



around
ealing
homes

The magazine for
Ealing Council tenants

Improving your repairs service

We're making our repairs
process quicker and more
reliable. **Find out more on
page 4**



London Borough of
Ealing

Autumn 2026

Homes

Neighbourhoods

Opportunities

Better homes for our borough

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

Through our £425million improvement programme, we are upgrading hundreds of your kitchens and bathrooms, helping to ensure that every council home meets a high standard.

Growing up in social housing has given me an appreciation of the difference that a safe, secure, and well-maintained home can make to a person's life. They are our safe space and the foundation for good health, wellbeing, and opportunities.

That is why I was pleased to go along to one of the council's drop-in events at Perceval House over the summer, to learn more about our kitchen and bathroom upgrades programme. It is already making a real difference to many of your day-to-day lives. Hundreds of families have already benefitted and many more are set to receive modern, practical

improvements over the coming months.

Council officers have been working hard to keep affected residents informed along the way so the upgrades can be made with their needs in mind. The upgrades are helping us achieve our goal of bringing all council homes up to the Decent Homes Standard. Find out more about the programme on page 3.

If you want to make a difference to our housing service, we are looking for volunteers to join our Independent Housing Board. The board looks at our performance and makes recommendations to improve the service. If you're interested in getting involved, find out more on page 15.

You might have friends or family members who live in houses in multiple occupation (HMOs). We want to hear your views on our plans to continue licensing HMOs after the current licensing scheme ends next



year. Licensing helps make sure privately rented homes are safe, well managed, and meet legal standards. Have your say by 24 September by visiting www.ealing.gov.uk/hmoconsultation.

Lastly, I would also encourage residents living in Greenford, Northolt, Perivale, and Southall to come along to our next 'Housing and You' drop in event on Wednesday 23 September, from 4pm to 7pm at Greenford Town Hall, where you can speak to the teams and raise any issues. If you are eligible to attend, you will have been posted an invite with further details.





Cooking up better council homes

“It’s great to have lots of choices,” said Fiona from Northolt, who will soon benefit from a brand new kitchen and bathroom at her council home.

We are continuing to make good progress on our programme to upgrade kitchens and bathrooms in your homes.

This work is part of our £425million investment in council homes across the borough over a 5-year period. It aims to help us increase the percentage of our homes that meet the national Decent Homes Standard from 93% to 100% by 2028.

Trusted contractors have been appointed to complete the work, and it’s estimated that approximately 600 new kitchens and 400 new bathrooms will be fitted each year.

Since September 2025, work has been advancing steadily across the borough, with almost 450 families already benefitting from modernised kitchens and bathrooms, and more than 1,200 homes on the current programme of works – including Fiona’s.

Fiona added: “It’s great to see lots of choices available. I’ve lived in my home for more than 17 years and the options to choose from are a lot better than the last time my kitchen and bathroom were upgraded.”

The programme focuses on replacing outdated fittings with the latest, durable designs. The idea is to raise overall living standards at each home. Like Fiona, all affected tenants get to choose their new kitchens and bathrooms from a suite of options. In June, the council hosted a drop-in consultation event at Perceval House to provide residents with more information about the programme, the options

available, and for them to ask any questions.

Ruby, from Southall, is looking forward to the work taking place at her family home. She said: “My mum and I have lived in our home since 1998 so it’s nice to be getting these upgrades. I need a better shower for my mum, and our current kitchen cabinets are peeling and definitely need replacing too, so these upgrades will be really helpful.”

Further phases are already planned, with more households set to receive upgrades in the coming months.



Councillor Brett at the drop-in event at Perceval House



Getting repairs right first time

For many residents, reporting a repair is one of the most important interactions you have with us. That's why we've launched a new repairs diagnostic centre.

You've told us that repairs need to be clearer, quicker, and more reliable - and we're taking action to improve our service.

Over the summer, we launched the housing repairs diagnostic centre, with a dedicated team focusing on how repairs are diagnosed, scheduled, and completed from your very first point of contact with us.

While there won't be any changes to how you report repairs, the diagnostic centre

will transform the way we work. Instead of repairs being passed through several stages, the new team will diagnose issues straight away, capture the right information, and ensure jobs are allocated to the correct contractor. This will help operatives arrive at jobs better prepared, with the right tools and materials to complete repairs quicker.

What's changing?

Until now, all repairs enquiries have come through the customer contact centre. Repairs were often raised as trade specific inspections, meaning an operative would attend to assess the issue and, if possible, complete the repair. While this

has worked well for many cases, some repairs have required multiple visits, or follow on appointments, causing delays.

The new specialist team will focus on:

- understanding the repair properly from the start
- making sure the job is sent to the correct trade
- working closely with the contractor's planning team to better schedule work

By improving how repairs are diagnosed at the first point of contact, we can reduce avoidable visits and ensure operatives arrive with the right information, increasing the likelihood of completing repairs in a single visit.

Here's what you can expect



No change to how you report repairs: we're only changing what happens behind the scenes, with a stronger, more skilled team making sure your repair is handled effectively from the start.



Reduced call waiting times: because the new team will handle follow-on queries and outstanding works directly, the customer contact centre will have more capacity to answer calls quickly.



Improved customer satisfaction: with fewer follow-up visits and clearer communication, we expect to see a smoother resident experience and fewer complaints.



Expert support for complex repairs: a duty surveyor will always be based in the call centre to support the team with more complex or technical repairs.



A dedicated space for better teamwork: the teams will be located together for faster decision making and improved information sharing.

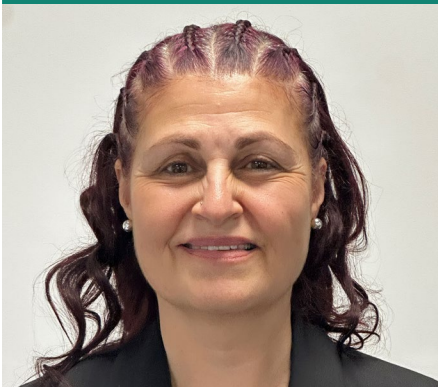


One visit wherever possible: by diagnosing repairs more accurately, we can reduce the number of times an operative needs to return.



Faster job completion: better scheduling and clearer information mean repairs can be completed more quickly.

Angelica Musitano



Senior technical repairs support officer

Olalekan Bello



Housing repairs diagnostic centre manager

The success of the repairs diagnostic centre relies on strong partnership working. The team will work closely with residents, operatives, contractors, surveyors, planners, and other housing colleagues.

By sharing information, learning from feedback, and continuously improving our processes, we're building a repairs service that is more streamlined, cost-effective, and focused on your needs.

This forms part of our wider commitment to improving housing services across the borough. We know repairs are a priority for you, and we are investing in the people, systems, and processes needed to deliver a service you can rely on.

As the new centre launches, we will continue listening to residents and monitoring how the new approach is working. Your feedback will remain central to shaping the service, and we'll keep you updated as improvements continue.

You can report a repair by visiting www.ealing.gov.uk/report-repair or calling 020 8825 9998 (option 4).

Gardens and communities flourish

Residents from a sheltered housing scheme in Ealing recently welcomed a group of volunteers to help improve their communal gardens.

The gardening day at Walton House was organised by volunteers from St Paul's Church and one of our sheltered housing officers, Thanja Duggal. It aimed to bring residents and the wider community together while improving outdoor spaces for summer.

The volunteers cleared flower beds, weeded pathways, and tidied up garden areas, transforming the gardens into an inviting environment for residents to enjoy.

The event created a positive atmosphere and encouraged meaningful connections between residents and members of the local community.

Thanja, who helped organise the event said: "It was wonderful to see residents and volunteers coming together to improve the gardens and spend time with one another. The volunteers brought so much enthusiasm and kindness, and their support has made a real difference to the outdoor space.

"Events like this show the importance of community connections and the positive impact on residents' wellbeing. They help reduce isolation, encourage social connection, and strengthen community

relationships, which are so important. Many tenants spend a lot of time indoors, so opportunities to connect with others, share conversations, and enjoy a refreshed outdoor environment are incredibly valuable."



Several residents enjoyed seeing the gardens cared for and appreciated the energy and positivity the volunteers brought to the scheme. The volunteers hope to return to Walton House later on this year.

Find out information on how you can get involved and make a difference through volunteering in the borough by visiting dosomethinggood.ealing.gov.uk.

Housing Annual Report

April 2025 to March 2026



This is an executive summary of our forthcoming annual report for the year 2025 - 2026, which will be published on the council website.



London Borough of
Ealing

Round up of the year

Our housing

As of 31 March 2026, we had:

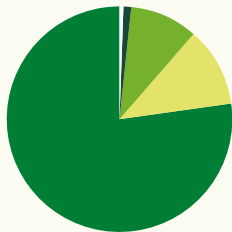

11,236
council homes


4,828
leaseholders


31
high-rise buildings

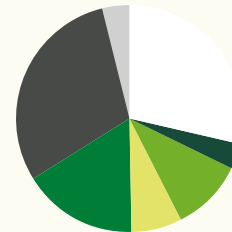

17
hostel buildings

Where our money comes from



	Commercial income = £657,000
	Non-dwelling rents = £883,000
	Other income = £9,060,000
	Service charges = £10,376,000
	Rents from our tenants = £70,186,000
Total = £91,162,000	

How we spend our money



	Capital financing = £26,242,000
	Communal heating = £3,134,000
	Support service and overheads = £9,370,000
	Estate services = £6,772,000
	Housing management = £14,954,000
	Repairs and maintenance = £27,317,000
	Contribution to HRA reserves = £3,373,000
Total = £91,162,000	

Regulator of social housing inspection

This year, the housing service was inspected by the Regulator of Social Housing. The inspection assessed whether we are meeting the requirements of the Regulator Consumer Standards. The process included reviewing our processes, procedures, policies and performance, interviewing staff and meeting with engaged tenants. In November 2025, the regulator published their C2 judgement which means that they identified some weaknesses in meeting the required standards.

Following the inspection by the RSH, we will continue to work closely with the RSH as we focus on further improving our services.

The RSH requires us to produce a provider **improvement plan** which will be agreed with the RSH. The plan must set out achievable timeframes for improvements. The aim of the plan is to embed improvements realised in 2025, demonstrate that we can improve, sustain improved performance and close the gap between the current C2 rating and a C1 rating.

Repairs

Our performance in
2025/2026

62.5%

satisfaction with the
overall repairs service

63.6%

satisfaction with the time
taken to complete a repair

63.4%

satisfaction that landlord
keeps communal areas
clean and well maintained

2025/2026	Total
Total repairs completed	25,485
Completed in target	24,271
Percentage in target	95.2%

Repairs by category	Total
Routine	15,773
Urgent	1,784
Emergency	2,283
Out of hours	2,367

Domestic heating	Total
Repairs	9,585
Emergency repairs	227

Communal heating	Total
Repairs	738
Emergency repairs	28

In 2025/26, we completed:

15,773

reactive repairs, with
85.5% completed within
target

2,283

emergency repairs

2,367

out of hours repairs

How we are improving

In the last 12 months, we have

- installed 456 boilers
- invested £2,300,000 in planned preventative maintenance to our heat networks
- invested £1,000,000 in upgrades to our heat networks and ancillary equipment

Tackling damp and mould

- damp and mould can affect your health and your home. We investigate all reports of damp and mould and are committed to supporting you in preventing and resolving it.

How we are improving

In the last 12 months, we have

- implemented a dedicated damp and mould repairs triage team
- onboarded a specialist damp and mould contractor 'Zapcarbon'
- completed all damp and mould jobs that were reported since Awaab's Law came in

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.

We take a proactive and transparent approach to compliance, supported by robust governance, regular inspections, and timely remedial action.



Fire safety

- 100% of fire risk assessments completed (777 of 777 blocks)
- 34 overdue actions, 29 medium risk and 5 low – no high risk actions overdue



Electrical safety

- 10,284 domestic EICRs completed out of 10,315 (99.7%)
- 880 communal EICRs completed out of 880 (100%)
- 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



Gas safety

- 9,649 of 9,651 domestic safety checks completed (99.9%)
- only 2 properties had overdue certifications at end of March 2026, all under active management
- strong resident engagement has helped maintain low no-access rates



Lift safety

- 108 lifts in operation
- 100% of inspections completed
- no outstanding high-risk issues



Legionella control

- 327 of 327 blocks legionella risk assessments completed (100%)
- ongoing monthly temperature checks, servicing and outlet flushing in place



Asbestos management

- 1,009 communal buildings have up-to-date asbestos management surveys

Antisocial behaviour (ASB) reports 2025/2026

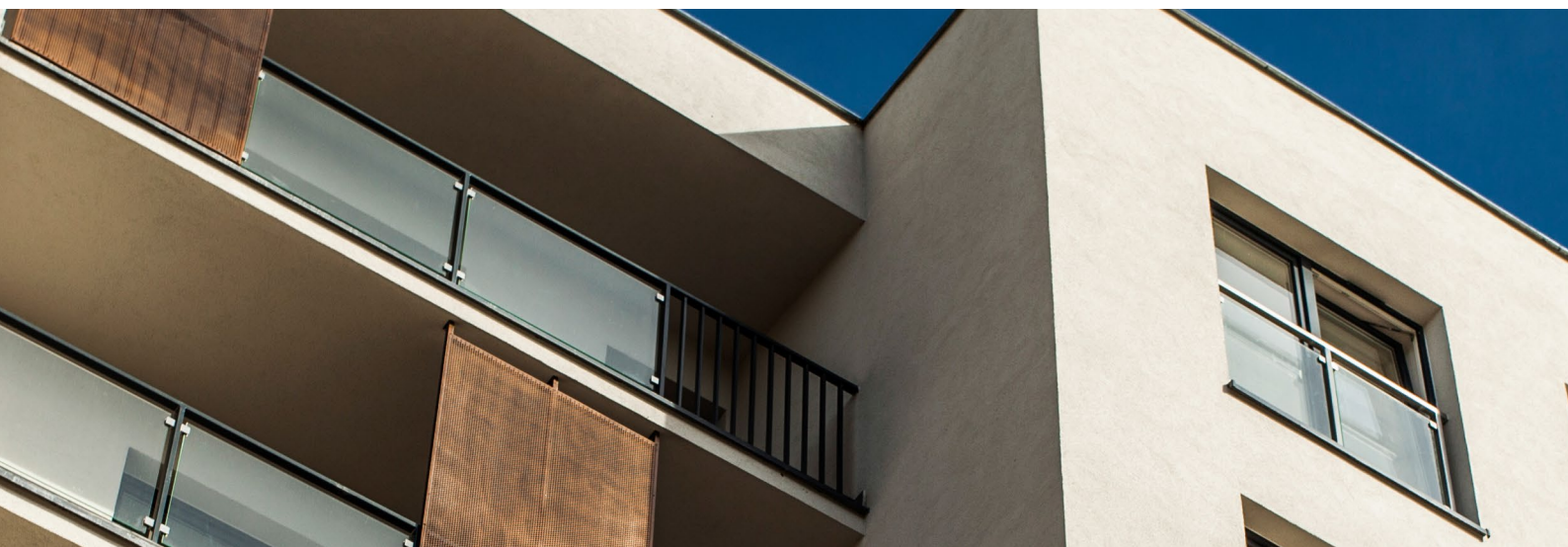
This table provides information about the types of ASB reported:

ASB type	Proportion of cases
Threats / harassment	27.40%
Drug related	34.30%
Violence related	13.10%
Groups congregating	11%
Homelessness concerns	12%
Domestic abuse	3.60%
Damage to property	8.20%
Exploitation	2.50%
Neighbour dispute	18.60%

ASB enforcement actions 2025/2026

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 2025/26	
Notice of seeking possession (NOSP)	8
Injunctions	14
Closure orders	6
Possession orders	2
Community protection notices	26
Legal undertaking	1



Resident engagement and communication

In the last 12 months, we have:

- strengthened resident voice by expanding opportunities for feedback through surveys, focus groups and events
- created a young residents' group
- created a resident vulnerability focus group
- supported resident involvement in service improvement, codesign activities, and scrutiny by ensuring that resident feedback influences decision making
- held 3 estate walkabouts and actions days that have made our services more accessible and delivered a range of estate improvements with further events planned

In the next 12 months

- embed (into daily working) consistent, meaningful engagement across services, ensuring residents can see how their input leads to real change
- develop and support resident association leaders through targeted training, clearer pathways into involvement, and improved recognition of their contribution
- build stronger resident scrutiny including the publication of a new resident scrutiny framework
- improve systems for collecting resident engagement data and systems for tracking actions resulting from resident feedback
- continue to publish 'You said, we did' information in the Around Ealing Homes magazine to highlight the changes to services that have been made as the result of engagement with our residents.

If you would like to get involved, we offer a wide range of ways to support us to improve our services. For more information on the various resident engagement groups, meetings, workshops, readers panels that run throughout the year, visit www.ealing.gov.uk/residentinvolvement



Tenant Satisfaction Measures

On 1 April 2023, the Regulator of Social Housing introduced a requirement for all social landlords to carry out an annual survey asking tenants to rate how well their landlord is performing. These are known as Tenant Satisfaction Measures (TSMs).

The TSMs cover 5 themes:

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



For 2025-2026, 990 tenants took part in the surveys. Thank you to all of our tenants who took part. The feedback we receive helps us to understand how you feel about the services we provide, what is working well, and where we need to make improvements.

We are committed to listening to the feedback we receive from our residents and working with our residents to improve the housing services we provide.

We are pleased to share a positive update on our TSM performance. For 2025-26 our TSM scores improved for 10 out of the 12 measures. We recognise that we have further to go with improving the services that we provide to you.

Areas for continued focus

There was a small decrease in satisfaction with the 'repairs service' (TP02) and with 'home is safe' (TP05) and we recognise that we need to focus on improving in relation to 'listens to me' (TP06) and 'complaints handling' (TP09). We are committed to addressing these through targeted actions and increased 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
- phone surveys following a call to the housing management teams

These surveys help us to improve the services we provide to you.



How we are improving

In the next 12 months, we will:

- review all feedback from our tenants when completing TSM surveys and use this feedback to identify and deliver service improvements
- be contacting residents to check if your household has any support needs that you would like us to be aware of and recording this information with your consent
- contacting all of our residents living in high rise buildings to ensure that we understand whether anyone in your household has any evacuation support needs and where this is the case we will work with you to complete a Personal Emergency Evacuation Plan (PEEP)
- be recruiting specialist asset management complaint officers to manage stage 2 complaint responses
- be establishing a new Repairs Diagnostic Centre to improve the service provided when booking repairs by phone
- continue to work with RAMPS to scrutinise our asset management services
- completing a gap analysis of our resident engagement activities to identify any groups of residents that we are not hearing from or any areas of the borough that are underrepresented and implementing targeted engagement work to ensure that our engagement with you is representative of our resident population
- continue to work with our resident mystery shoppers to improve the housing services we provide
- continue to run customer access workshops where engaged residents are working with us to review and improve the accessibility of housing services
- deliver a range of much needed new affordable housing including at Golf Links, Northolt Grange, Acton Gardens, Green Quarter in Southall and Steyne in Acton



You said, we did: estate action day

Almost 80 residents attended our estate action day at the Racecourse estate in Northolt in June, alongside community partners, contractors, and ward councillors. The day was shaped directly by what residents told us - and we listened.

You said	weekday events were difficult to attend.
We did	we held the event on a Saturday, making it easier for more residents to get involved.
You said	you wanted practical, on the spot support and activities that help with everyday costs.
We did	the Dr Bike repair workshop was busy throughout the day and families made use of the free school uniform rail.
You said	you wanted a family-friendly atmosphere to bring neighbours together.
We did	garden games, a craft table, and an ice-cream van helped created a community-focused space.
You said	residents requested a range of estate improvements.
We did	we removed 12 abandoned vehicles, arranged additional ASB patrols, and opened new ASB investigations.

Look out for more news on estate action days in the next edition.

Help us improve your housing services

If you want to make a real difference to the services we provide, join our Independent Housing Board.

We are continuously looking for ways to improve, and our aim is to fully meet and exceed the requirements set out for us by the Regulator of Social Housing. Our Independent Housing Board works with officers, tenants, and leaseholders to help to make us a better landlord. They meet quarterly to look at our performance and make recommendations.

We are looking to recruit a council tenant to join the board. The role requires:

- curiosity to explore problems and work with us to find solutions
- drive to get the best results for all tenants and leaseholders
- time to attend meetings and review papers

The role is voluntary, but you will gain valuable skills in important decision-making.

If you are interested in getting involved, please email Tom Howells, programme management office manager at thowells001@ealing.gov.uk with a sentence or two explaining why you are interested and what you could bring to the board.

We will also be holding an online planning session where you can learn more about the process. If you have any training or accessibility needs, we are happy to discuss how we can meet them.



#ChargeSafe



Take care with lithium batteries

Lithium batteries are the fastest growing cause of fires in London.

On average, London Fire Brigade attends an e-bike or e-scooter fire every 2 days, and sadly there have been cases in our borough too.

Earlier this year, a house fire was caused in West Ealing after e-bike batteries stored in a cluttered room exploded. The fire was so severe that the family living in the home needed to be rehoused and a 16-year-old was admitted to hospital with severe burns.

Thankfully, the teenager's injuries were not life threatening

or life changing, but the event serves as an important reminder to use lithium batteries safely.

Whilst e-bikes and e-scooters offer a great way to get around, as proven, their batteries can start incredibly ferocious fires when damaged. Within minutes, a battery fire can spread dangerously out of control.

They can present a significant fire risk when overcharged, tampered with, submerged in water, or damaged in any way. They are susceptible to failure if incorrect chargers are used.

To prevent these fires happening in your homes, and to keep you safe, please follow these tips:

- don't charge batteries by your front door or any other escape route
- never charge batteries when you are asleep
- only buy your batteries and charger from a reputable seller – for lithium batteries look for safety and quality certifications on the product and on the websites of recognised organisations which include Conformité Européenne (CE), British Standards Institution (BSI), and Restriction of Hazardous Substances (RoHS)
- never attempt to modify or tamper with your battery

Find out more at www.london-fire.gov.uk/chargesafe.

Fireworks and bonfires

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

It is important to be safe and considerate when using 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 some water 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 Diwali, New Year's Eve, and Chinese New Year, the cut off is 1am.

If you are disturbed by noise from fireworks at unreasonable hours, you can report this to the police by calling 101. 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.



Recalled products can be fire risks

One simple step can make a big difference to fire safety in your home - checking whether your products have been recalled.

Every year many deaths and injuries in homes across the country are caused by faulty electrics and electrical products. This remains one of the leading causes of accidental household fires.

The Office for Product Safety and Standards (OPSS) regularly issues safety alerts for products that could pose a risk to consumers. Some recently identified products have been linked to serious fire hazards and should not be used if you own them. These include e-bikes and products containing rechargeable batteries.

If you discover that a product in your home has been recalled, stop using it immediately and follow the manufacturer's safety advice. Recalled products can remain in homes for years, often because owners are unaware that a safety alert has been issued.

Regularly check product recalls and safety alerts, particularly for electrical items and products containing batteries. For the latest information, visit the OPSS website at www.gov.uk/product-safety-alerts-reports-recalls.

For practical guidance using electrical products safely, visit the Electrical Safety First website at www.electricalsafetyfirst.org.uk.

You can also register your appliances so that manufacturers can contact you in the event of a safety issue or recall. Visit www.registermyappliance.org.uk.



Are you renting out your home?

Council tenants who illegally rent out their homes as short-term holiday lets could see their tenancies ended.

In an effort to tackle illegal subletting, the government and Airbnb have announced a data-sharing agreement that will help identify council homes being advertised as short-term holiday lets.

The new partnership will complement the work we are already doing to crack down on social housing fraud. Over the last 18 months, we have recovered 33 council homes after investigations. Those homes will be made available to families who genuinely need them.

Tenancy fraud happens when a tenant misuses a council home, for example by subletting

it without permission, using it as short-term holiday accommodation, or providing false information to obtain social housing. It is a criminal offence.

Tenants found committing tenancy fraud could face serious consequences, including eviction, fines and, in some cases, up to 2 years in prison.

Tenancy management officers may carry out unannounced

visits to council homes. If visited, tenants will be asked to provide photographic ID, proof of address, and details of who lives in the property to confirm that the rightful tenant is living there.

If you suspect tenancy fraud, you can report it by calling 0800 328 6453 or emailing **fraud@ealing.gov.uk**.



Tell us if you need help

It's vital that we know about any vulnerabilities or reasonable adjustments required in your household, so we can tailor the service we provide you effectively.

A vulnerability may include things like a long-term health condition, a mental health

condition, being a wheelchair user, or being registered blind. A reasonable adjustment is a simple change we can make to the way we provide our services to ensure you can access them fairly and comfortably.

You may recently have been contacted by The Leadership Factor (TLF), our independent survey partner. TLF are currently delivering a short survey on our behalf to collect up-to-date information about resident vulnerabilities and reasonable adjustments.

Participation is voluntary and while you are under no obligation to take part, we would appreciate it if you could

take 5 minutes to respond. All responses will be treated confidentially, and every question includes a 'prefer not to say' option.

We are also developing a new online form so you can self-report any vulnerabilities or reasonable adjustments - look out for the new form on our website in the coming months.

If you have any questions or concerns, please contact the resident involvement team by emailing **residentinvolvement@ealing.gov.uk** or calling 020 8825 9998 (option 5).



Shaping a more professional housing service with you

We are entering an important period of growth and positive change across our services, and a major part of this is having clear guidelines for how our team works to support you.

We are preparing for the new Competence and Conduct Standard (CCS) – a national requirement that sets clear expectations for how social housing staff work, behave, and support residents. This isn't something that we are doing alone, and we want to explain what it means to you and how your voice is shaping it.

The CCS requires all social landlords to have 2 key

documents, which must be shaped with input from residents:

- a workforce development policy - this sets out how staff are trained and supported
- a code of conduct - this describes the behaviours residents should expect from staff

In August, members of our resident housing forum shared their expectations that staff should be polite, respectful, and consistent. Members also expressed interest in shaping the new policies including reviewing early drafts.

We held 2 further resident



engagement sessions last month, with more planned this month. These sessions give tenants the chance to tell us what good service looks like and what professionalism means in practice. All feedback will directly influence the final policy documents.



Find out more by scanning the QR code.

Facing a crisis? Help is at hand

You can now apply for a one-off crisis payment if you are struggling to pay for food, household bills, or other essential living costs including housing costs.

All crisis payments are funded by the government's Crisis and Resilience Fund.

To apply for a crisis payment, you must:

- be facing an immediate financial crisis
- be a resident in the borough of Ealing
- not have access to savings that could resolve the crisis
- be able to provide evidence to support your application
- receive a qualifying benefit

Find out more and apply at www.ealing.gov.uk/crf.

The council has partnered with 10 trusted voluntary sector organisations to offer support with your online application. They will check you are eligible, guide you through the process, and can offer advice about other support services that could help you. Find out more at

www.ealing.gov.uk/resilience-services.

Our online benefits calculator is a quick and easy way to check you are receiving all the financial support available to you. So far, almost 70% of people who have used the calculator have realised they are missing out.



Check today by scanning the QR code.

More new homes unlocked

Luke and his family are one of many local households who have moved into a new home at the recently completed Golf Links estate.

The new properties are the latest built in a long-running regeneration programme at the estate, which first began in 2013. This latest completion is a big milestone in transforming the area with 143 new homes added which include 104 for council tenants.

The 3 blocks boast far better living facilities than the old homes that they have replaced.

Luke, along with his partner and 2 children, has moved into a new 2-bed home. He said: "When we viewed the flat, we could see great potential with natural light, the open plan layout, and the balcony. The playground is perfect for the children, and the move has provided a quieter and more comfortable environment for us."



Read more at www.aroundealing.com/news/more-new-homes-unlocked

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

Rent queries

Phone: 020 8825 9998 and select option 2
Email: housingrents@ealing.gov.uk

Home ownership

Right To Buy enquiries:
Phone: 020 8825 9998 and select option 3
Email: 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

Caretaking services

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

Safer communities (antisocial behaviour)

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

Downsize to a smaller home

Phone: 020 8825 8317
Email: housinginitiatives@ealing.gov.uk

Compliments, complaints, and suggestions

Phone: 020 8825 5000
Email: housing.environ.complaints@ealing.gov.uk

If you require this document in a different format - such as large print, Braille, or audio - or in another language, please contact our resident involvement team.