



around  
**ealing**  
homes

The new look magazine  
for Ealing Council tenants

# Looking for a new home?

If your current home no longer meets your needs and you want to move, help is available. Find out more on page 4



London Borough of  
**Ealing**

Summer 2026

Homes

Neighbourhoods

Opportunities

# Homes to meet your needs

Councillor Louise Brett, cabinet member for safe and genuinely affordable homes

**As part of our commitment to provide homes that truly meet your needs, I'm pleased to share some opportunities that could help you make your next move.**

If your current home no longer works for you and you need a change, swapping homes with another council or housing association tenant could be a great option. We've made the process easy with SwapTracker, which lets you find matches, apply online, and track your application from start to finish.

Whether you need more or less space, want to move closer to work or family, or simply fancy a change, a mutual exchange puts you in control. You can find

the right home for you without needing to rejoin our housing register.

We're also pleased to share news of 71 new sheltered homes in Acton for older residents aged 55 and over, which will be available from November. If you're looking to downsize, these homes offer easier-to-manage living and potential savings on bills, alongside a welcoming community. Find out more about SwapTracker and the new homes in Acton on pages 4 and 5.

There's a lot you can do to help maintain safe and comfortable living conditions. With warmer weather in our midst, please remember to open windows with caution, especially if you live on a higher floor. If you spot

any issues with windows in your home, or around your building, please let us know. You can read more about safety around your building on page 6.

Finally, we hope you enjoy the new and improved look of this magazine. Formally known as Housing News, we have renamed it Around Ealing Homes. If you have any ideas or suggestions for the magazine, please let us know by contacting [residentinvolvement@ealing.gov.uk](mailto:residentinvolvement@ealing.gov.uk).



New homes being built at Steyne Road - see page 5



# Listening to you

Listening to you and responding to what you tell us is very important to us. Here are some examples of what we've done when you have raised questions or concerns with us.

<b>You said</b>	Residents wanted to shape and improve our new housing service standards.
<b>We did</b>	We held a series of workshops where residents worked with us to jointly develop new standards, which have been published on the council website and included in the new tenant handbook.
<b>You said</b>	Residents asked to be involved in shaping how the council engages with them and to ensure communications are clear and accessible.
<b>We did</b>	Residents helped develop our new resident engagement strategy through several workshops. Our resident readers panel also helped refine the design and wording to make sure the final version used the right language and images.
<b>You said</b>	The resident vulnerability working group asked us to ensure that a new vulnerability policy included digital and financial exclusion.
<b>We did</b>	The housing vulnerability and reasonable adjustment policy was reviewed by the resident readers panel before being published on our website, and includes digital and financial exclusion.

If you would like to get involved with helping to shape housing services, please contact [residentinvolvement@ealing.gov.uk](mailto:residentinvolvement@ealing.gov.uk).

## Free help to quit smoking

Struggling with the cost of smoking? If you're thinking about quitting, or even just cutting down, free support is available.

The Ealing Smokefree service offers friendly, confidential support to adults aged 18 and over who live in the borough or are registered with a local GP.

You can receive up to 8 weeks of personalised, non judgemental support, working one to one with a trained specialist who understands that quitting smoking is not always easy. With the right support, you are up to 3 times more likely to quit. You don't have to do it

alone. The service also provides free stop smoking aids such as nicotine patches, vapes, and medications to help manage cravings and make quitting feel more achievable.

Many people notice benefits soon after stopping smoking, including better breathing, more energy, and extra money left in their pocket each week.

You do not need a referral from your GP and can sign up yourself. To get started, call 020 8354 8889, email [wlm-tr.hls@nhs.net](mailto:wlm-tr.hls@nhs.net), or visit the Ealing Smokefree service website by scanning the QR code.



# Thinking about moving home?



If your current home no longer meets your needs, a mutual exchange could be a great option.

A mutual exchange allows council or housing association tenants to swap homes with another tenant, giving you more choice and flexibility without needing to rejoin the housing register.

Mutual exchanges can happen for many reasons. Perhaps you need more or less space, or maybe you need to move for work, or to be closer to family. It's a great option for social housing tenants who don't want to wait for the normal allocation process. It gives you more control and means you're able to choose a home that suits your needs better in a place you want to live.

SwapTracker, a new online system for managing mutual exchange applications, is now up and running.

You can search for other tenants who may want to swap homes with you. Once you find a potential match, you can apply for your mutual exchange online and track its progress from start to finish.

You will need to be a social housing tenant with a secure or assured tenancy to have the right to a mutual exchange. You won't be able to swap with a private housing tenant – both homes need to be social housing properties.

The system is designed to be clear and easy to use, helping you see exactly where your application is and what happens next. You can upload documents securely, receive updates automatically, and know when important checks have been completed. This makes the

whole process quicker, more transparent, and less stressful.

You can use the system on a computer, tablet, or smartphone, and it is mobile friendly for easy access.

To get started, visit [www.homeswapper.co.uk](http://www.homeswapper.co.uk) and create an account or log in.

If you have any difficulties accessing the online platform, or prefer to complete a paper copy of the form, please drop into one of the housing hubs or contact your housing officer.





## New homes for older local people

In Acton, 71 new council homes to let to older people at the Steyne Road estate are due to be completed in November, having been designed with their needs in mind.

We've built them in response to growing demand. With the number of local people aged 75 and older expected to increase by 80% between 2021 and 2031, there is a pressing need for more good quality, well-connected sheltered accommodation here.

These homes are close to the amenities of Acton High Street and public transport links,

which will help residents stay connected to services, shops, and support.

The homes are of exceptional quality – modern, spacious, and the development also includes landscape improvements, and new shared facilities like communal lounges, communal kitchen facilities, and storage space for mobility scooters.

Current council tenants looking to downsize into sheltered accommodation are being offered the chance to move into one of these brand-new homes. You will get all the advantages of sheltered accommodation. The flats are smaller than family homes and easier to manage, which can lead to savings on rent and energy bills.

And as well as your own self-contained flat, you will have full access to the shared facilities,

where you can spend time with other residents and be part of a community.

Our sheltered schemes are welcoming places to live. You will also find friendly faces among our sheltered team, with a named officer who will check in with you every weekday.

To be eligible for sheltered housing, you or your partner must be aged at least 55 years old.

If you or someone you know (who must also be a borough resident aged 55+) would like to find out more, please email Mohammed Patel, our sheltered housing manager at [Patelmo@ealing.gov.uk](mailto:Patelmo@ealing.gov.uk).

We expect to have lots of interest so please make contact and register your interest as soon as possible.

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

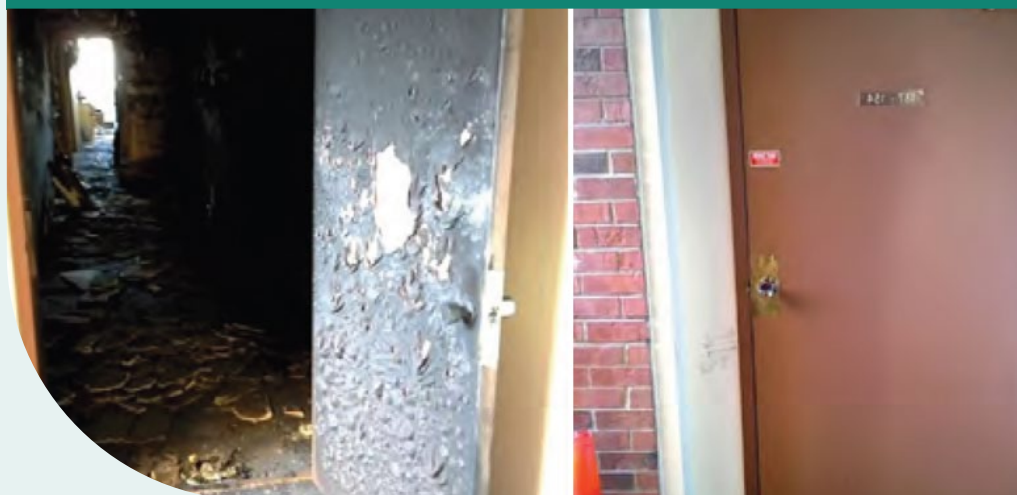
Fire doors are designed to control the spread of fire and smoke in buildings, and can hold fire back for at least 30 minutes, giving the fire brigade time to fight it.

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

If your home has an original door fitted by us, it would have met the necessary standards at the time it was fitted, but it must be in good condition and have a working self-closing device fitted. If we have fitted a flat entry door to your home in the last few years, it is important you do not make any

alterations to it. We may arrange to inspect your flat entry doors while carrying out a fire risk assessment.

Never prop open fire doors or remove their self-closing devices. If a self-closing device is fitted to your home's front door, make sure it closes fully.



## Help prevent falls from windows

Since April 2019, at least 17 children aged under 11 have tragically died in England after falling from a window or balcony. These are stark reminders of how dangerous open windows can be for young children. In several cases, children were able to climb up using furniture or other items placed beneath windows.

You can help keep your children safe by ensuring nothing climbable is left near open windows and by using window restrictors where possible. If you notice a damaged or unsafe window in your home or in a communal area, please report it immediately on 020 8825 9998 and select option 4.



## Know your emergency plan

It is important that everyone in your household knows what to do in an emergency. Take time to talk through your emergency plan together, making sure children understand it too.

Different plans apply depending on your building's type and layout. In many shared blocks, if a fire starts elsewhere in the building, you should stay in your home unless the fire brigade tells you to leave, as it is often the safest place to be. Check the fire action notices in your building for its evacuation strategy, or speak to your

housing officer for guidance.

If you or someone you live with has a disability, health condition, or mobility issue, we can arrange personal emergency evacuation plans, welfare checks, home

adaptations, and referrals to health and wellbeing services. You can contact us confidentially at [tenancymanagement@ealing.gov.uk](mailto:tenancymanagement@ealing.gov.uk) or on 020 8825 9998 (select option 1) to arrange a visit.

## Let us in for vital safety checks

To make sure your home remains safe, comfortable, and well-maintained, we carry out routine inspections throughout the year. If we find anything that needs attention, we act quickly - often within the same day for urgent repairs.

Our checks include:

- fire safety checks
- gas and electrical safety inspections
- water safety testing
- building condition surveys
- smoke alarms and carbon monoxide detectors
- asbestos testing
- lift safety
- fire door inspections

Access to your homes is absolutely essential for this critical work. As your landlord, we have a legal responsibility to test and inspect your gas fittings every year, your electrics every 5 years, and update the fire risk assessment for your building regularly too.

We also need to get into your homes for other reasons, such as repairs. And, every so often, we need to carry out stock condition surveys across all our properties. These simple visual checks help us understand your home's condition and plan future improvements.

Allowing us access to your home is a condition of your tenancy agreement. Our contractors will always contact you to book your test or inspection. Please let us know as soon as possible if you need to rearrange an appointment.

A tiny minority of tenants have failed to respond to our repeated requests. In these cases, we have taken legal action in order to gain access, which can incur extra costs to the tenant. Some of these tenants now have County Court Judgements against them and are liable for our legal fees. In some cases, abandonment notices will be put up on front doors if we don't hear from people when we ask to get in. To keep you safe, we may also have to disconnect services, like gas.

If you don't know when your last gas safety check was, or you think your next check is overdue, please contact our contractor T Brown Group at [servicing@tbrown.com](mailto:servicing@tbrown.com) or call 020 8786 1240.



## Crackdown clears 1,000 dumped vehicles

More than 1,000 abandoned vehicles have been cleared from streets and housing estates in a borough-wide crackdown that began last September.

And we're not finished yet. Work is ongoing, with teams continuing to remove abandoned and untaxed vehicles from the borough. Enforcement officers are visiting our housing estates to identify and remove the

problem vehicles, and respond to reports from residents. Our towing contractor also keeps a close watch of prime locations for abandoned cars. Once identified as abandoned or untaxed, the vehicles are usually removed immediately.

Vehicles must have valid tax, MOT, insurance, and be in good working order to be parked on the road or in a housing estate.



If you suspect a vehicle is abandoned, you can report it by scanning the QR code.



## Get involved in our estate action days

Estate action days across the borough are dedicated events where council teams, residents, and local partners come together to create real change.

A recent event at Acton Vale united residents, council teams, and community groups for a day of practical support and open conversations. For attendees, including the Acton Vale Residents Association (AVRA), it marked an important step in rebuilding connection and visibility.

For AVRA representative Mass Hassan, involvement began with a simple issue – trying to get a shed. “I’d been going back and forth with the housing team and asked why a residents’ association couldn’t handle it. That’s when I realised we didn’t have one, so I started one.” AVRA has since grown into a group focused on restoring community spirit.

“Acton Vale is where I grew up,” Mass added. “Sometimes, especially on a summer’s day, I see glimpses of what it used to

be, and what it could be again.” AVRA helped promote the day as an opportunity for neighbours to connect. “Showing up matters – for the council’s efforts and for ours.”

Residents raised familiar issues, including repairs and fly-tipping, and council teams could work directly with residents on solutions.

The next action day is on Saturday 20 June, 1pm to 4pm, at the Racecourse estate, Northolt.



For more information, contact [residentinvolvement@ealing.gov.uk](mailto:residentinvolvement@ealing.gov.uk), call 020 8825 6535 or scan the QR code.



# Looking for a space to hire?

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

The centres are the perfect space for all sorts of activities, including:

- special occasions - birthdays, baby showers, or anniversary parties
- children's events - mother and baby groups, after school activities, or playdates
- health and sports - keep fit, pilates, or mindfulness classes

The spaces are available between 9am and 9pm, every day of the week. You can find

the centres at:

- Acton Vale, Acton
- Copley Close, Hanwell
- Golf Links, Southall
- Gurnell Grove, Ealing
- Havelock Community Shop, Southall
- The Joan Blandon Room at Medlar's Farm, Northolt

All prices are available on our website, and there are discounts for council tenants.



Find out more and book a community centre by scanning the QR code.



## A life changing apprenticeship

Apprenticeships come in all shapes and professions. For Niamh from Greenford, it was the route she needed to fulfil her career ambitions.

Like many young people, Niamh faced the challenge of needing experience and not knowing where to begin.

“When I first started work, I was so shy I barely spoke,” said Niamh, 26. She is now a human resources (HR) advisor working with Balfour Beatty Vinci Systra (BBVS) - HS2's Old Oak Common Station construction partner. She views her apprenticeship as giving her the confidence and skills she

needed to enter the workforce.

When a local employment support service introduced her to a HR apprenticeship, it was the route that finally made entering the world of work and HR achievable.

“My apprenticeship felt like the perfect balance,” she said. “I could learn the theory in college, then apply it at work the very next day. When I started, I barely spoke in meetings. Now I've presented to rooms of 400 people and even more online.”

This confidence came from learning, working, and developing in a supportive team.

Following her apprenticeship, Niamh progressed into an HR coordinator role.

If you think you could benefit from an apprenticeship, explore current opportunities in Ealing by visiting [www.workealing.com](http://www.workealing.com) or [www.gov.uk/apply-apprenticeship](http://www.gov.uk/apply-apprenticeship).



# Hundreds of new council homes to be let this year

Almost 600 new council homes will be completed and ready for local families to move in by the end of 2026.

The homes, which are being built across the borough's 7 towns, will ensure that by Christmas, hundreds more people will have safe, secure homes they can afford.

With more than 6,000 local families on the waiting list for a council home, this new wave of homes will make a real difference. With an average cost of around just £530 a month for a 2-bed flat, our socially rented homes are some of the most affordable in London.

There are more to come too. By August 2028, another 1,750 homes are expected to be ready to let.

Take a closer look at some of the new homes which will be let this year:

## Northolt Grange

In Northolt, 84 new council homes at Northolt Grange are coming soon. As well as the

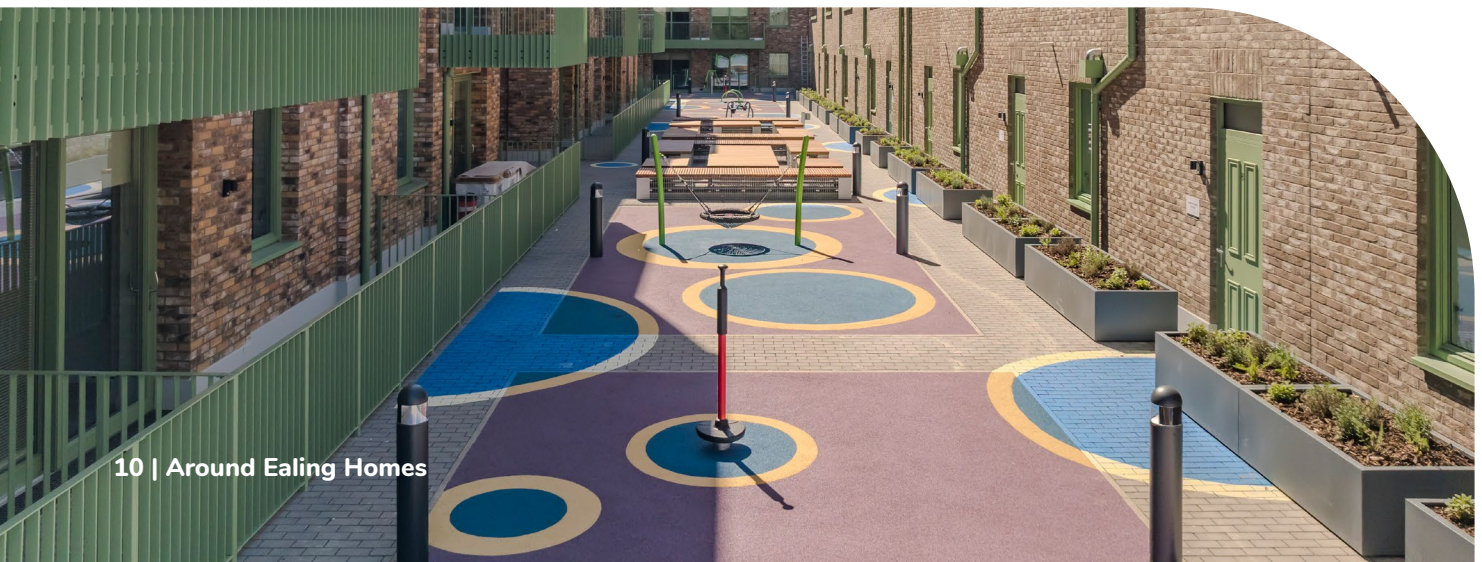
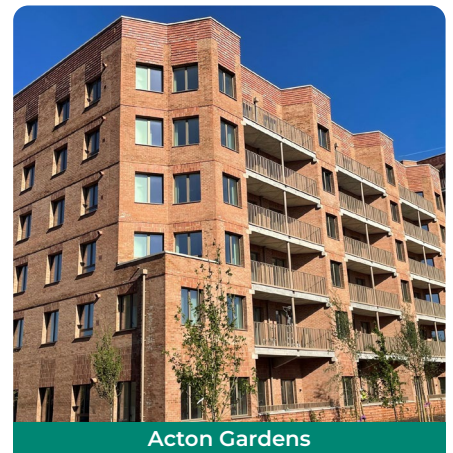
safe, spacious flats - a mix of 1-, 2-, and 3-beds - the site also includes a children's play area, landscaped open space, and cycle parking, creating the perfect neighbourhood for families to thrive.

## Golf Links estate

In Southall, 104 new council homes at the Golf Links estate will include 15 homes designed to be more accessible for disabled users. The project has also improved streets and green spaces, including new planting, better walking routes, and a play area. This is the third phase of a wider regeneration of the estate.

## Green Quarter

Also in Southall, 180 new homes at the Green Quarter are due to complete in August. Originally intended for private sale, the council bought these homes while they were still being built so they could be let to local people instead. The homes range from 1- to 3-bedrooms and will be let at social rent or London Living Rent.



## Going beyond for supported housing residents

Our supported living team provides housing support for people living with mental health challenges. Our goal is to empower vulnerable adults, helping them live independently.

During an inspection of one of our supported housing properties earlier this year, our supported housing officer, Diana Ohanian, noticed damp and mould in the bathroom and kitchen.

The resident explained that the issue was getting worse but he avoided reporting it because he felt that strangers coming into his home could impact his mental health and recovery.

Diana sat down with the resident to discuss how we could help him through the whole process, including ensuring the work was carried out whilst Diana was present.

A mini project team was created including Diana, Ken Jobes from our planned works and maintenance team, and representatives from our contractor Wates to refurbish the property's kitchen and bathroom with minimal disruption to the resident, whilst ensuring emotional support was available to him.

The kitchen and bathroom are now miles better and the



... and after



resident is delighted with the outcome.

If you spot damp or mould in your home, report it to us by calling 020 8825 9998 (select option 4), or emailing [dampandmould@ealing.gov.uk](mailto:dampandmould@ealing.gov.uk).

## Planting roots to grow a community

Green fingered residents from 2 Acton sheltered housing sites have come together for an afternoon of gardening.

The tenants from Shillaker Court and Neville Close were invited to an activity day after council staff spotted the need for more social occasions.

Alka Sharma, one of our sheltered housing officers

organised the event after speaking to residents. She said: "Some told me they felt quite lonely. Our sheltered blocks should be somewhere where everyone can spend time with other residents and be part of a community."

The event proved popular with those that took part. 93 year old sheltered housing resident, Gnanawathie Liyanarachchige said: "After over 13 years in the scheme, this was the first time everyone had come together. The experience was both heartfelt and truly therapeutic."

Alka added: "It was great to see everyone get together

and make friends. This makes a big improvement from the past where residents were not engaging with each other and were disconnected from the community, which increased mental health issues and isolation."



# New service for deaf residents



We now offer a free video relay service that helps deaf residents contact council services easily.

Using SignVideo, you can connect to a qualified British Sign Language (BSL) interpreter through a secure video call. The interpreter will then contact the relevant council service by phone on your behalf.

It works by starting a video call with an interpreter and briefly explaining what you need to contact us about. The interpreter will make the phone call and introduce themselves, explaining they are calling from SignVideo with a deaf resident. From that point, the conversation is between you and the council officer, with the interpreter on hand to help.

You may notice short pauses during the call while messages are interpreted, which is normal and helps make sure information is shared accurately. For longer calls, the interpreter may transfer you to another colleague to continue supporting you.

No special equipment is needed to use this service - just a device with a camera and a stable internet connection.

Calls are private and they are not recorded. No record of the conversation is kept.

Find out more and connect to a BSL interpreter by scanning the QR code, or visiting [www.ealing.gov.uk](http://www.ealing.gov.uk) and clicking 'Connect to a BSL Interpreter' at the top of the page.



## Get in touch

For tenancy management or rent queries, you can visit your local housing hub (open on Mondays and Thursdays from 9am to 5pm) 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

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

### 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:

### Paying your rent

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

### Tenancy management and queries

Phone: 020 8825 9998 and select option 1  
Email: [tenancymanagement@ealing.gov.uk](mailto:tenancymanagement@ealing.gov.uk)

### Rent queries

Phone: 020 8825 9998 and select option 2  
Email: [housingrents@ealing.gov.uk](mailto:housingrents@ealing.gov.uk)

### Home ownership

Right To Buy enquiries:  
Phone: 020 8825 9998 and select option 3  
Email: [homeownership@ealing.gov.uk](mailto:homeownership@ealing.gov.uk)

### Repairs and maintenance

Phone: 020 8825 9998 and select option 4

### Resident involvement team

Phone: 020 8825 9998 and select option 5  
Email: [residentinvolvement@ealing.gov.uk](mailto:residentinvolvement@ealing.gov.uk)

### Caretaking services

Phone: 020 8574 7385  
Email: [estateservices@ealing.gov.uk](mailto:estateservices@ealing.gov.uk)

### Safer communities (antisocial behaviour)

Phone: 020 8825 5994  
For noise nuisance: 020 8825 8111  
Email: [safercommunities@ealing.gov.uk](mailto:safercommunities@ealing.gov.uk)

### Downsize to a smaller home

Phone: 020 8825 8317  
Email: [housinginitiatives@ealing.gov.uk](mailto:housinginitiatives@ealing.gov.uk)

### Compliments, complaints, and suggestions

Phone: 020 8825 5000  
Email: [housing.environ.complaints@ealing.gov.uk](mailto:housing.environ.complaints@ealing.gov.uk)