



## Boris in Brent

Mayor answers  
your questions

**Plus...**

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# Welcome...

...to the spring issue of Fortunegate News



I'm delighted to let you know that following positive feedback from over 620 residents, including a significant number of Fortunegate residents, our board is satisfied that we should proceed with plans for Fortunegate to join together with the companies within Catalyst Housing Group, our parent company. We expect this change to take place in September 2011 and we'll keep you updated about the progress. (See pages 4 and 5 for more details).

As part of our restructure, we'll be setting up local boards that will be responsible for making decisions on local services in local areas. The Brent Local Board, chaired by Chris O'Leary, will serve all existing Catalyst properties in Brent. Up to half the places on the Brent board are reserved for local residents, and we are now recruiting resident board members (see page 6 for more details).

This issue also includes other great news. In spite of the current economic conditions, we're continuing to build new homes (page 3), we've been working with residents to develop local offers for local communities (page 6) and residents got the chance to speak to London Mayor, Boris Johnson about knife and gun crime (page 8).

Best wishes,

**Paul Yates, Managing Director at Fortunegate**

## Parking on private land

**There are plans by the government to change the rules on wheel clamping on private land.**

The ban, introduced in the new Freedom Bill last November, will impose tough penalties on landlords who clamp a vehicle or tow it away on private land.

Once the ban comes into force, which we expect will be in late 2011, it will be illegal to clamp, tow away or in any way immobilise a vehicle on private land. Anyone who breaks this ban, will face criminal charges or civil penalties.

Over the next few months, we'll be consulting residents about the best way to manage the car parking on our estates – so watch this space.



## Prize draw winners

More than 620 of you took part in our resident consultation on our restructure (see page 4 for more details) and John Foxall, managing director of our sister company Catalyst Communities HA, picked the following three residents as winners of the prize draw:

- **First prize of £200 worth of shopping vouchers:**  
Asmatulla Olomi (Fortunegate Community Housing resident)
- **Second prize of £100 worth of shopping vouchers:**  
A-Wahid Rashid (CCHA resident)
- **Third prize of £50 worth of shopping vouchers:**  
Edwin H Rolle (Kensington Housing Trust resident)

A big thank you to everyone who gave us their views. Your feedback has helped us shape our new organisation, and we're a step closer to providing you with better homes and better services.

# New homes at new developments

In these challenging times, with so much pressure being put on the housing sector by the government, we've continued building new homes for our residents.

We're very proud of our new developments at Mayo Road and Ebony Court. Residents moving into new homes at these schemes are settling in very well (*see right for details on when we met our new residents at Ebony Court*).

We're also very excited about the summer handover of St Mary's Court, which will provide 37 new homes. Carlton Vale in South Kilburn is on track and we'll be providing 50 new homes for residents that will be ready by spring 2012.



Car park at Church Road, Church End

Excellent progress has been made on the Church Road car-park regeneration project, which should be completed by late 2012.

## Meeting new residents at Ebony Court

Residents from Ebony Court met with our staff in March to talk about any issues they had.

Matters such as cleaning, repairs, security and anti-social behaviour were discussed during a lively meeting, and we'll now be working closely with Ebony Court residents to tackle these issues.

At the meeting it was decided that a residents' group would be set up to take this work forward. This will mean that residents will be taking a leading role in bringing about improvements to Ebony Court. The group will also be looking at organising social events for residents to get to know one another better.

If you would like to know more about setting up a residents' group in your area, contact Wendy Bohan on **020 8955 1787** or [wendy.bohan@chg.org.uk](mailto:wendy.bohan@chg.org.uk)



**EBONY COURT**  
20A  
NEASDEN LANE.

# Changing fo

After considerable feedback from residents, our board is satisfied that Fortuneigate Community Housing should join together with the companies within Catalyst Housing Group.

This change is happening gradually during 2011, and we'll keep you updated about progress. Your landlord won't change as a result of this restructure. But later this year, the name of your landlord will change to Catalyst Housing. Our restructure won't affect your rent, service charge or tenancy. There will be no change to the terms of your tenancy, and you won't need to sign a new tenancy agreement.

## Your words, our actions

We're joining together so that we can deliver a better service to you. We're listening to what you tell us, and taking steps to improve.

Thank you to everyone who took part in the resident consultation about our restructure. More than 620 residents across Catalyst Housing Group gave us their views, and more than 80% supported our plans overall (see page 2 to find out the winners of our prize draw).



For more details, visit [www.chg.org.uk](http://www.chg.org.uk) or email [anyquestions@chg.org.uk](mailto:anyquestions@chg.org.uk)



# For the better

Below is a summary of your feedback, and the actions we are taking.

## Open for longer

**Your words:** More than 80% of our customers prefer to contact us by telephone, and more than 90% of Fortunegate residents told us that you would like to see longer opening hours.

**Our actions:** When we join together, we will open our customer services department from 8am to 8pm during the week, and on Saturday mornings. We will let you know when these longer opening hours will start.

## Right first time

**Your words:** We understand from your comments that some residents are frustrated when we can't answer questions straight away, and when they get passed around to different people. Over 90% of residents were in favour of our plans to train our frontline staff so they are able to deal with 80% of your queries over the telephone first time around.

**Our actions:** As we join together, we will improve training and support for our frontline customer services staff, so they can deal with 80% of queries during the first phone call.

## More say about local services

**Your words:** Repairs and maintenance are the services that matter most to our customers, and 80% of Fortunegate residents backed our plans for local boards to make decisions about local services, including repairs and maintenance.

**Our actions:** As we join together, we will be setting up four local boards. The Brent Local Board, chaired by Chris O'Leary, will serve all existing Fortunegate properties. Up to half the places on the Brent board are reserved for local residents, and we are now recruiting resident board members (see page 6 for more details).

## Neighbourhood management

**Your words:** Most residents think the neighbourhood management system works well. 77% of Fortunegate residents approve our plans to roll this system out to all the areas where we work.

Several people stressed that we must have enough neighbourhood managers for their patch sizes to be manageable, so they can spend time out and about in the communities they serve.

**Our actions:** In Fortunegate we already use this system, so there will be no big changes.

Your home will be managed in the same way, and probably by the same staff. Once we have joined together, we will confirm the name of your neighbourhood manager.

In direct response to resident feedback, we have decided not to reduce the number of neighbourhood managers as we join together.

## One customer services department

**Your words:** 75% of Fortunegate residents support our plans to create just one customer services department. Many people felt that this change would help us be more efficient, but others were worried that it could make our service less personal.

**Our actions:** The customer services department will be headed by John Foxall, current managing director Catalyst Communities HA our sister company. We will work closely with the Brent Local Board to ensure our services meet local needs, rather than being 'one size fits all', and we will keep a local office in Brent.

With all our services in one department, we will be able to deliver better value for money. Any savings will be reinvested in improving homes and services for our customers.

# Our local offers to you

Following on from our commitment in the annual residents' report published in October 2010, we've been working with residents to develop local offers in the areas of 'neighbourhood' and 'community'.

From your feedback, we're putting together a set of clear commitments or 'offers' which set out what you can expect from us. We'll also be working with residents to monitor and review these offers. This will ensure we continue to provide services that meet your needs and, in the next few months, make sure that all of our local offers lead to an improvement in our services.

We've also been consulting with the Catalyst Residents Federation and other local groups when devising the offers to ensure they are really what our residents want.

We'll keep you updated on our local offers on our website at [www.chg.org.uk](http://www.chg.org.uk) and in the next issue of *Fortunegate News*.

## What Fortunegate residents want

- For us to pro-actively tackle anti-social behaviour (ASB) in your communities and neighbourhoods.
  - A quick response to reports of ASB and to keep you regularly informed of progress in a way that's convenient to customers.
  - A single point of contact when residents report ASB, so they know who's dealing with the case or issue and who they should contact.
  - The offer of a home visit to discuss the issue.
  - For us to be clear from the outset what we have the power to deal with and what we don't. Also offer residents some guidance on the agencies that may also be able to help them.
  - For us to work more closely with the police and other agencies to deal with ASB.
- Assistance and support for residents to set up groups to try to tackle issues in their neighbourhood such as community groups or neighbourhood watches. Also to empower residents so they can take care of their own estates by encouraging and supporting social activities, and gardening clubs.
  - The provision of gritting and salt boxes in icy weather conditions.
  - A greater say in deciding on and prioritising environmental improvements locally.
  - For us to protect the anonymity of people reporting ASB in cases where there is a potential threat to the safety and well-being of residents.

**We're now drawing a set of local offers based on these key areas. If you'd like to be involved in monitoring our performance and reviewing these offers, please contact Wendy Bohan on 020 8955 1787 or [wendy.bohan@chg.org.uk](mailto:wendy.bohan@chg.org.uk)**



We want to provide better services and better homes for our residents. To help us do this, we are proposing to join our parent company, Catalyst Housing Group, together with the other three housing associations within our group (Catalyst Communities HA, Fortunegate Community Housing and Kensington Housing Trust) to form one housing association. The new housing association will be called Catalyst Housing Group. We wrote to you about these changes in late October. We remember the Boards of each of the member associations approved the plans and we are now finalising the details. We will write to you about the proposed changes in the next issue of Fortunegate News.

This newsletter gives you further information on how the delivery of our services will change. We expect to be joining our new parent company, Catalyst Housing Group, in the next few weeks.

# Residents get on board

Two open events for residents interested in becoming members of our new Local Boards were held in March. On the day, people got the chance to find out how we're setting up local boards as part of our organisational restructure (see pages 4 and 5 for more details), which will be responsible for making decisions on local services in local areas.

Staff from our resident involvement and housing teams were also on hand to speak to people about how Local Boards will work and

what the role of a board member will involve. We expect the new Local Board for Brent to be up and running by October 2011. We'll also be including a profile of the chair of the Brent Local Board, Chris O'Leary, in the next issue of *Fortunegate News*.

If you're interested in becoming a resident Local Board member, please contact Michael Simms on **020 8832 3111** or [michael.simms@chg.org.uk](mailto:michael.simms@chg.org.uk) for an application pack.



Please note that application forms will need to be completed and returned to us by Monday 23 May.

## Join the customer communications panel

Have you ever picked up a leaflet or newsletter, or visited our website and thought: 'This doesn't make any sense?'

Well now you can help us improve our corporate communications with residents by joining the customer communications panel. Residents on the panel will work with the communications team to ensure that everything we produce is written and designed in a way that you can understand.

If you don't have time to attend meetings, you can become an online member, and send your views through email or the customer communications secure website.

Once the panel approves a proposal, it will be 'rubber stamped' and you'll see the approved logo on it. This will be our guarantee that residents have been involved in the production of the communication.

**Getting involved**

Training and support will be provided to all members. We'll also pay the travel costs of those attending the meetings.

**Interested? Contact Parveen Agnihotri on 020 8832 3167 or [parveen.agnihotri@chg.org.uk](mailto:parveen.agnihotri@chg.org.uk) by 6 May. The first panel meeting will be held on 11 May.**

The panel will meet bi-monthly to give their views on:

- How clear and user friendly information is
- How information is laid out
- Whether information is relevant and it should include



# Boris answers your questions

In an attempt to add to his growing army of youth workers London Mayor, Boris Johnson came to the Capital City Academy, in Willesden, to speak to the residents of Brent about gang and youth violence.

Fortunegate residents joined hundreds of locals to question the Mayor on what he is doing to reduce crime in London.

The Mayor stressed that tackling serious youth violence is crucial to the health and happiness of the capital, but it can't be dealt with effectively without listening to the views of local communities. He said: 'We have taken thousands of knives off the streets. The murder rate in London is the lowest since 1978, but we have to look at the root cause of gang violence.'



...we have to look at the root cause of gang violence.

Boris Johnson



If you are interested in joining the Mayor's mentoring programme visit <http://www.london.gov.uk/get-involved/public/types-of-volunteering/mentoring>

## April 2011 rent increases



**This year the rents of our homes have increased by 5.1% if they are at the target rent, and increased or decreased by up to a further £2 per week if they are not at the target level.**

But as rents have increased, the service charges you pay have generally decreased. This is partly due to the hard work we've put into making service arrangements that deliver value for money and cost reductions. We have a fixed price agreement with Brent Direct which is working very well and is also providing a good pest control service.

The level of annual rent increase that we're allowed to levy is determined by a government rent formula, which is the rate of the Retail Price Index (RPI) in September of the year preceding the increase, plus an increase or decrease of up to £2 per week. So because the level of RPI was 4.6% in September 2010, our annual rents have had to increase in April 2011.

**If you're unsure of how much rent you should now be paying or are having problems paying your rent, please contact your neighbourhood manager.**

## Pay your rent as usual

As we join together with the member companies within Catalyst Housing Group, our parent company, we are making arrangements to ensure that you will still have access to a range of payment methods to pay your rent and/or service charge.

In the meantime, please continue to make payments in the way you normally do. We will update you in the next issue of *Fortunegate News* about any changes that may affect your current chosen payment method.

# All things bright and beautiful



**Spring is here! So why not enter our competition to have fun and help brighten up your neighbourhood?**

We're looking for blooming balconies, glamorous gardens, colourful communal spaces, bountiful baskets, and sky-high sunflowers. Enter on your own, as a family, or team up with your neighbours. Our competition will be judged by the Fortunegate residents' association by the end of May.

All you have to do is walk around your neighbourhoods and take a picture of a garden that's kept in good condition. Then just send us the picture together with a bit of information on the garden and the resident's details.

Winners of the competition will **win £50 (first prize), £20 (second prize), and £10 (third prize), worth of shopping vouchers** as well as signed copies of the acclaimed

writer John-Paul Flintoff's book, *Sew Your Own*, to give away.

All entries should be sent to Yvonne Williams by 6 May. *Please note by entering this competition you agree that your details will be used for publicity purposes.*

For more details, contact Yvonne Williams on 020 8438 1834 or [yvonne.williams@chg.org.uk](mailto:yvonne.williams@chg.org.uk)

## Become green fingered

**The sun is gleaming, the trees are blossoming and the birds are singing, which means spring is finally here. And for all you green fingered residents in Brent, we thought it may be a good idea to start a gardening club.**

The club will be set up to give you a chance to get out your forks and trowels for some communal gardening, make some new friends and enjoy the sun. It will also be a chance for you to learn how to get the most out of your garden, from keeping your garden tidy to planting beautiful roses and fragrant herbs.

Interested? Contact Yvonne Williams on 020 8438 1834 or [yvonne.williams@chg.org.uk](mailto:yvonne.williams@chg.org.uk)



## Elders Voice gardening service

**Are you over 60 and love gardening but find it hard to do those heavy gardening jobs?**

Well the team from the Elders Voice is on hand to help. As well as advice and information, the team can provide you with practical help that includes carrying out heavy gardening jobs, installing hand rails and clearing footpaths.

Elders Voice also hosts community events, workshops and gardening clubs around Brent. At these you can learn new gardening tips, share experiences, ideas and even plants!

For more details, visit [www.eldersvoice.org.uk](http://www.eldersvoice.org.uk) or call 020 8206 7513

# How **safe** is your neighbourhood?

To ensure that our neighbourhoods are a safe place to live, Vista Security Services have been providing a warden service at the Church End traditional estate, the Church End New Build estate and Roundwood estate since 2007.

We're currently reviewing this service to ensure that it meets the needs of our residents, and we will soon be sending out a survey to find out what you think.

We would be grateful if you could complete the survey as your views will help us evaluate whether the warden service works and also highlight what other things we can do to ensure that our neighbourhoods are a safe place to live.

**Wardens patrol the estates from 4pm to 1am. You can contact them during this time or report an incident anonymously by calling [07703 403457](tel:07703403457).**



## Fire risk assessments

We're currently carrying out fire risk assessments across all our estates to ensure that they are safe and that we meet our legal requirements. The assessments will help us identify communal areas where there may be fire safety issues. We can then work towards ensuring that these areas become hazard free and safe for all residents.

So, when our inspectors ask you to provide them with access to a communal area to carry out a fire assessment, please do so. All of our inspectors carry identification, which they'll be more than happy

to show you to prove that they are who they say they are.

Please help us keep your homes safe by not storing items in your electrical cupboards and ensuring communal areas are kept clear and tidy. Although we advise against having doormats, if you do have one, please make sure that it has angled rubber edges. This will help prevent it from being a trip hazard.

**If someone is dumping rubbish or leaving personal belongings in the communal area of where you live, please report this anonymously by calling us on [020 8438 1800](tel:02084381800).**

## Gas safety inspections

Every year many people die and suffer serious effects from carbon monoxide poisoning caused by faulty gas fires, boilers, cookers and other gas appliances. It's our responsibility as your landlord to ensure that all gas appliances that we have installed are serviced and that a gas safety check is carried out every year.

At Fortunegate we have a very good track record of completing gas safety checks and servicing our systems. At the end of March we're happy to report that we achieved 100% in this area. However, there are some occasions where people don't allow Capital Heating into their home to renew the certificate.

It is part of your tenancy agreement to allow our engineer access into your home to carry out a gas inspection. You'll always be given plenty of notice and we aim to carry out servicing two months before the expiry of your current gas certificate to give you and your neighbours peace of mind.

**Remember that a gas safety inspection may save your life and the lives of your family and neighbours.**



# Services to you

How can we make the collection of bulk refuse such as mattresses and old fridges more effective?

Is there a particular time that you would like bulk refuse to be collected?

Our estate team spends a lot of time dealing with tons of dumped bulk refuse across all our communities. We realise that it's our responsibility to remove these bulk items. That's why we have an excellent deal with Brent Council



to transport bulk refuse to the Park Royal recycling site at no extra charge to residents.

But we think that there must be a better way of handling this refuse, and would like ideas on how we can make the process more efficient.

**So if you have any ideas of how we can improve the collection of bulk refuse, contact Nick Collins on 020 8438 1822 or [nick.collins@chg.org.uk](mailto:nick.collins@chg.org.uk)**

## A **START** to a better future

Brent Council's supported tenancies assessment and referral team (START) can help people live independently or maintain their tenancy by providing housing-related support.

START can:

- Help with accessing benefits or maximising welfare benefits
- Support to find appropriate agencies for mental health needs
- Making links with drug and alcohol services in the borough
- Accessing education, training and employment
- Support with finding a health service for particular needs
- Help to sustain a tenancy and support to live independently

So if you feel that things are getting on top of you or just need some financial advice, contact the START team on 020 8937 2573 or [startplus@brent.gov.uk](mailto:startplus@brent.gov.uk)



### Reducing service charges

Residents who switched to fixed service charges recently will have noticed that their service charges have reduced by up to £170 for this financial year (*that's from April 1 2011 to March 31 2012*).

Service charges usually increase year on year because of the rising cost of living but

for those residents who switched to fixed service charge costs, we guaranteed that their service charges will not go up before April 2013.

If you'd like to take advantage of this and are interested in switching to fixed service charges, call us on 020 8438 1800

If you need any part of this information in large print, Braille, on CD or explained in your own language please contact us the numbers below.

### Neighbourhood services

Lilah Haire, Neighbourhood  
Manager: 020 8438 1820

Muna Jama, Neighbourhood  
Support Officer: 020 8438 1811

Norma James, Neighbourhood  
Manager: 020 8438 1813

Thelma Grant, Neighbourhood  
Support Officer: 020 8438 1821

Karen Platt, Neighbourhood  
Manager: 020 8438 1815

Binta Kinteh, Neighbourhood  
Support Officer: 020 8438 1819

### Property services

Ahmed Gasim, Property  
Surveyor: 020 8438 1817

Brendan Scanlan, Property  
Surveyor: 020 8438 1812

Kelechi Ukachukwu, Service  
Charge and Sales Officer:  
020 8438 1805

Janice Antoine,  
Property Services Administrator:  
020 8438 1818

Ky dokument ju jep informacione në lidhje me të rejtat për strehim, ngjarjet dhe informacionet locale, nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

تمدك هذه الوثيقة بالمعلومات اللازمة عن أخبار الإسكان والأحداث والأبناء المحلية. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

این نوشتار اطلاعاتی درباره اخبار، رویدادهای مسکن و اطلاعات محلی در اختیارتان قرار می دهد. اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

ਆ ਦਰਸਾਵੇਂ ਘਰਨਾ ਸਮਾਧਾਰੋ, ਪ੍ਰਸੰਗੋ ਅਨੇ ਸਥਾਨਿਕ ਮਾਇਨੀ ਵਿਭੇ ਮਾਇਨੀ ਆਪੇ ਓ. ਜੋ ਤਮਾਰੇ ਡੇਲ ਪਛਾ (ਆਗ-ਨੀ ਆ ਮਾਇਨੀ ਖੇਲ, ਸੀਡੀ ਓਪਰ, ਆਡਿਓ ਟੇਪ ਅਥਵਾ ਤਮਾਰੀ ਪੋਤਾਨੀ (ਆਪਾਮਾਂ ਸਮਝਾ ਖੁਕੋ) ਤੇਨੀ ਜ਼ਰੂਰ ਓਯ ਤੋ ਨੀਏ ਜ਼ਬਾਨੇਵ ਨੰਬਰ ਓਪਰ ਅਮਾਰੋ ਸੰਪਰਕ ਕਰੋ.

ਇਹ ਦਸਤਾਵੇਜ਼ ਹਾਊਸਿੰਗ ਖ਼ਬਰਾਂ, ਪ੍ਰੋਗਰਾਮਾਂ ਅਤੇ ਸਥਾਨਕ ਸੂਚਨਾ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬੋਲ, ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Dokumentigan wuxuu ku saabsan yahay warka cusub oo guriyo, dhacdooyin iyo gobol ah. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

ਇਹ ਦਸਤਾਵੇਜ਼ ਘਰਨੇ ਦੀਆਂ ਖ਼ਬਰਾਂ, ਪ੍ਰੋਗਰਾਮਾਂ ਅਤੇ ਸਥਾਨਕ ਸੂਚਨਾ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬੋਲ, ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

یہ دستاویز اقامت گاہوں کی خبریں، واقعات اور مقامی معلومات کے بارے میں جانکاری دیتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

# 020 8438 1800

## Duty days

You can come along to our office to see a neighbourhood manager or neighbourhood support officer without an appointment.

You'll also have the option of speaking to our staff in a private interview room.

## Contacting us

223 Church Road  
London  
NW10 9EP

The office is open 9am to 5pm,  
Monday to Friday, except on Bank Holidays

We close every Wednesday at 2pm for staff  
training, but phone lines remain open

Translation services are available if you  
visit in person or call

### General enquiries

020 8438 1800 Monday to Friday  
from 9am to 5pm

Maintenance  
(Capital Heating  
and Maintenance)

0800 731 5282 (free from landlines) or  
0300 456 2482 (low cost from mobiles)  
Monday to Thursday from 8am to 6pm  
Fridays from 8am to 5pm

Out-of-hours  
emergency  
(Brent Council):

020 8937 1234 Monday to Thursday  
6pm onwards, Fridays 5pm onwards  
and on all day on weekends.



**Fortunegate**  
Community Housing