



Winter 11

Your local quarterly update from
Shepherds Bush Housing Group

BUZZ

p2 Happy new year

p6-7 Moving home

p10 Resident Voice



Freephone customer services

0800 9170839

Happy new year

I'd like to wish you a very happy 2012. In these difficult economic times, I hope you will find some promising sunlight within Buzz.

We've got some good news about Resident Voice and the results from our Big Conversation, which show that satisfaction remains high. That's very welcoming but we know there are increases in costs, particularly in your rent, this year. We will come back to you on how we will spend that money. We're also giving advice on how we can help in these tough times, especially with rising fuel bills.

We're pressing home the message about how important it is that you're ready for April's digital switchover – and how we can help.

So, once again, my best wishes and I hope you enjoy Buzz.

Paul Doe, Chief executive



Honey Pot winners



Congratulations to one of our latest Honey Pot winners, Russell Fleet of Shepherd's Bush who opted for a new prize – £300 to open a Hammersmith and Fulham Credit Union savings account.

He said: "It's a good option because it gives me greater flexibility. It's useful if I have an unexpected bill and provides a good incentive to save. I trust the local Credit Union."

If you're up to date on your rent, have had your gas safety check and there are no breaches of your tenancy, you could win our monthly draw of £300 in vouchers, a credit union payment or £250 in cash. Another winner since the last Buzz lives in Hammersmith. The third had arrears so was not eligible.

In December we drew a bonus Honey Pot. The winners will be in April's Buzz.



Russell Fleet

> Contents Welcome to your winter edition of Buzz. Here's what's inside...

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> Inspire change!

Do you want more of a say on what happens in your area? We're looking for dynamic young people who want to make a difference as one of our young advisors.

You'll be involved in decision-making and improving services. You'll inform us about what it's like to live, work, learn and socialise in your community. You'll also help us to understand how to attract and maintain the interest of young people.

In return, we'll help you to secure funding to make change happen. To start your journey, we'll give you training which will lead to recognised qualifications. On completion you'll be part of the national 750-strong movement of Young Advisors.

We hope to replicate the successes of the London Borough of Hammersmith and Fulham's team of young advisors who have been established since November 2009.

Eighteen-year-old Karen Nwanosike, who is a young advisor for the borough, said: "I am currently working with a smoking prevention organisation which enables me to advise other young people about the dangers of smoking. Young advisors prove to people how much work young people can do to help. It inspires us to work harder to gain employment and build great connections for the future."

Please contact a neighbourhood action team officer (page 16) or phone **0800 9170839** for more information. This opportunity is open to all 13 to 21 year olds.



Karen Nwanosike

> Our MEND (Mind Exercise Nutrition Do-it!) courses start this month (see next page). The ten week courses help children and their parents live more healthily. The Buzz cover shows a young MEND student.

An invitation

We always reviewing our policies and strategies to make sure they meet your needs. If you'd like to have your say, please join our focus group by contacting Meena Lota on **020 8996 4257** or meena.lota@sbhg.co.uk. As a thank you we'll give you a £10 voucher when you attend a meeting.

Every second counts

Do you know how to save someone's life? With London Ambulance Service we're now running free HeartStart courses for staff and residents to learn life-saving skills.

HeartStart is funded by the British Heart Foundation. To register, phone Jennette Skinner on **020 8996 8898**.



HeartStart training

MyBnk is a charity which helps you manage your money. Our MyBnk advisor offers free support at Monday sessions.

Date	What	Where	Time	Contact
January				
Tues 10th	Energy Best Deal	Mulliner House	10.00am	0800 9170839
Wed 11th	Energy Best Deal	Mulliner House	6.00pm	0800 9170839
	Volunteer inspiration, advice and Information	Mulliner House	6.00pm–7.30pm	020 8996 6678
Thurs 12th	Meet and eat	Elizabeth Barnes Court	12.00pm–1.30pm	020 8996 8820
Fri 13th	Cook & Eat four week course	Old Oak Community Centre	4.00pm–5.30pm	020 8996 8820
Sat 14th	Domestic violence peer support	Call for details	11.00am–1.00pm	020 8996 8819
	Repairs focus group	Mulliner House	11.00am–1.00pm	0800 9170839
Mon 16th	MEND course begins (Mondays & Thursdays)	Miles Coverdale primary school	4.00pm–6.00pm	020 8996 8820
Tues 17th	Energy Best Deal	Mulliner House	10.00am	0800 9170839
	Energy Best Deal (leaseholders)	Mulliner House	6.00pm	0800 9170839
	MEND course begins (Tuesdays & Thursdays)	Affinity Hall, Townmead	4.00pm–6.00pm	020 8996 8820
Wed 18th	Repairs improvement panel	Mulliner House	6.30pm	0800 9170839
Fri 20th	Energy Best Deal	Mulliner House	10.00am	0800 9170839
Mon 23rd	MyBnk	Mulliner House	Call for details	0800 9170839
Tues 24th	Planned partnering panel	Mulliner House	6.30pm	0800 9170839
Wed 25th	Energy Best Deal	Mulliner House	6.00pm	0800 9170839
Thurs 26th	Basic computer skills	Mulliner House	10.00am–12.00pm	020 8996 6678

Keep warm!

We're offering free energy efficiency sessions called Energy Best Deal. They are part of the Citizen Advice Bureau's Energy Best Deal campaign. Please phone **0800 9170839** for more information.

Date	What	Where	Time	Contact
February				
Mon 6th	MyBnk	Mulliner House	Call for details	0800 9170839
Wed 8th	Leaseholder forum	Mulliner House	6.30pm–8.30pm	020 8966 4778
	Volunteer inspiration, advice and information	Mulliner House	6.00pm–7.30pm	020 8996 6678
Thurs 9th	Mobile phone basics	Mulliner House	10.00am–12.00pm	020 8996 6678
Fri 10th	Cook & Eat four week course	Old Oak Community Centre	4.00pm–5.30pm	020 8996 8820
Sat 11th	Domestic violence peer support	Call for details	11.00am–1.00pm	020 8996 8819
Wed 15th	Volunteer inspiration, advice and information	Mulliner House	5.15pm–6.15pm	020 8996 6678
	Microsoft Word training	Mulliner House	10.00am–12.00pm	020 8996 6678
Mon 20th	MyBnk	Mulliner House	Call for details	0800 9170839
	MEND course begins (Mondays & Thursdays)	Old Oak Community Centre	4.00pm–6.00pm	020 8996 8820
Thurs 23rd	Basic computer skills	Mulliner House	10.00am–12.00pm	020 8996 6678
March				
Wed 7th	Volunteer inspiration, advice and information	Mulliner House	5.15pm–6.15pm	020 8996 6678
Thurs 8th	Learn to use Locata	Mulliner House	10.00am–12.00pm	020 8996 6678
Sat 10th	Domestic violence peer support	Call for details	11.00am–1.00pm	020 8996 8819
Wed 14th	Volunteer inspiration, advice and information	Mulliner House	5.15pm–6.15pm	020 8996 6678
Tues 20th	HeartStart	Mulliner House	10.30am–12.30pm	020 8996 6678
Wed 21st	Volunteer inspiration, advice and Information session (computer skills)	Mulliner House	5.15pm–6.15pm	020 8996 6678
Thurs 22nd	Basic computer skills	Mulliner House	10.00am–12.00pm	020 8996 6678

Regular dates			
Domestic violence support for Hammersmith and Fulham	Every Monday		07771 905306
Next Step careers advice	Every other Wednesday	Mulliner House	0800 9170839
Moving home – Locata support – Housing options	Every other Friday	Mulliner House	0800 9170839
	Every Tuesday	Mulliner House	0800 9170839

Perfect matches



This year we want to match the 200 of you living in homes which are too large for your needs with the 200 in homes that are too small.

Customer services manager Angela Burns said: "The perfect solution would be mutual exchanges. At the moment we have 20 people registered to find something smaller but that means there's 180 who may not be actively looking and we want to help.

"From next year the government will cut housing benefit if you're living in a home that's too big for you so you should, if you wish,

consider moving somewhere smaller. This will also cut your household expenses.

"We gave these homes to tenants when they had families living at home but now the children have grown up, they no longer need the extra space. At the same time we have families in homes that are far too small."

Last autumn we took part in an underoccupiers' information day at the Irish Centre in Hammersmith. Twenty of you came along and we are now working with them on possible moves.

How to move home

Locata	This allows you to 'bid' for properties in west London. We can show you how and you can use the computers in our reception to bid. If you're not confident with computers, we'll be there to help. We can call you to tell you which properties are available if you're unable to access a computer.
Homeswapper	Homeswapper allows you to swap homes across the country with another tenant in social housing. We'll pay your registration fee.
Mutual exchange	If you independently find someone who wants to exchange with you, you can arrange this with our help.
Seaside and Country Homes	This helps you move out of London and is open to households where at least one member is aged over 60.
Sheltered accommodation	If you need extra support we have three sheltered schemes in Hammersmith and Fulham. We can also help you register on Locata to look for accommodation in your borough.
Register elsewhere	You can register with any local authority although you may have a lower priority (banding).
SBHA	Our own innovative services can help. For instance non-dependent adults living in an overcrowded home could be eligible for our InComE service which helps you find a job and home.

For all of these options please talk to customer services on 0800 9170839.



Black cab driver Daniel McGowan had lived in one of our flats in Hounslow for 12 years before registering with Locata last July.

After just a few months of bidding, he couldn't believe his luck when the cosy one bedroom flat in Hammersmith where he and his wife, Suda, now live came up.

He said: "I was in the final stages of getting a flat through mutual exchange when I was shortlisted for a property through Locata. I was band D so I didn't think I stood a chance. I went to the viewing and was suddenly receiving texts from my lettings officer Melanie Campbell to say

we were moving up the list. Before I knew it, I was asked to sign the tenancy."

Mr McGowan was quick to start decorating. He said: "I got your £500 decorating allowance and made it go a long way. Staying First did a great job on the painting and gave me the details of a carpet supplier so the flat is lovely now.

"I chose this flat over the mutual exchange as I wanted to stay with SBHA. My mother was a tenant so I have a very long connection.

"I love it here; this is where I'm from. The process worked for me. If you put in the effort and see the potential in a property, it'll work for you."

Re-letting

Once a home is empty, getting in a new tenant quickly is a priority. To speed things up, we give decorating vouchers allowing tenants to choose the décor and cut the time it takes us to redecorate. We also use pre-sign contracts so new tenants can move in as soon as a home is available. Our re-let target is 20 days.

	Oct 10 to Dec 10	Jan 11 to Mar 11	Apr 11 to Jun 11	July 11 to Sep 11	Trend
Rental properties	7	12	28	10	😊
Supported accommodation	19	37	34	27	😞
Temporary accommodation	23	14	19	14	😊

Digital switchover



We're working to make sure that you're able to watch television after London's digital switchover in April.

We manage around 1,800 homes which receive their television through a communal aerial and pay a service charge. We are responsible for making sure these are ready

and have completed upgrade work to 97% of these homes. This includes our three sheltered schemes for elderly residents and most of our leasehold schemes. We will complete the remaining few well ahead of April.

We wrote to everyone about this but if you need more information, we're here to help.

digital Important dates to remember

Stage 1 4th April 2012



The analogue BBC2 signal will be switched off

Stage 2 18th April 2012



The remaining analogue channels will be switched off (BBC1, ITV, Channel 4, Channel 5)

How to prepare

I'm aged under 75

If you do not pay a service charge, you are responsible for arranging digital reception. You can do this either by upgrading your aerial to a digitally compatible aerial, or through a satellite or cable service on all your televisions.

You should contact us as well as your local authority planning department for advice and written permission if you want to install a satellite dish.

If you live in a property with more than one flat, you may want to get together with your neighbours to share the cost of this work.

I'm aged 75 (or over)

If you do not pay a service charge, you are responsible for arranging digital reception. Please see the information to the left for what to do. In addition the Switchover Help Scheme offers support. They can supply and install a digital box, complete with a large button, user-friendly remote control.

You are eligible if you:

- are aged 75 or over or
- get Disability Living Allowance, Attendance Allowance, Constant Attendance Allowance or mobility supplement or
- have lived in a care home for six months or more or
- are registered blind or partially sighted.

Most people pay £40 towards the cost. If you are eligible for certain income-related benefits, the help is free.

Phone **0800 4085900** for more information or call Anil Pandey.



I am a home owner/ leaseholder

If you do not pay a service charge, you are responsible for arranging digital reception. You should check your lease or talk to us if you are unsure.

In all cases, your aerial AND television equipment must be digitally compatible.

If you have Sky TV, Freesat from Sky, or Virgin Media on all your televisions, you won't need to do anything.

You can find aerial installation companies in most directories. Alternatively, an established local supplier is Aerial Services Ltd who is Confederation of Aerial Industries and SAFE contractor approved.

Phone Chris Garvin on 020 7582 8888.

A great source of information is www.digitaluk.co.uk.

Please phone Anil Pandey on 020 8996 4285 or email anil.pandey@sbhg.co.uk for more information.



Resident Voice

We have a newly elected Resident Voice, 12 people voted for by you to be your voice.

The residents you voted for are John Barker, Helen Cox, Ann Faid, Jacqueline Fraser, Jenny Gilbert, Michael Horne, Ron Lawrence, Adrian Miller, William O'Neill and Gordon Pilkington plus leaseholders James Gunnlaugsson and Colin Pavelin.

Adrian Miller said: "I am excited to have been elected by, and given the trust of, the tenants to represent their aims, needs and objectives. I hope Resident Voice becomes a panel that you feel comfortable enough to approach to represent you with all matters relating to housing and housing need at SBHA."

"We are convinced things will not be a walk in the park for Resident Voice, especially in this time of austerity and cut backs. However we seem to have been fortunate enough to have a good crew elected who take this opportunity seriously. This will give us the best chance possible to strive forward to obtain the best deal we can for you."

SBHA's Jane Sheehan said: "Resident Voice replaces and builds upon the excellent work of the Independent Tenants' Committee. It will review, influence and direct our work, while testing and monitoring our services."

We'll introduce members in future editions.

Free help

If you are signed off work sick and are dealing with health issues, Hammersmith and Fulham, Westminster and Kensington and Chelsea are offering you access to the NHS Fit for Work Service. Phone **020 8962 7690** or visit www.kc-pct.nhs.uk/fitforwork.

> **Furnish, our furniture re-use service, is helping with a green 'give and take' in Acton in January. Check out www.sbhg.co.uk.**

> Want to buy?

If you're looking to step up to shared ownership, we have some new properties. At Thornbury Park in Osterley, we have three apartments ranging from one to three bedrooms. In Hayes we're developing the site of the old Ram pub into six two bedroom flats. We also have a two bedroom ground floor apartment at William Gattie House in Fulham and some apartments at Issigonis House in Acton. Phone **020 8996 6666** or check out www.sbhg.co.uk.

> Big Conversation

In the last Buzz, we promised to update you on our summer Big Conversation. We toured the area in our motor home and have followed up on every point you made. If you filled in a survey, the results give us an overall picture of what we're doing well and what we could do better.

Quick facts 1 motor home 12 locations 1,400 homes visited 364 surveys completed

Here's what you told us...

Satisfied with...	Very /fairly satisfied	Neither	Fairly/very dissatisfied
SBHA overall	78%	12%	10%
How we deal with repairs	70%	13%	17%
The speed we deal with ASB	44%	33%	23%
How we deal with ASB	46%	35%	19%
Our information	86%	10%	4%
How we take into account your views	61%	26%	13%

What do you think?

Trends are important. Our satisfaction target is 75% and 60% for views taken into account.

Satisfied with...	Oct 10 to Dec 10	Jan 11 to Mar 11	Apr 11 to Jun 11	July 11 to Sep 11	Trend
SBHA overall	77%	76%	90%	83%	😊
How we take into account your views	79%	71%	82%	71%	😊

Repairs satisfaction

We really care about what you think. If you've had a repair and fill in the satisfaction form, you're entered in a monthly £50 draw.

Satisfied with...	Oct 10 to Dec 10	Jan 11 to Mar 11	Apr 11 to Jun 11	July 11 to Sep 11	Trend
Repairs desk	98.6%	97.7%	88%	86%	😞
Repair	96.1%	93%	85%	86%	😞

> You said!

We're always looking at different ways of doing things. Here's some of the ways we have improved our service based on what you told us. If you have any ideas, please let us know.

You said



We did



- !** I'm elderly and have arthritis. I live on my own and need extra support getting around my home. I don't know how to get this. What should I do?

✓ We now run a free support service called the Resident Contact Programme for vulnerable and at risk residents.
- !** I need an extra set of house keys cut for my daughter. How can I get an extra set made?

✓ Getting keys cut can be expensive. Come to Mulliner House and we'll cut them for just £2.50 per key.
- !** My parking permit needs renewing soon. I can't remember when. Who should I call?

✓ From now on, we'll send you out a reminder one month before it's due.
- !** There's simple jobs I think I could do around the house before calling your repairs service for help. Any advice?

✓ We have a video showing how you can solve simple problems in your home. Watch it at www.sbhg.co.uk.
- !** I have young children, and I'm concerned about fire safety. Is there anyone I can talk to?

✓ Our new health and safety team would be pleased to advise on matters such as fire safety. Phone them on 0800 9170839.
- !** I'm 18 and live with my parents and two younger brothers. It's very crowded and I need my own space. Can you help?

✓ Our InComE service helps non-dependant adults who live in an overcrowded home. Phone 020 8996 8871.
- !** I don't always have credit on my mobile but have a problem with anti-social behaviour. Is there any other way I can contact you?

✓ You can now report anti-social behaviour at www.sbhg.co.uk. We'll phone you back for more details.
- !** I'm certain my mum's neighbours shouldn't be living in the flat above her. I think the previous residents are subletting. What should I do?

✓ We crack down hard on subletting and recovered 17 homes in the past year. If you think someone is subletting phone 03303 308208.
- !** I want to repaint my doors and windows but I don't have the time because I work and I'm busy at weekends. Can you help?

✓ We now offer a painting and decorating service at rates below commercial prices. Phone 0800 9170839 and ask for Staying First.
- !** There are some jobs that need doing on my estate such as general cleaning and maintenance. Who should I call?

✓ We carry out estate inspections which you're welcome to join. You can talk to estates supervisor Richie Allen (0800 0742130) or your neighbourhood action team officer.

> Leaseholder news

Your safety



Make sure you have a working smoke and carbon monoxide alarm at home. Unlike our rental properties, we do not visit leasehold homes to carry out safety checks. It's your responsibility to do this. London Fire Brigade can give you safety advice and will fit a free smoke alarm if needed. Visit www.london-fire.gov.uk.

Forum news

The next forum is on Wednesday 8 February at 6.30pm where we'll be discussing resales and staircasing. There will also be a presentation on energy efficiency. Please contact us if you have anything you'd like to discuss.

> Fuel news

We're running a free energy efficiency session for leaseholders on Tuesday 17 January. See page 4 for more information.

A bigger share?

If you'd like to buy a bigger share of your home phone Natalie. We're offering incentives of up to £300 towards legal fees for completions made before 31 March.

FOR SALE

Selling your home

If you want to sell your home, we need time to try to find a buyer first. Phone us for details or check your leasehold handbook.

> Your leaseholder team

Josephine Burton Leasehold manager
 T: 020 8996 4778 M: 07767 618387
 E: josephine.burton@sbhg.co.uk

Chris Savva Leasehold income officer
 T: 020 8996 6665
 E: chris.savva@sbhg.co.uk
 For enquiries about rent

Natalie Mogoi Resales and staircasing officer
 T: 020 8996 6676
 E: natalie.mogoi@sbhg.co.uk
 For enquiries about resales, staircasing (buying more shares in your home) and lease extensions

Chris Jenkins Leasehold officer
 T: 020 8996 4232 M: 07811 349815
 E: chris.jenkins@sbhg.co.uk
 Charterhouse Townmead
 Kelway House Waterford Road
 Maison Rouge William Gattie House
 New Kings Road

Nick Hodgskin Leasehold officer
 T: 020 8996 4232 M: 07976 382559
 E: nick.hodgskin@sbhg.co.uk

Acock Grove	Nicoll Road
Bodington Court	Morris House
Central West	Old Fire Station
Clitherow House	Pelham Place
Goat Wharf	Puffin Court
Greenacres	Rowntree Road
Ham Croft Close	Savera Close
Haydock Avenue	Town Meadow
Holland Gardens	Willam Perkin Court
Issigonis House	Windmill Court
Lakeside Road	

> Money matters

Income officers deal with rent issues

Ellen Salkeld

Income team leader
T: 020 8996 8811
E: income@sbhg.co.uk

Heather Rawlins

Postcode areas: W6, W14
T: 020 8996 4272 M: 07500 608789
E: income@sbhg.co.uk

Extra help

Your income officers help you with anything to do with paying your rent. This means they want to help you manage your money. We have great links with money support agencies like the Citizens' Advice Bureau.

Huma Siddiqui

Postcode areas: SW6, HA4, UB3
T: 020 8996 4269 M: 07976 313305
E: income@sbhg.co.uk

Peter Evans

Postcode areas: W2, W3, W4, W5, W7, W10, W13, NW, TW, UB1, UB2, UB5, UB6, KT, HA0, HA9, SW1
T: 020 8996 4260 M: 07824 895779
E: income@sbhg.co.uk

Roberta Henderson

All temporary accommodation income enquiries
T: 020 8996 4268 M: 07970 512985
E: roberta.henderson@sbhg.co.uk

For W11, W12 and SW5 please phone customer services on 0800 9170839.



Jane and residents

Dear Jane...

Jane is our principal officer for intouch@sbha.

If you've got a question, she'll be happy to answer.

Rent arrears

You pay an average of £91.61 a week for a secure tenancy and £97.67 for an assured tenancy, which is lower than many other housing associations. These arrears figures represent the percentage of outstanding rent. Our target is 4%.

	Oct 10 to Dec 10	Jan 11 to Mar 11	Apr 11 to Jun 11	July 11 to Sep 11	Trend
Rental properties	5.65%	4.46%	4.80%	5.44%	☹️
Temporary accommodation	5.43%	4.47%	4.53%	6.41%	☹️
Leaseholder	4.23%	3.3%	3.68%	3.39%	😊
Supported housing	8.22%	4.54%	5.96%	7.32%	☹️

Win



If you set up a direct debit during January and February to pay your rent you could win £200. This can be put into a Hammersmith and Fulham Credit Union savings account or credited to your rent account.

A direct debit is the easiest way for you to pay your rent and takes around ten minutes to set up. You pick the day and frequency of your payment. Please call your income officer or customer services to set this up or for the terms of the competition.



We know times are hard but paying your rent must be your first financial priority. Last year we evicted 18 tenants for not paying their rent. If you're having problems, please talk to us as we want to help.

Q Dear Jane, I attended your residents' conference at your head office and really enjoyed it. It was great to meet the staff and there was so much information. The food was lovely too! Do you have one every year?
Mrs M, Ealing

A Dear Mrs M Thank you so much for your comments and I am pleased that you enjoyed the day. I thought the food was yummy too!

Yes we do have a conference every year and the new Resident Voice will be looking at the feedback we received and making some suggestions to us for next year.

The Resident Voice would welcome views and comments from our residents about the conference. For instance what do you think would make a good conference, and what we could do differently? Also, if you have not attended a conference in the past, what would make you attend?

We are keen to hear your views which will ensure we plan and create a conference that delivers what you want.

If you'd like to have a say, please phone me. I'm always delighted to hear from you.

Q Dear Jane, I saw in a previous Buzz that people volunteer with you and I wonder if residents can join in? I'm a keen gardener and would love to help on your Honey Days – would this be possible?
Mr Farah, Fulham

A Dear Mr Farah Yes it would be possible and your time would be gratefully appreciated!

We are very keen for our residents to get involved in our volunteering. Honey Days are the perfect way as this is when our staff offer their own time to decorate a room in a resident's house or clear their garden. The more help we have, the more we can do.

Many people volunteer to gain experience and develop new skills to help them back into employment. Others have some time to spare and would like to give something back to their community whilst using their skills and doing something they enjoy. It's also a great way to meet people.

If you'd like to know more you can talk to our volunteering manager Jennette Skinner on 020 8996 8898/6678 or send an email to employment.volunteering@sbhg.co.uk.

Contact Jane on 020 8996 4226 or email jane.sheehan@sbhg.co.uk.

> Neighbourhood action team

Your neighbourhood action team officer is your first point of contact for all questions about your home and neighbourhood. For repairs, please call the repairs line.

Patch 1

Phil Cone

T: 020 8996 8817 M: 07903 336974

E: neighbourhood.team@sbhg.co.uk

Acock Grove	William Perkin Court
Gurnell Grove	Windmill Court
Lea Court	Westbourne House
Midwinter Court	All street properties
Nicoll Road	in Brent, Ealing,
Pembridge Gardens	Harrow, Hillingdon,
Rajgeer Court	Kensington and
Sandlewood Drive	Chelsea, Kingston
Steeplechase Court	and Richmond

Patch 2

Dianne Wallace

T: 020 8996 4238 M: 07827 821754

E: neighbourhood.team@sbhg.co.uk

Angell House	Old Pound Close
Beattie Close	Osier Court
Chandler Court	Rawsthorne Court
Falcon Close	Silverbirch Court
Greenlawn Lane	St Thomas Road
Griffin Court	Townmeadow
Holland Gardens	Turnpike Way
Hopes Close	All street properties
Langton House	in Hounslow

Patch 3

Kirsty Martin

T: 020 8996 4227 M: 07815 857532

E: neighbourhood.team@sbhg.co.uk

Auriol House	Northcroft
Bailey Court	The Old Vicarage
Clandon Court	Parnell Close
Cotton House	Raleigh Court
Craft Court	Samuels Close
Evelyn House	Wilfred Wood Court
Hillary Court	210 Goldhawk Road
Kelway House	All street properties in
Lakeside Road	W6 and W12

Patch 4

Esther Oladimeji

T: 020 8996 8816 M: 07968 873253

E: neighbourhood.team@sbhg.co.uk

Clifford Haigh House	Wyford Road
Granville Place	All street properties
Pearscroft Court	in SW6 and W14
Pegasus Place	
Pulton Place	
St Marks Close	
Townmead	
Twynholm Mansions	
Williams Close	

Anti-social behaviour

Alan Bush

T: 020 8996 4235 M: 07811 349819

E: neighbourhood.team@sbhg.co.uk

Mark Deane

T: 020 8996 4230 M: 07798 655107

E: neighbourhood.team@sbhg.co.uk

Volunteering

Jennette Skinner

Employment and volunteering manager

T: 020 8996 8898

E: employment.volunteer@sbhg.co.uk

> Customer services

Mulliner House, Flanders Road, Chiswick

Freephone 0800 9170839

Repairs 0800 0742130

www.sbhg.co.uk

Opening times:

Monday and Tuesday 9.00am–5.00pm

Wednesday 8.30am–6.30pm

Thursday and Friday 9.00am–5.00pm