

# Housing News

Autumn 2025

The magazine for Ealing Council tenants

Homes



Neighbourhoods



Opportunities



## Join in

Get involved in your community and have a say on the way we run your housing service.

Find out more on page 4



**Ealing**

[www.ealing.gov.uk](http://www.ealing.gov.uk)

# Help build more connected communities

**Councillor Louise Brett**

Cabinet member for safe and genuinely affordable homes



**The health, happiness, and future of our estates rests in your hands as our residents.**

For the first 21 years of my life, I lived in social housing. It gave my family stability and an affordable rent. My parents worked hard - my mum was a nursery teacher, and my dad was a painter and decorator, and our home was our constant. I was lucky enough to have my own room in a safe home with a good community around me. That experience shaped my passion for resident engagement and the importance it holds in our communities.

There are plenty of ways you can get involved in shaping the place that you call home. Whether you're thinking about joining your resident association, becoming a block champion, or getting involved in the Nicer Neighbourhoods scheme (find out more on page 5), your actions can make a big difference. That's why this issue of Housing News is dedicated to you: the changemakers and the voices that matter.

We know we haven't always got communication right. But we want to change that. We're listening, and the number of ways for you to get involved will help build stronger two-way relationships. Places like the Havelock and Copley estates show what's possible when there is a strong connection and open communication between everyone. With hubs, services, and real conversations, we're seeing the green shoots of change, and our aim is for this to be the case across the board.

By working with you more, we want to restore pride in our social housing, creating homes where individuals, their families, and their communities can thrive. Your involvement is essential to help build safer and happier, more connected neighbourhoods. To get involved today, read more on page 4.





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## Take part in our resident census

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As part of our commitment to delivering fair, inclusive, and responsive housing services, we are launching a resident census.

By helping us better understand your needs and ensure our work is tailored to meet them, this project will help us provide you with a better service.

The census will be conducted by our independent survey partner, The Leadership Factor (TLF), which also carries out our monthly Tenant Satisfaction Measure surveys. TLF is highly experienced in surveying tenants. The TLF team will ensure that all responses are handled confidentially and in line with data protection regulations.

The survey will include questions about:

- household details, including information about others living in your home
- demographic details like age, race, religion, sexual orientation, and disability status
- your support and communication needs, so we can adapt how we engage with and provide services to you



You can choose what you want to share. Many questions will include a 'prefer not to say' option, and all responses will be treated with the utmost confidentiality.

By taking part, you will help us build a clearer picture of our community and make meaningful improvements to the services you rely on.

Look out for an email or phone call from TLF asking you to participate in the survey. Thank you for helping us shape a better future for all residents.

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## Supported housing: changing lives

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Poor mental health, financial worries, and disability can deeply affect lives - but Ealing Council's supported housing service is making a difference.

Supported housing is a step between standard council housing and a care home, offering tailored support to help vulnerable adults live independently. Paul, 59, lives with a learning disability, mental health challenges, and mobility issues. After his mother moved into residential care, he struggled with isolation, depression, and managing daily life. In February, he moved into supported housing in Acton.



With the help of Aneela, his supported housing officer, Paul now attends IT classes, goes to the gym, visits the library, and keeps up with medical appointments.

"I feel much more positive about life," Paul said. "Before, I used to get post and I was frightened to open it, but now with Aneela's support I can do this myself and ask for help when I need it. When I am in my flat, I feel safe."

Paul's sister Sharon, who lives abroad, reached out to the council initiating the process to help get Paul's life back on track. She told us: "The service is invaluable. Paul is starting to thrive, is more confident, and seems so much happier."

As with all social housing in the borough, there is very high demand for supported housing. The council's new housing strategy aims to expand this vital support. You can read more on page 15.

For more information or to make a referral, email [sst@ealing.gov.uk](mailto:sst@ealing.gov.uk). Referrals are accepted from professionals only.

# How to get involved

When residents come together, great things happen. From improving communal spaces to being involved in decision-making that impacts you, there are many ways to get involved and help make your estate a better place to live.

Whether you want to start off small or dive into a bigger project, there's an opportunity for everyone. Explore options to get involved and discover how to connect with your community, learn new skills, and contribute to your neighbourhood.



## Resident associations

The best way to have a say in the things that happen in your neighbourhood is to join the resident association, or start a new one if it doesn't already exist.



Community groups like resident associations play an important role in making sure local people's voices are heard. These groups do a range of things, from organising social activities to being involved in housing management on their estates. If you are interested in setting up or joining a resident association and would like more information, contact our resident engagement team using the details at the end of page 5. Scan the QR code to find out more.

## Join our Ealing 100 Network

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



We have set up a new initiative for residents called the Ealing 100 Network, which is part of our plan to ensure our services work for everyone. Under this scheme, we are setting up focus groups for tenants and leaseholders with protected characteristics. That means residents with support needs including disabilities, LGBTQ+ residents, younger people aged 18 to 25, tenants who provide care for someone in their household, care leavers, and single parents. We will support you to join the network and share your views in platforms like our Housing Forum and various resident panels. Scan the QR code to get involved.





## Nicer Neighbourhoods

Put forward your ideas for improvements to your neighbourhood.



Through our Nicer Neighbourhoods scheme, you can make suggestions for long-term communal improvements to the way our estates look and feel to make living there better. Through the scheme, £120,000 is available to make those ideas a reality. Proposals could range from crime prevention initiatives to flooring replacements and from new games areas to allotments – and much more in between. Find out more by scanning the QR code.



## Block champions

10 tenants from around the borough have volunteered to act as block champions, to help improve the quality of our repairs service.

The block champions initiative will help to gather resident feedback on repairs through inspecting communal blocks, to identify health and safety issues and check the quality of completed repairs. The block champions, who have been chosen to reflect the 7 towns of the borough, will also join quarterly estate walkabouts with our housing team and the repairs service, further helping to improve the quality of these vital services.

This is initially a pilot scheme until May 2026, but if it goes well, we hope to expand it afterwards. If you are interested in helping to improve your neighbourhood and our housing services by becoming a block champion, contact our resident engagement team using the details below.

To find out more about any of these schemes, contact the resident engagement team on 020 8825 6535 or email [residentinvolvement@ealing.gov.uk](mailto:residentinvolvement@ealing.gov.uk).

## Join the resident group for high-rise buildings

If you live in one of our high-rise buildings (blocks which are over 18 metres tall or have at least 7 storeys), you are invited to join our high-rise resident group.

This group offers a space to share experiences unique to high-rise living and raise related questions and concerns with us. Members will help shape future housing and repairs services tailored to high-rise blocks. We hope the group will help improve the way we communicate with you and ensure your voices are heard.

If you want to take part and help influence how our services are delivered, contact our resident engagement team using the details below.





Our new housing service standards have been co-designed with residents through a series of workshops.

Our resident housing forum and independent housing board have carefully reviewed the standards to ensure they reflect the needs and expectations of our residents.

Service standards set out what you can expect from us including how quickly we will respond to your requests and the quality of service you should receive. Whether it's a repair, a rent query, or support with antisocial behaviour, these standards are here to make things clearer and more consistent. We have created standards for a wide range of services, including:

- building safety
- capital works
- complaints
- estate services
- home ownership
- housing management
- lettings
- rents
- repairs
- safer communities (anti-social behaviour)
- sheltered housing



The standards will be published on the council website, included in the new tenant handbook, and made available at your housing hubs. The standards are part of our commitment to transparency, accountability, and continuous improvement. We are working together with you to make sure that every resident receives the service they deserve.

## Estate action days: a new chapter



We are proud to introduce a new initiative designed to strengthen our connection with residents and build on recent improvements in our Tenant Satisfaction Measures (TSMs).

Starting with a pilot on Monday 4 August at the Radcliffe Way estate, we launched the first of our estate action days - a hands-on, collaborative effort to show up, listen, and act. Estate action days bring together teams from housing and environment services to work side by side in your neighbourhood. These days are about more than just maintenance - they're about visibility, responsiveness, and making sure your voice shapes the work we do.

Whether it's tackling fly-tipping, inspecting communal areas, or simply having conversations with residents, these events are designed to reflect our commitment to connect better with our communities.

We have seen increases in TSM scores, and we are determined to keep that momentum going. Estate action days are one of the ways we are listening and acting on what matters to you. TSM scores will be monitored in the areas where these events take place to measure their impact and to ensure we're delivering real, lasting improvements.



*Before and after*

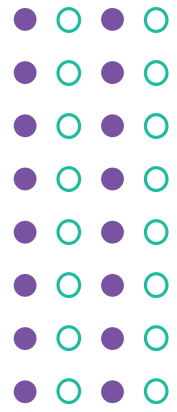
As we roll out more estate action days across our communities, we invite you to talk to our teams, share your concerns, and help shape the future of your estate. Get involved by calling the resident engagement team on **020 8825 6535** or emailing **residentinvolvement@ealing.gov.uk**



# Housing Annual Report

April 2024 to March 2025

## Executive Summary



# Round up of the year

## Our housing

As of 31 May 2025, we had:

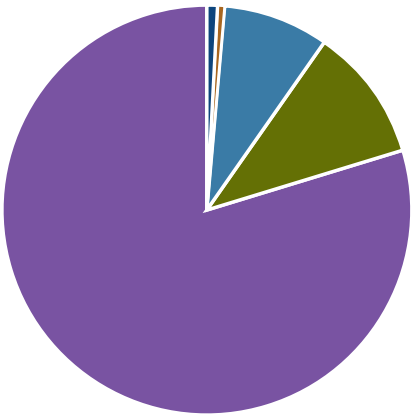


## Our finances

### Where our money comes from:

**HRA income**

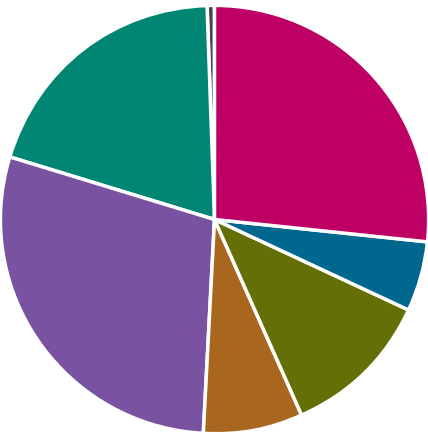
Commercial income	£733,000
Non-dwelling rents	£686,000
Other income	£7,046,000
Service charges	£9,278,000
Rent from tenants	£69,130,000



### How we spend our money:

**HRA expenditure**

Capital financing	£23,370,000
Communal heating	£4,437,000
Support service costs and overheads	£9,857,000
Estate services	£6,676,000
Housing management	£24,952,000
Repairs and maintenance	£17,203,000
Contribution to HRA reserves	£378,000





# Repairs

Our performance in 2024/25



**63.8%**

satisfaction  
with the overall  
repairs service



**57.7%**

satisfaction with  
the time taken to  
complete a repair



**63.1%**

satisfaction that landlords  
keeps communal areas  
clean and well maintained

These figures reflect year-on-year improvements across all 3 measures,  
with the largest increase in overall satisfaction (6.3%).

## Looking after your homes

In 2024/25, we completed:



**21,978**

reactive repairs across  
our housing stock, with  
85.5% completed  
within target



**2,202**

emergency  
repairs



**1,712**

out of hours  
repairs

2024/25	Total
Total repairs completed	21,978
Completed in target	18,794
Percentage in target	85.5%

Repairs by category	Total
Routine	17,222
Urgent	842
Emergency	2,202
Out of hours	1,712

Domestic heating	Total
Repairs	5,075
Emergency repairs	1,207

Communal heating	Total
Repairs	1,019
Emergency repairs	238

In the last 12 months,  
we have:

- ✓ improved contractor performance and responsiveness, especially for damp, mould, and heating issues
- ✓ introduced new inspection software for surveyors to better record and follow up on repairs
- ✓ appointed a second contractor to reduce delays and improve the efficiency and responsiveness of our repairs and maintenance service
- ✓ developed detailed reporting tools to monitor timeliness and completion rates
- ✓ developed a service standard in collaboration with residents which gives clear and achievable targets for repairs

# Building safety

The safety of our tenants and leaseholders remains our highest priority and we are committed to meeting legal and regulatory requirements to ensure our homes are safe, secure, and well-maintained.

## Fire safety

- 110 high-risk actions are being addressed, with a target completion of July 2025
- 1,314 medium-risk actions are scheduled for completion by December 2025

## Gas safety

- 99.9% of domestic safety checks completed
- only 7 properties had overdue certifications at end of March 2025, all under active management
- strong resident engagement has helped maintain low no-access rates

## Electrical safety

- 9,921 domestic EICRs completed out of 10,189
- 858 communal EICRs completed out of 872
- All high-risk or category 1 issues are resolved on site before certification
- 2,215 medium-risk actions and 32 low-risk actions remain

## Lift safety

- 113 lifts in operation
- 99.1% of inspections completed
- no outstanding high-risk issues

## Smoke alarms, heat detectors, and carbon monoxide detectors

- 810 gas-serviced properties confirmed to have CO detectors
- 3,398 properties pending confirmation of smoke alarm installation

## Legionella control

- 100% legionella risk assessments completed
- ongoing monthly temperature checks, servicing and outlet flushing in place

## Asbestos management

- 1,029 communal buildings have up-to-date asbestos management surveys
- all empty homes are checked for asbestos before re-letting





# Antisocial behaviour (ASB) reports 2024/25



This table provides information about the types of ASB reported:



ASB type	Proportion of cases
Threats / harassment	36.5%
Drug related	30.7%
Violence related	16.8%
Groups congregating	11.2%
Homelessness concerns	8.3%
Domestic abuse	5.4%
Damage to property	5.1%
Exploitation	4.9%
Alcohol related	2.7%
Rubbish or littering	2.2%
Brothel or sex working concerns	0.5%



## ASB enforcement actions 2024/25

As well as working closely with partners to proactively tackle ASB through early intervention and prevention, the safer communities team use a range of criminal and civil enforcement powers to protect our tenants in cases of serious or repeated ASB.

### ASB enforcement action relating to council tenants 2024/25

Notice of seeking possession (NOSP)	6
Injunctions	14
Closure orders	13
Possession orders	2
Community protection notices	21

# Resident engagement and communication



In the last 12 months, we have:

- ✓ developed a housing Resident Engagement Strategy and published this on our website to outline our collaborative approach with residents to enhance service delivery
- ✓ planned and delivered a TSM resident engagement workshop to review our year end performance and gather further feedback from residents on how we can improve
- ✓ started a review of our website to ensure all housing information is accurate and easy to find
- ✓ increased joint patrols on our estates to boost safety and visibility

## TSMs: Celebrating success and driving improvements

Tenant Satisfaction Measures (TSMs) are a set of performance indicators introduced by the Regulator of Social Housing. They became a statutory requirement from 1 April 2023.

The TSMs cover 5 themes:

- repairs
- safety
- respectful and helpful engagement
- effective complaint handling
- neighbourhood management.

We're pleased to share a positive update on our Tenant Satisfaction Measures (TSMs). Thanks to the dedication of our teams and the voices of our residents, satisfaction scores improved across all 12 measures at the end of 2024/25 compared to 2023/24, an encouraging sign that our efforts are making a difference.

- repairs service satisfaction rose by 6.4%, reaching 63.8%
- communal areas satisfaction increased by 5.7%, to 63.1%
- overall satisfaction increased to 56.2%, up from 51.7% last year

These improvements reflect the impact of our TSM Action Plan. We've also reassessed key milestones to ensure they're achievable and aligned with resident needs.

### Areas for continued focus

While all measures improved, TP06 ('listens to me') and TP09 ('complaints handling') remain below the London median. We're committed to addressing these through targeted actions and increased engagement.

### What's next: future priorities

To build on this momentum, we're launching several initiatives:

- Estate Action Days
- website and policy refresh
- housing integration and digitalisation programme
- ongoing resident engagement



In addition to the annual TSM survey, you might also be invited to take part in:

- repairs surveys (online, after a service is completed)
- complaints surveys (online, following a resolution)
- lettings surveys for new tenants
- Aids and Adaptations surveys (where applicable)

### **A culture of listening and learning**

As we look ahead to 2025/26, we'll continue to celebrate progress while staying focused on the work still to be done. Thank you to all of our residents who have helped us to improve.

## How we are improving

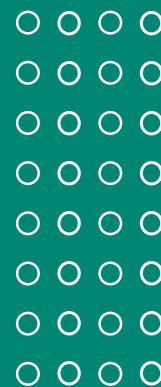
For 2024/25, our Tenant Satisfaction Measure (TSM) scores improved across all areas, but we recognise there is still progress to be made, particularly for TP06 ('listens to me') and TP09 ('complaints handling').

Our TSM action plan aims to improve tenant satisfaction across the 12 key measures. The plan is informed by feedback from resident engagement workshops, TSM surveys as well as regulatory requirements.



### **In the next 12 months, we will:**

- ✓ improve the use of electronic noticeboards to inform residents of planned maintenance and repairs works
- ✓ continue training for contact centre officers around repairs, to make sure residents get the right help straight away, with clear explanations about repair priorities and what to expect next
- ✓ ensure residents can raise complaints through various contact routes including online, via phone, and in person
- ✓ continue running our complaints and repairs transactional surveys and introduce additional surveys for new lettings and aids and adaptations to gather further feedback on how we can improve
- ✓ launch Estate Action Days in areas with lower TSM scores to increase visibility and responsiveness
- ✓ continue to consult with residents on all key policies and give residents more opportunity to shape policy and influence how services are delivered
- ✓ continue to use resident feedback from transactional surveys to refine our repairs service and improve communication
- ✓ publish clearer guidance on how to report repairs and what to expect from our service



**To read the annual report in full,  
use your phone camera to scan the  
QR code and click the link.**

If you would like to receive a printed copy of  
the annual report, please contact the resident  
engagement team to request a copy.

**Email:** [residentinvolvement@ealing.gov.uk](mailto:residentinvolvement@ealing.gov.uk)  
**Phone:** 020 8825 6535



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## Bringing housing services to you

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More than 230 residents attended our most recent housing drop in event.

Following the positive feedback from our event in Greenford in February, a second housing drop in event took place in June. Hundreds of residents from the east of the borough came to Perceval House to meet with housing teams and discuss any issues.

Staff from 24 different council teams and partners were on hand, ranging from repairs, tenancy management, complaints, and safer communities, to trusted third-sector organisations including Age UK. It was a vibrant, welcoming space where residents could ask questions and raise concerns.

We were also pleased to welcome the members of our independent housing board and the council's chief executive Tony Clements, who attended to hear first-hand what you think about our services.

The event was a resounding success, but we are not stopping there. Our resident engagement team is reviewing feedback and exploring ways to make future events even more useful.

These events are a chance for you to shape the future of housing in your area. We're here to listen, learn, and act on what matters most to you. Keep an eye out for upcoming events in your neighbourhood.



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## New plan for homes and neighbourhoods

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We have published a new plan to build the homes the borough and residents need.

We have one of the best records in London for delivering new genuinely affordable homes to let. But with more than 7,000 families on the waiting list for a council home, further action is urgent.

After listening to tenants, residents, and community groups, the strategy puts local people at the heart of decision-making. It has been shaped by residents, and is tailored to the unique needs of each of our 7 towns.

The goal is to make sure everyone has access to high-quality and well-managed homes, where residents can build better lives. There will be a renewed focus on building more flats to let at social rents, like your homes. There will be more homes for key workers, support for those facing homelessness, and help for older residents to live independently. There will also be more opportunities for residents, community groups, and partner organisations to help shape the future of housing and set the foundation for a fairer housing market where no one is left behind.

Read more at [www.aroundealing.com](http://www.aroundealing.com) or scan the QR code.



# Your safety

## Fireworks and bonfires

Fireworks and bonfires are not allowed in parks or in communal areas of our housing estates.



It is important to remember to be safe and considerate if you plan to use fireworks, and remember your responsibilities to not cause or allow any nuisance to others as set out in your tenancy agreement.

If you have a private garden at your home, and are planning to use fireworks, you should only buy ones that carry the CE

or UKCA mark. Make sure you closely follow the instructions on each firework for your own safety, and always keep a bucket of water or a hosepipe nearby in case of emergency.

You should never use fireworks from a balcony or terrace.

It is a criminal offence to use fireworks between 11pm and 7am. However, there are a few exceptions. On Bonfire Night (5 November), the cut off is midnight. On New Year's Eve, Diwali, and Chinese New Year, the cut off is 1am.

If you are being disturbed by noise from fireworks at unreasonable hours, you can report this to the police by calling 101. You will need to provide a specific address or clear details of the location. In an emergency, call 999.

You can call our noise and nuisance response service 7 days a week on **020 8825 8111** if you are being significantly disturbed by noise from parties or gatherings at a known address, or if fireworks are continuously being set off at unreasonable hours. An out of hours service is available from Wednesday to Sunday. An officer may visit to assess the situation and these cases will be investigated and may be responded to as breaches of tenancy.

## Preventing damp and mould

**Your safety and wellbeing is our top priority. All reports of damp and mould will be investigated.**

Damp is a build-up of moisture that can damage your home and lead to mould, which may impact your health.

Condensation is the most common type of damp. Everyday activities like cooking and showering can add to condensation in your home.



Here are some things you can do to reduce it:

- wipe down any condensation with a dry cloth
- use extractor fans and lids on pans while cooking
- keep air vents open and clear
- open windows after a bath or shower
- dry clothes outside or near open windows
- keep kitchen and bathroom doors closed

If you spot damp or mould, report it to us on **020 8825 5682** or [dampandmould@ealing.gov.uk](mailto:dampandmould@ealing.gov.uk)

We will arrange a specialist visit to inspect your home, clean affected areas, and find any structural issues that may need to be addressed to tackle the root cause of the damp and mould.



## Electrical safety

With an increasing number of electrical devices in all our homes, it is more important than ever to be aware of risks and take steps to prevent accidents.

At least once every 5 years, we carry out electrical safety inspections in your home, known as electrical installation condition reports (EICRs). But you also play an important part in keeping your home safe. Here are some essential tips to keep your family safe from potential electrical dangers:



### Don't overload sockets

Plugging too many devices into one socket is a common cause of electrical fires. Only use one heat-producing appliance into a multi-way socket at a time.



### Avoid counterfeit goods

Only buy electrical items and chargers from trusted sources. Fake products often fail safety standards and can cause shocks or fires.



### Follow the manufacturers' instructions

Using your devices correctly improves performance and keeps you safe.



### Allow air circulation

Electrical devices need space to stay cool. Don't cover appliances or use them in enclosed spaces like cupboards.



### Unplug unused appliances

This reduces risk of fire and saves energy. If sockets are hard to reach, consider using smart plugs or energy-saving extension bars.



### Use the correct fuse for each appliance

Using the wrong fuse can cause overheating and reduce protection against faults.



## Safety information about your building

**Your safety is our top priority, which is why it is important for you as our residents to have access to accurate, up-to-date building safety information.**

Whether it's fire safety, structural details, communal repair information, or planned maintenance, having access to the right details helps you to make informed decisions and raise concerns when needed.

We carry out safety inspections in properties and provide all associated certificates to residents. Most residential blocks have noticeboards or electric noticeboards in areas like entrance lobbies and stairwells which are updated with important announcements, so it's important to check them regularly.



We hold a number of resident meetings and engagement events such as tenant forums and estate walkabouts. Your voice matters, and these events help shape how safety is managed in your community.

You can speak to the building safety team or your housing officer about fire risk assessments, asbestos reports, gas and electrical safety certificates, and structural surveys. They can also explain what safety measures are in place and how they affect your building. Up to date information is also on the council website at [www.ealing.gov.uk/building-safety](http://www.ealing.gov.uk/building-safety)

It is a legal requirement for every building to have clear signage showing fire exits and escape routes, assembly points, and instructions for what to do in an emergency. If signage is missing or unclear, please report it immediately by emailing [buildingsafety@ealing.gov.uk](mailto:buildingsafety@ealing.gov.uk)

While we are responsible for maintaining building safety, you play a crucial role too. Reporting hazards, allowing access for inspections, and staying informed all contribute to a safer living environment for everyone.

We can only correct problems if we know about them, so please report any hazards or repairs required as soon as you spot them.

You can do that using your MyAccount or by scanning this QR code.





## Residents are doing it for themselves



South Acton Community Builders Co-operative Ltd (SCBC) is the tenant management organisation for more than 350 council homes at the South Acton Estate, where tenants manage key services themselves.



Tenants and leaseholders at the estate recently celebrated 10 years of SCBC, which they set up to deliver housing services in partnership with the council under the Right to Manage scheme, which is open to all council tenants.

At the anniversary celebration held in June, members came together to celebrate what they have achieved together. This includes:

- an office in the estate, open daily from 8am to 5pm
- dedicated housing officers to support tenants
- a repairs service with more than 97% tenant satisfaction
- a team working 5 days a week to keep communal areas safe, clean, and welcoming

SCBC shows what is possible when services are shaped by the residents who use them. Find out more about tenant management organisations and the Right to Manage scheme by scanning the QR code.

## Domestic abuse - what to do



Statistics show that 1 in 4 women and 1 in 7 men will be affected by domestic abuse in their lifetime - it can affect many of us but is under-reported.



There are many types of domestic abuse, including psychological, physical, sexual, financial, or emotional abuse, between people aged 16 or over who are or were intimate partners or family. It can include controlling, coercive, threatening, or violent behaviour.

If you're afraid of someone you have or had a close relationship with, you're entitled to support to keep safe.

If you think you need to leave your home, you can confidentially contact your housing officer at your local housing hub or the council's safer communities team on 020 8825 5994. They can support you to get emergency temporary accommodation, and longer term housing. If

you urgently need to leave your home, you can also call the National Domestic Violence Helpline for free 24 hours a day, 7 days a week, 365 days of the year on 0808 2000 247.

Social services may be able to help if you or someone you know are at risk or are experiencing abuse or neglect, need help with daily living or personal care, and cannot protect yourself due to a disability or health condition. As well as experiencing it directly, children and young people could also become victims through seeing or hearing domestic abuse. This can lead to emotional psychological harm, and put them at risk of physical injury. If you have a concern, call **020 8825 8000**.

In any case, always call 999 in an emergency. If you cannot speak, press "55" when prompted. Police treat all calls relating to domestic abuse extremely seriously and will respond rapidly.

If you have been affected by domestic abuse in any form, you should always try to report it to the police. Call 101 or visit **[www.met.police.uk](http://www.met.police.uk)**

For more information on services to support you, and advice on how to keep safe, visit **[www.ealing.gov.uk](http://www.ealing.gov.uk)** and search for 'domestic abuse' or scan the QR code.



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## Beware of dodgy claim companies targeting tenants

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Residents across the borough have reported being approached by dodgy companies encouraging them to make legal claims about repairs in their homes.

These so-called 'claim farmers' often use aggressive and misleading tactics to lure tenants into unnecessary legal action. The companies could cold call or deliver leaflets, promote their services through social media, or pretend to be from the council or the repairs team. They may avoid giving you a genuine company name, and provide you with fake contact details.



In many cases, they could take your personal information to sell on to 'no win, no fee' solicitors. While these offers may seem risk-free, tenants can end up facing legal costs even if they later withdraw their claim.

To protect yourself from claim farmers, you should:

- never share personal details with unknown callers or leaflet distributors
- always verify the identity of anyone claiming to represent the council
- report suspicious activity to the council or local authorities

Make sure you use official channels to report repair issues. The safest and most effective route is to contact the council directly by calling **020 8825 5682**.

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## Why access matters more than ever

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In the summer 2025 edition of Housing News, we shared an update on our referral to the Regulator of Social Housing (RSH). We'd like to clarify a key detail from that communication.



We previously stated: "We are continuing to meet with RSH each month, and we have redoubled our efforts to deliver all parts of our plan by the end of July."

While our monthly meetings with the RSH continue, the timeline we mentioned was inaccurate. In fact, our full compliance recovery plan is scheduled for completion by December this year - not July.

We apologise for any confusion this may have caused, and we want to take this opportunity to highlight that access to your homes is absolutely essential to deliver this plan. To meet our compliance goals and ensure every home and block is safe, we need to carry out vital checks, repairs, and upgrades. That means gaining access to properties for routine maintenance, fire safety inspections, electrical testing, and other critical work. This will ensure we can fix issues before they become hazards, make sure fire safety measures are up to standard, and to meet legal and regulatory standards.

We understand that allowing access can sometimes feel inconvenient. But every visit we make is a step towards a safer, more secure living environment for you and for your neighbours. If you have received a request for access, please help us help you. Together, we can make sure every home meets the highest standards of safety.

# Come to the 7 Towns Jobs Roadshow



Ealing Council is planning a series of jobs fairs around the borough this October and November, where you can meet prospective employers and gain skills to help get a job.

Over 7 weeks, the 7 Town Jobs Roadshow will offer you the chance to explore different skill sectors, get tailored pre-employment support, and connect with local employers - all in your own community.

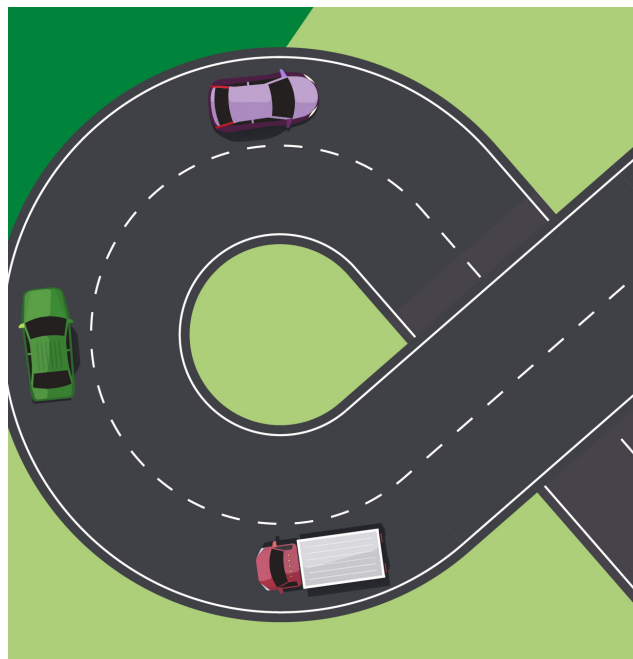
Whether you are out of work, looking for a career change, or just curious about what jobs could be out there, there will be something for you at the roadshow.

Each event will spotlight a specific skill sector. For example, the Acton event will focus on creative careers, while the Northolt event will lead on healthcare opportunities.

A range of local organisations will be there. You will have the opportunity to talk to them directly about their current vacancies, discuss the requirements, and find out how to apply.

There will also be a series of workshops to help you on your career journey. You will be able to learn skills to help you ace interviews, find out how to search for jobs effectively, and how to write an impressive CV, application, and cover letter.

Find out more by scanning the QR code.



## Useful contacts

For tenancy management or rent queries, you can visit your local housing hub or the Havelock Advice Venue:

### Acton and Ealing hub

Acton Resource Centre (inside Everyone Active), W3 6NE  
Appointments must be prebooked

### Greenford, Northolt, and Southall hub

Gainsborough Tower, Academy Gardens, UB5 5PF

### Hanwell hub

1 and 2 Cheyne Path, W7 1QR

### Havelock Advice Venue

33 Hunt Road, UB2 4QB

Drop in Tuesdays and Thursdays from 9am to 5pm

Alternatively, you can call or email depending on your query:

### Tenancy queries

Phone: 020 8825 5387

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

### Rent queries

Phone: 020 8825 8477

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

### Paying your rent

Phone: 020 8825 8346 (24-hour payment line)

### 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](mailto:safercommunities@ealing.gov.uk)

### Home ownership

Right To Buy enquiries:

Phone: 020 8825 5583

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

### Downsize to a smaller home

Phone: 020 8825 8317

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

### Caretaking services

Phone: 020 8825 8593

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

### Compliments, complaints and suggestions

Phone: 020 8825 8855

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

