy must be repaired before moving out. Costs for unaddressed damages may be charged to you
- **final rent payment:** Ensure your last rent payment covers the period up to your move-out date



Additional support

Ealing Council is committed to supporting tenants who may need extra help during their tenancy. Whether you are facing financial difficulties, health challenges, or other personal circumstances, we're here to assist you.

At the point of tenancy sign up, we will ask you whether there is any vulnerability in your household that you would like us to be aware of and whether there are any reasonable adjustments you would like us to make when providing services to you. We will ask whether you give consent for us to set up an alert in our housing management system if there are any needs that you would like us to be aware of. We will ask you whether you have any support in place that you would like us to be aware of and record in our systems.

When you contact us to report a repair, we will also ask you whether there is any vulnerability in your household or any needs that you would like us to be aware of so we can tailor our services to your needs.

Resident support directory

We provide a resident support directory available on the council website. This directory provides information about a wide range of support that is available.

Financial support

If you're struggling to manage your rent or other expenses, we offer advice and guidance to help you get back on track:

- [Struggling to pay your rent](#)
- [Cost of living support and advice](#)
- [Money advice](#)
- [Dealing with debt](#)

Health and wellbeing

A range of information about health and wellbeing can be found on the council website: [Staying healthy](#).



Support for vulnerable tenants

We are committed to ensuring that the services provided to residents are accessible and that we consider the diverse needs of our residents when providing services.

Elderly tenants: Guidance on sheltered housing, mobility support, and community activities can be found on the website: [Housing for older people](#).

Information about aids and adaptations that could support you to remain in your home can be found on our website: [Equipment and adaptations](#).

Domestic abuse victims: Discreet advice and support for those experiencing domestic abuse, including access to safe housing can be found on our website: [Domestic abuse: What help can I access?](#)

Young tenants: Information about support for young people transitioning to independent living, such as advice on managing a tenancy is available on our website: [Help for all care leavers](#).

Employment and training

We want to help you build a secure future. We can connect you to:

- **job opportunities:** Advice on finding work and developing your career
- **skills and training:** Access to courses, workshops, and training programs to enhance your skills

Information about employment and training is available on our website: [Jobs and training](#).

Service standards

Our housing service standards have been co-designed with residents through a series of resident workshops. They have been reviewed by our resident housing forum and independent housing board.

The housing service standards set out what you can expect from our housing services in relation to response times and the standard of service you should receive.

Fairness and Respect Service Standard

What you can expect from us

To always be treated with fairness and respect. We will:

- be polite, courteous and well mannered
- give the name and job title of the person speaking or writing to you
- be customer-focused, responsive, helpful and empathetic
- understand your individual needs to ensure you can access services
- be clear about what we can do and when we can do it
- communicate clearly and in a timely manner until your issue is resolved
- staff and contractors will present a valid identity card when we come to visit you without waiting to be asked to show it
- ensure that the information we provide to you is accurate, that we are transparent and act with integrity
- respect confidential information only using it for the purpose provided in line with Data Protection regulations
- treat you in accordance with our equality and diversity policy

Antisocial Behaviour Service Standard

What you can expect from us

To deliver an antisocial behaviour service where we:

- enable you to report antisocial behaviour (ASB) in person, online, in writing and by telephone
- offer a direct duty service Monday – Friday, 9am to 5pm, responding to all initial telephone and email contact within 1 working day and, where investigations are opened, risk assessing and categorising each case by priority
- assess severity, likelihood of escalation and potential risk of harm/impact by completing an assessment during initial ASB reports



- check if you have any particular needs or vulnerabilities, that we need to consider during our assessment of your initial ASB report, so we can make appropriate adjustments
- offer home visits to you whenever necessary or requested. We will undertake interviews or visits out of hours where appropriate
- attend appointments when we say we will, always communicating clearly and in a timely manner
- arrange for you to be interviewed by a female officer whenever this is requested and appropriate
- investigate all ASB reports fully, and promote and ensure compliance with Ealing's tenancy agreement
- evidence and agree an action plan with you
- take a multi-agency problem-solving approach where appropriate, ensuring that each service and agency with a role to play addresses their element of your ASB case appropriately
- regularly update you on how your ASB case is progressing, review the situation with you if we are the lead agency and provide you with a named contact should you wish to raise further concerns
- offer you referrals to relevant support services (including Victim Support) should this be identified or raised as a need
- direct you to other organisations in cases where they may be effective in responding to your ASB report
- deal with identified individuals and hotspots appropriately and proportionately, using powers such as formal warnings, acceptable behaviour contracts, injunctions, possession and closure orders
- publicise with our partners how we are tackling ASB in Housing News, social media, at public meetings, using local press and on our website
- communicate clearly what the service is responsible for and direct you to appropriate alternatives services where required
- offer responsive and out of hours visits to assess and enforce noise and environmental nuisance concerns, and use evidence gathered as part of these to support further action

We will know when we are getting it right by:

- increasing the proportion of tenants who report that they are satisfied with their landlord's approach to handling antisocial behaviour
- publish information and statistics on enforcement/intervention actions
- learning from what you tell us about our ASB service by using your survey feedback and incorporating this into our improvement plans
- regularly reviewing feedback from you, resident groups, elected members and professional partners and using this to improve services
- learning from complaints or Ombudsman investigations and incorporating improvements as part of our monthly service meetings
- working with you to help us design improvements to our ASB services you have told us you want to see

Building Safety Service Standard

What you can expect from us

To receive a building safety service where we

- provide you with advice and information to help you keep warm and safe within your home
- will ask you to provide access to your home for vital safety checks:
 - **Gas Safety checks:** scheduled annually, if you have gas
 - **Fire safety front entrance door checks:** scheduled annually, if you live in any type of block
 - **Electrical Safety checks:** scheduled every 5 years
 - **Water Safety checks within your home:** scheduled between every 1 to 3 years, if you live within a block
 - **If you don't have hot water or heating:** we will attend your home within 4 hours
- check if you have any particular needs or vulnerabilities we need to consider before undertaking safety checks and any follow up works in your home, so we and our contractors can make appropriate adjustments
- provide you with building safety information, in a range of different ways and formats. For example, on our website, in Housing News, using our electronic notice boards and via our hubs



This will include:

- advice about:
 - fire safety, including testing your smoke/carbon monoxide alarms
 - electrical safety, including overloading the sockets in your home
 - asbestos
 - water hygiene
- informing you of safe ways to charge your mobility scooters and electrical scooters/bikes
- advice about balcony safety and what it is acceptable for you to have on these (including never lighting a BBQ on your balcony)
- ensuring that you understand why it is important to follow your blocks' fire safety plan and where to find out about this
- making sure that everyone within your household (including visitors) knows what to do in the event of an emergency
- service and maintain any lifts in your block in accordance with legislation
- encourage you to inform us of any disabilities, health or mobility concerns so we can understand your needs in emergency situations
- keep you informed of any changes to the service that will affect you

We will understand when we are getting it right by:

- increasing the proportion of tenants who report that they are satisfied that their home is:
 - well-maintained
 - safe
- learning from tenants' feedback, so that the team can continuously improve the service it provides
- working with our tenants on our engagement, understanding how we can improve our communication with you and what is important within your home

Housing Complaints Service Standard

What you can expect from us

To receive a complaints service where we:

- tell you how to complain and are clear about the ways in which you can do this
- will ask you whether there are any vulnerabilities within your household that we need to be aware of
- say sorry when we get things wrong
- commit to putting things right, where we have made a mistake or overlooked something
- respond to your complaint within our agreed timescales, and in exceptional cases where this is not possible, we will contact you before the date on which your response was originally due to inform you that an extension is required, and explain the reasons why
- inform you about the actions taken to investigate your complaint, any future actions being taken to stop it happening again or to resolve your specific issues
- make it easy for you to reach us using the methods accessible to you
- provide a clear and simple process for granting third-party consent to raise complaints
- consider your individual circumstances or vulnerabilities in determining the right resolution to your complaint
- keep you updated about the progress of your complaint, and the actions we need to take to resolve it, including providing you with timescales
- make sure we address every aspect of your original complaint when we respond to you and engage with you empathetically
- maintain the key values of our complaints policy and the Housing Ombudsman's Complaints Handling Code
- take account of any service failures, explain the reasons for the failure and hold ourselves accountable
- handle your complaint with care and impartiality
- are open and transparent when dealing with your complaint
- explain lessons learned and any changes made following your complaint
- value your input and demonstrate how feedback from your complaints have resulted in improvements to our service



We will know when we are getting it right by:

- improving the proportion of tenants who report making a complaint in the last 12 months who are satisfied with our approach to complaints handling
- responding to at least 90% of all complaints within the timescales in our policy. These are, from acknowledgement to response:
 - 10 working days for Stage 1
 - 20 working days for Stage 2
- seeing a reduction in the proportion of stage 1 complaints that escalate to stage 2
- identifying the lessons from what went wrong, and explain what these are to you, so we can avoid making the same mistake again
- using your complaints to not only resolve issues but improve our services



Major Works Service Standard

What you can expect from us

To receive a major works service where we:

- deliver high-quality major works that enhance our residents' safety, sustainability, and quality of life, covering the following works:
 - roof, window, and door replacements
 - kitchen and bathroom replacements
 - structural repairs and reinforcements
 - fire safety improvements
 - lift replacements and repairs
 - estate-wide heating system upgrades
 - external and communal area refurbishments
 - sustainability and energy efficiency upgrades
- ensure that all major works are:
 - planned transparently, with residents receiving clear and timely information on their scope, completion timelines and impact
 - delivered efficiently and with minimal disruption
 - communicated clearly, with dedicated contacts available to answer queries and provide updates
 - completed to a high-quality, with contractors meeting industry standards and works inspected upon completion
- provide you with advance notice of the delivery of major works (at least 3 months before works start), including:
 - statutory Section 20 consultation with leaseholders' as appropriate
 - clear details of what is planned
- check if you have any particular needs or vulnerabilities we need to consider before undertaking works, so we and our contractors can make appropriate adjustments
- host consultation meetings before major works begin to gather feedback
- provide residents a named point of contact from Ealing Council and the contractor delivering the works prior to the commencement of works
- provide regular updates via letters, emails, our website and Housing News
- ensure a final inspection and feedback process after works are completed
- encourage you to tell us what you think of our major works service by asking you to complete a survey once works are complete



We will know when we are getting it right by:

- increasing the proportion of residents who report they are satisfied that:
 - their home is well maintained
 - their home is safe
- delivering high quality major works to agreed timescales, ensuring safety is maintained and all relevant standards are adhered to
- ensuring 90% of residents are satisfied with their major works
- ensuring our contractors who are undertaking major works in your home regularly attend our asset management residents panel (RAMPS) to enable residents to hold them to account
- learning from what you tell us about our major works service by using your feedback from surveys, complaints and compliments to improve this
- working with you to help us design improvements to our services you have told us you want to see



Estate Services Service Standard

To receive a caretaking and cleaning service where we:

- provide a full clean to every block each week to maintain its cleanliness
- carry out a Health and Safety check of the communal areas in every block at each weekly visit, as part of this:
 - reporting identified repairs to our repairs contractor and following these up if they are not completed on time
 - removing any hazards
- replace faulty non-LED light bulbs within 48 hours of being reported or within 24 hours if there is a danger to the public (where safe to do so)
- mop lifts and ground floor lobbies daily in every tower block with a lift
- clean communal windows of all blocks with less than 6 storeys annually
- deep clean concrete stairs in tower blocks annually
- supplement the cleaning of external areas by Greener Ealing, where time allows. For example, by undertaking litter picking near buildings
- clear reported fly tips within 7 days of the receipt of a report of these
- schedule services to collect fly tips from known hot spots
- publicise current cleaning schedules for each estate using electronic notice boards and online
- publicise contact details for estate services alongside cleaning schedules, using electronic notice boards, in Housing News and online
- set out the cleaning service standards that residents can expect to receive in a caretaking and cleaning handbook
- train (and ensure our staff are accredited) to provide caretaking and cleaning services in line with British Institute of Cleaning Science guidelines
- contact residents within 1 working day of the receipt of complaints to estate services
- work with residents to monitor the performance of our caretaking and cleaning services, including those of our contractor, Greener Ealing, by attending meetings with:
 - residents' associations
 - colleagues in other departments
 - our contractors, Greener Ealing



- work with safer communities and enforcement teams to maximise resources and pinpoint areas of concern to enable targeted enforcement to be carried out on estates for example, by using CCTV cameras to identify fly tippers and issue them with fixed penalty notices
- support partnership working development with our waste and recycling team to ensure waste management best practice delivery on estates to:
 - ensure sufficient numbers of bins are provided
 - increase recycling on estates wherever possible

We will know when we are getting it right by:

- increasing the proportion of tenants:
 - with communal areas who report that they are satisfied that we keep communal areas clean and well maintained
 - who report that they are satisfied that we make a positive contribution to the neighbourhood
- keeping you updated about our performance, by working to ensure:
 - 90% of blocks are cleaned weekly
 - 100% of communal area health and safety checks in blocks are undertaken weekly
 - 100% of communal windows in blocks (with less than 6 storeys) are cleaned annually
 - 100% of concrete stairs in tower blocks are cleaned annually
 - 90% of fly tips are removed within 7 days of being reported (unless specialist contractors are required)

Housing Management Service Standard

What you can expect from us

To receive a housing management service where we:

- record resident vulnerabilities to ensure we can tailor our service and make reasonable adjustments for residents where required
- provide home visits where requested if you are unable to come into our office to see us
- carry out quarterly estate inspections with residents, representatives from resident's associations, repairs and estate services as well as local councillors on our larger estates

- support residents to sustain their tenancies and leases by providing information and referring and/or signposting to relevant support agencies
- acknowledge all mutual exchange requests within 5 working days and inform you of our final decision in writing within 42 calendar days of the receipt of an application
- respond to transfer of tenancy requests (e.g. succession/assignment) within 10 working days
- respond to emails within 10 working days or tell you why it is going to take us longer to reply, and when we expect to do this by
- provide you with a dedicated housing officer to assist you with any tenancy issues, such as:
 - changing names on your tenancy agreement
 - taking in lodgers
 - undertaking alterations/improvements to your home
- actively promote the different types of mobility schemes and re-housing options that are available to you, so you can make an informed choice about moving home
- provide you with personalised housing advice when you request to move home due to a change in your circumstances including providing advice on a range of alternative housing options

We will know when we are getting it right by:

- learning from what you tell us about our housing management service by using your feedback from surveys, complaints and compliments to continually improve
- asking you if you would like to be involved in developing the services we provide and by providing you with a range of ways in which you can be involved
- working with you to help us design improvements to our services you have told us you want to see
- holding 'Talk to us' events where you can meet a range of housing management teams to discuss any issues you have
- continuing to run local housing hubs where you can speak to our teams in person



Lettings Service Standard

What you can expect from us

To receive a lettings service where we:

- will arrange an accompanied viewing when you are offered a property so you can see this and make an informed choice about accepting the tenancy
- check if you have any needs or vulnerabilities we need to consider before arranging an accompanied viewing, so we can make appropriate adjustments
- provide you with key information about the property you have been offered at your accompanied viewing, including:
 - rent
 - service and other charges
 - outstanding repairs
 - our lettable standard
 - factsheets about local services and amenities
- other issues relevant to the property
- ensure the property offered to you meets our lettable standard, it is clean and safe for you to live in
- provide you with copies of relevant safety certificates (in relation to gas, electrical safety and energy performance or 'EPC') once you have accepted the property and we meet you to sign the tenancy agreement
- provide you with key contact information regarding council services when you move into your new property
- record any needs or vulnerabilities within the household at sign up to ensure we can tailor our service and make reasonable adjustments where required
- explain the conditions of your tenancy, rent and other charges as well as providing you with advice on making a universal credit or housing benefit claim when we sign you up to your new tenancy
- provide you with information on home safety and explain our responsibilities and your responsibilities in relation to keeping your home safe
- visit you in your new home within 6 weeks of the start of your tenancy
- provide you with the name and contact details of a dedicated housing officer and a dedicated income officer who will help you manage your tenancy
- ensure all important information relating to your new tenancy, including your tenancy agreement, is provided in an accessible format

We will know when we are getting it right by:

- increasing the proportion of tenants who report that they:
 - agree their landlord treats them fairly and with respect
 - are satisfied that their home is safe
- learning from what you tell us about our housing management service by using your feedback from surveys, complaints and compliments to improve this
- working with you to help us design improvements to our services you have told us you want to see



Repairs Service Standard

What you can expect from us

To receive a repairs service where we:

- answer calls to report repairs promptly where possible, and if we cannot do this:
 - tell you your position in the queue and offer you a call back
 - encourage you to hold, if your call is an emergency
- use 5 priorities to complete repairs:

• emergency	4 hours (make safe only)
• urgent	7 calendar days
• routine	28 calendar days
• damp and mould	28 calendar days
• programmed works	90 calendar days
- check, if you have any particular needs or vulnerabilities we need to consider before undertaking works, so we and our contractors can make appropriate adjustments
- pre-inspect repairs within 5 working days of these being reported, if these are more complex and require on-site examination
- offer appointments to complete repairs during the mornings, afternoons and to avoid schools runs
- ensure that if our contractor changes an appointment to complete a non-emergency repair, they give you at least 24 hrs notice
- confirm appointments to complete your repair when this is made, 24 hrs before and when our contractor is on their way
- provide you with a follow-up appointment to complete your repair if our contractor cannot complete your repair at their first visit, unless:
 - your repair requires us to order parts, in which case our contractor will contact you in 3 working days to book a follow-up appointment
 - we establish that we will need a programme of works to sort out the problem, in which case our contractor will:
 - provide you with a copy of the surveyor's report
 - contact you directly to book an appointment to complete the identified works

- encourage you to tell us what you think of our repairs service by asking you to complete a survey once your repair has been completed
- have the range of contractors in place to undertake all of the repairs we are committed to completing, including via specialist contractors

We will know when we are getting it right by:

- improving the proportion of tenants who:
 - have received a repair in the last 12 months who report that they are satisfied with the overall repairs service
 - have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair
 - report that they are satisfied that their home is well maintained
- keeping you updated about our performance, by working to ensure:
 - 80% of calls to our contact centre to report a repair are answered within 5 minutes
 - 90% of tenants are satisfied with their repair
 - 90% of tenants are satisfied with the time taken to complete their repair
 - 95% of tenants are satisfied with the quality of their repair
- working with our Asset Management Residents Panel to review the completion of 10 repairs each quarter against our service standards
- ensuring our contractors regularly attend our Asset Management Residents Panel
- working with you to help us design improvements to our services you have told us you want to see



Rent Service Standard

What you can expect from us

To receive a rent service where we:

- provide you with advice on making a Universal Credit or Housing Benefit claim when we sign you up to your new tenancy
- send you a rent statement every 3 months
- provide a range of payment methods to make it easier for you to pay:
 - any day direct debits
 - standing order
 - on-line payment options
 - swipe cards
 - 24hr payment line
- offer you the option of managing your rent account on-line using our My Account service. This will include being able to use this to:
 - view and print rent account statements
 - raise queries and receive responses
- offer you help and advice on managing your money and claiming welfare benefits
- send you an arrears letter if you are 2 weeks in arrears
- inform you in writing if we are taking legal action for rent arrears
- help you to apply for an alternative payment arrangement/third party payment from your Universal Credit, whenever you request this, or it might be of help to you
- provide you with a dedicated income officer to help you manage your rent account, who will:
 - be allocated to you when you sign up to your new tenancy
 - visit you within 6 weeks of you moving into your new home
- arrange to visit you at home if you are unable to come into the office to see us
- advise you of any change to your rent in writing at least 28 days before this is made
- keep you informed of any changes to the service that will affect you
- take into account any vulnerability within your household and make reasonable adjustments where required

We will know when we are getting it right by:

- learning from what you tell us about our rent service by using your feedback from surveys, complaints and compliments
- working with you to help us design improvements to our services you have told us you want to see

Sheltered Housing Service Standard

What you can expect from us

To receive a sheltered housing service where we:

- provide you with a dedicated sheltered housing officer
- provide wellbeing contact for tenants who request this between 8am and 4pm Monday to Friday (except bank holidays)
- record any vulnerability that you want us to be aware of and any reasonable adjustments you require to the services we provide to you
- take action to ensure that you are safeguarded including making referrals for any additional support that you may require
- signpost you to any personal support or care related services in order for you to remain in your home
- complete a needs and risk assessment form with you, in order for you to remain safe in your home
- provide you with housing that meets your current housing need
- keep you informed on all issues that concern you
- support you to arrange aids and adaptations to meet any current or future housing needs in order for you to have a home for life
- provide you with a housing support service tailored to your individual needs/ circumstances Monday to Friday (7 hours a day)
- work with you to create a 6-month settling in plan when you first move in
- support you to maximise your income and to pay your rent in order for you to maintain your tenancy
- have a sheltered housing officer at your scheme at least 1 full working day in any one week (alternate days from Monday to Friday, dependent on how many schemes they will be covering)
- support you with any repair problems that you have
- ensure that all the communal areas and grounds around your scheme are well kept, neat and tidy
- ensure all equipment is working for your well-being and safety by:



- reporting any repairs needed in communal areas
 - carrying out monthly health and safety checks of communal areas
 - testing sheltered scheme lifts every 6 months
 - portable appliance testing (PAT) testing any electrical items in communal areas
- provide communal areas for you and other residents to meet and engage in social activities
 - support you to feel a part of the community in the sheltered housing scheme
 - offer you a range of opportunities to get involved at whatever level you wish including scheme events, survey groups and residents' groups
 - consult with you on changes to the service and let you know how we are performing in relation to our service standards
 - support you to obtain a telecare service, and be part of your list of contacts for this during office hours, should you require or want this
 - where possible and at a reasonable cost – provide you with access to a guest room for your short-term visitors
 - will not enter your home without your consent unless in an emergency or with advance written notice

We will know when we are getting it right by:

- learning from what you tell us about our sheltered housing service by using your feedback from surveys, complaints and compliments
- working with you to help us design improvements to our services you have told us you want to see

Contact us

Below are the key contacts for various housing services provided by Ealing Council.

Housing hubs

Housing hubs are open on Mondays and Thursdays, 9am to 5pm.

If you are unable to attend in person due to mobility issues or are housebound, we can arrange a home visit. Please contact your housing officer.

Hanwell

Address: 2 Ipswich Court, Copley Close, Hanwell W7 1DX

Greenford, Northolt and Southall

Address: Gainsborough Tower, Academy Gardens, Northolt UB5 5PF

Acton and Ealing

Address: Acton Resource Centre, Everyone Active, High Street, Acton, W3 6NE

This hub does not have a reception, and you can only be seen with a pre-arranged appointment. Please contact your housing officer to arrange an appointment before you visit.

Estate offices

Havelock Advice Venue (The HAV)

Address: 33 Hunt Road, 33 Hunt Road, Southall, UB2 4QB

Office opening hours: Tuesdays and Thursdays, 9am to 5pm

Golf Links estate

We hold local surgeries at the estate services office on the Golf Links estate once a month. A housing officer and a rent income officer will be present to take enquiries relating to tenancy or rent in person. The surgeries run from 9am to 5pm on the first Monday of each month.



Housing services contact details

Tenancy management

Phone: 020 8825 5387

Email: tenancymanagement@ealing.gov.uk

Rent and payments / income team

Phone: 020 8825 8477

Email: housingrents@ealing.gov.uk

Repairs and maintenance

Report communal and home repairs online

Phone: 020 8825 5682 or 0800 181 744

Home ownership services / Right to Buy

Phone: 020 8825 5583

Email: homeownership@ealing.gov.uk

Housing fraud

Phone: 0800 328 6453 (Fraud hotline - freephone)

Email: fraud@ealing.gov.uk

Antisocial behaviour

Phone: 020 8825 5994

Emergency out-of-hours phone: 020 8825 5000

Email: safercommunities@ealing.gov.uk

Noise nuisance

Phone: 020 8825 8111

Get involved – resident involvement

Phone: 020 8825 6535

Email: residentinvolvement@ealing.gov.uk

Complaints

You can make a complaint via [MyAccount](#)

Phone: 020 8825 5000.

When things go wrong

The council is dedicated to delivering high-quality services to all our tenants. We value feedback from our tenants and view complaints as an opportunity to improve our services. When we have done something wrong and it has had an adverse impact on a tenant, we will endeavor to put things right at the earliest opportunity and learn from our mistakes.

Complaints

We define a complaint as:

“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals.”

How to make a complaint

You can make a complaint in the way that suits you best:

- online via [My Account](#)
- by phone: 020 8825 5000
- by emailing: housingenviron.complaints@ealing.gov.uk
- by speaking to an Ealing Council housing staff member
- by writing to us at Perceval House, 14 Uxbridge Road, Ealing W5 2HL

You can expect us to:

- acknowledge your complaint and explain what happens next
- ask if you have any vulnerabilities or support needs
- keep you updated on progress and timescales
- be honest, fair and respectful in our response

You can find out more about our complaints process and view our policy, on our website, or you can ask any member of staff.





We want to ensure everyone can access and understand the information in this handbook. If you require this document in a different format - such as large print, Braille, audio - or in another language, please contact us and we'll be happy to provide it in a way that suits your needs.

Contact us:

Phone: 020 8825 6535

Email: residentinvolvement@ealing.gov.uk