



All sewn up

Save money, energy and even the planet!



Plus...

DJ Brandon Block provides comic relief, page 3

Organisational restructure, page 4

Residents get on board, page 10

Welcome to the spring issue of *Housing Matters*



I'm delighted to let you know that following positive feedback from over 620 residents, we'll be moving forward with our plans for Catalyst Communities HA to join together with the other member companies within Catalyst Housing Group, our parent company. We expect this to take place at the end of September and will keep you updated about progress of this change. 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 West London Board, chaired by Paul Evans, will cover the CCHA London area and the South East Board, chaired by Asit Acharya, will cover the CCHA South East

area. Up to half the places on these boards have been reserved for local residents, and we're now recruiting resident board members (see page 6).

This issue also includes other great news: new residents joined us at Beaufort Park (see below), our staff used the music studio to record an album and raise money for Comic Relief (see page 3), and we've been working with residents to develop local offers for local communities (see pages 10 and 11).

Best wishes,
John Foxall
Managing Director

'Hello' to our new residents



Home hunters look around the new homes at Beaufort Park

A warm welcome to the residents at Beaufort Park, North West London, who joined us from the end of March onwards. Beaufort Park is one of our newly built schemes that is situated on 25 acres of the former RAF Hendon Aerodrome site in Barnet.

We aim to provide excellent customer service to all our residents. So if you're one of our new residents and would like to speak to us about anything, please call our customer services centre (contact details on back page) or speak to your local neighbourhood manager.

We're also offering people the chance to buy apartments at Beaufort Park on a part-buy/part-rent basis. For more details, contact us on 0845 601 7729 or newbuild@chg.org.uk

Prize draw winners

More than 620 of you took part in our resident consultation on our restructure (see pages 4 and 4), and John Foxall 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.

DJ Brandon Block provides comic relief



DJ Brandon Block (right) sticks his red nose to help record album

Our health and safety team was checking out the new recording studio at the Windmill Park Community Centre in Southall when they decided to have a go themselves and convinced fellow colleagues to release a charity CD for Comic Relief.

The CD was recorded under the watchful eye of West London resident DJ Brandon Block at the studio, part of a £50,000 refurbishment of the Catalyst run community centre on the Windmill Park estate. Funding came from a grant from The Big Lottery

Fund's People's Millions – after a public vote and a live appearance on television news.

DJ Brandon Block said: 'It's fantastic to have a studio like this for the local community, and the CD will raise much needed funds for Comic Relief.'

If you'd like to book the Windmill Park Community Centre or any of our other community centres, contact Chris Bamber on 020 8832 3328 or email communitycentrebookings@chg.org.uk

Pushing the boat out

At Catalyst we believe that nature is a privilege that should be shared by all even if it means pushing the boat out. In early April, our staff joined residents to welcome all on board the new canal boat provided by the Dovecote Voluntary Parents Committee.

We donated £5,000 to the project which went towards purchasing the boat, which we hope will become the hub of the Dovecote community, providing access to the river Thames for young children and their families.

The Dovecote Voluntary Parents Committee provide an afterschool club, holiday play scheme and a drop-in service to the local community which is run by local volunteers and child-minders. A relaxed parent and child drop-in playroom is available four days a week allowing parents to participate and play with their children or to drop

off and pick up. Throughout the winter months, the Dovecote offers a vibrant Saturday club for children aged five to 12 years.

With this new addition, we're sure the community in Oxford will be making the most of the splendour of nature in their neighbourhood.

For more details contact Carol Richards on 01865 712 299.





More than 620 residents fed in their views, and more than 80% supported our plans overall – see page 2 to find out the winners of our prize draw...

After positive feedback from residents, our board is satisfied that Catalyst Communities HA should join together with the companies within Catalyst Housing Group.

This change is happening gradually during 2011, and we'll keep you updated. 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 Limited.

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.

For more details, visit www.chg.org.uk or email anyquestions@chg.org.uk

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 fed in their views, and more than 80% supported our plans overall (see page 2 to find out the winners of our prize draw).

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 you 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 more than 80% of residents approve of our plans for local boards to make decisions about local services, including repairs and maintenance.

Our actions: As we join together, we are setting up four local boards. There will be two boards covering CCHA's current working areas. The West London board, chaired by Paul Evans, will cover the CCHA London area. The South East board, chaired by Asit Acharya, will cover the CCHA South East area.

Up to half the places on these boards are reserved for local residents and we are now recruiting resident board members (see page 6 for details on how we've been recruiting resident local board members).

Neighbourhood management

Your words: Most residents think the neighbourhood management system works well. More than 80% of CCHA London residents and 90% of South East 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 CCHA 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 future 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: More than 65% of 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, headed by John Foxall, will be split into two working areas: London and the South East. Each will have its own housing, customer service, maintenance and resident involvement staff.

We will work closely with local boards to make sure our services meet local needs, rather than being 'one size fits all', and we will keep local offices in Ealing, Oxford and Reading.

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.

Residents get on board

Residents signed up to become local board members at two open events we 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), which will be responsible for making decisions on local services in local areas.

Staff from our resident involvement and housing teams were on hand to speak to people about the role of board members. We'll be including a profile of the chair of the West London Board, Paul Evans, and South East Board, Asit Acharya, in the next issue of *Housing Matters*.

If you're interested in becoming a local board member, please contact Michael Simms on 020 8832 3111 or michael.simms@chg.org.uk for an application pack.

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



Word on the streets of the South East

The 'Word on the Street' project involves us coming to your street to talk about what you think of our housing services and life in your local community. Here we also get the chance to talk about the resident involvement opportunities we offer and how you can start up local community groups.

We recently took to the streets of Yarnton in Oxfordshire, Pippin Close and Blunden Drive in Slough, and Crossway Point, Brockset Close and Park View in Reading to find out what you think of our services and how we can improve them.

At Park View we found out that residents are interested in football and we're now helping them set up a five-a-side football team. Surprisingly, doing this has made it easier for residents to talk to us about reporting maintenance issues!

In Yarnton one resident said: 'We really like this new development and enjoy living close to our families, but we'd like to have better access to the village and we're keen to have a residents' association to get to know our neighbours better.'



If you're one of our South East residents and would like our community involvement team to come and find out the word on your street, call them on 01865 712244.

Our super resident

A big well done to Joyce Lawrence, from Leyton Buzzard, who's been doing all sorts of wonderful things for her community since she became a block rep in October 2010.

As a block rep, Joyce has:

- Arranged a residents' petition which led to the communal garden being cleared of bushes. The garden is now a safe and clean place for residents to enjoy.
- Spoke to her local council about putting in a footpath near a local river. This has now been done and as a consequence it is now safer for people to walk along the river.
- Organised many online auctions and fetes to raise money for local community initiatives.
- Kept the communal notice board up to date with information on housing benefit, rent increases and community events.

Block reps represent the interests of a block of flats, a street, a community group or any other agreed specified area. Their role is to provide information to and from their community, which will in turn help us improve our services to our customers.

Interested in becoming a block rep? If you're a London resident, contact Michael Simms on 020 8832 3111 or michael.simm@chg.org.uk.

If you're one of our residents from the South East, contact Sasha East on 0186 533 4802 or sasha.east@chg.org.uk



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.

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 what it should include

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.

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 by 6 May. The first panel meeting will be held on 11 May.



Housing benefit is changing from April 2011

Changes to housing allowances announced by the government last year came into effect on 1 April 2011.

Although it won't affect our residents, there will be an upper limit on local housing allowances that you may be entitled to if you choose to rent from a private landlord.

Over the next three years, the government intends to increase the amount it deducts from housing benefit if there is an adult living in your household for whom you do not claim benefit (an example would be a grown up child).

From April 2012, single people under 35 will only be able to claim the shared room rate and will therefore no longer be able to claim benefit for a self contained one bedroom flat and will instead have to claim for a room in shared accommodation or a bed-sit.

From April 2013, housing benefit will be restricted for some people living in a property that is bigger than their household size (for example, if your children move out of your home).

Parliament has also begun to debate

further changes to the way all welfare benefits are distributed. The government intends to combine all the different benefits and other payments that people are entitled to into one universal credit. This credit will have a maximum limit of £26,000pa per household.

As a result of campaigning by a number of housing organisations, including Catalyst, the government no longer intends to reduce the amount of housing benefit that can be claimed by jobseekers who fail to accept a job within 12 months.

If you have any questions or concerns about how these changes may affect you, please contact your neighbourhood manager.



Sewing seeds of sustainability

John-Paul signs copies of his book for residents

We've all heard of 'grow your own' but what about 'sew your own'? Want to save money by going green? Journalist and author John-Paul Flintoff has a few tips to get you started.

John-Paul, writer for The Times, Telegraph and The Guardian, was the star guest at our Family Eco Event in January at Sahara Court, Southall. Whilst talking to residents about his decision to make his own clothes and toys, local people learnt how to sew, make soap and even discover the versatility of the avocado.

Forget Ebay, the give and take stall gave families the chance to swap anything from TVs to toys. People helped themselves to whatever they wanted and no money was exchanged as one family's junk became another's treasure.

The event also received a 'green' thumbs-up from residents. Warda Shebani got her bike fixed whilst Emily William enjoyed learning how to make soap. Resident Ayan Askar also picked up a few tips and some books. Ayan said: 'It was good to have so much under the same roof; I found some cooking books, I was told how to sow some seeds and I learnt how to sew.'

This event is part of our health and wellbeing programme provided by the Catalyst Gateway team, and is in line with our sustainability policy.

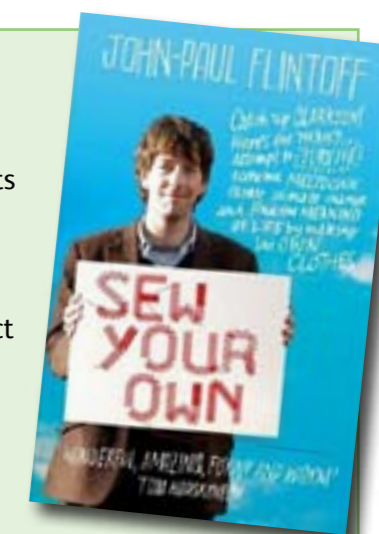
For more details on the community initiatives provided by Catalyst Gateway, please visit www.catalystgateway.org.uk

'Green' competition...

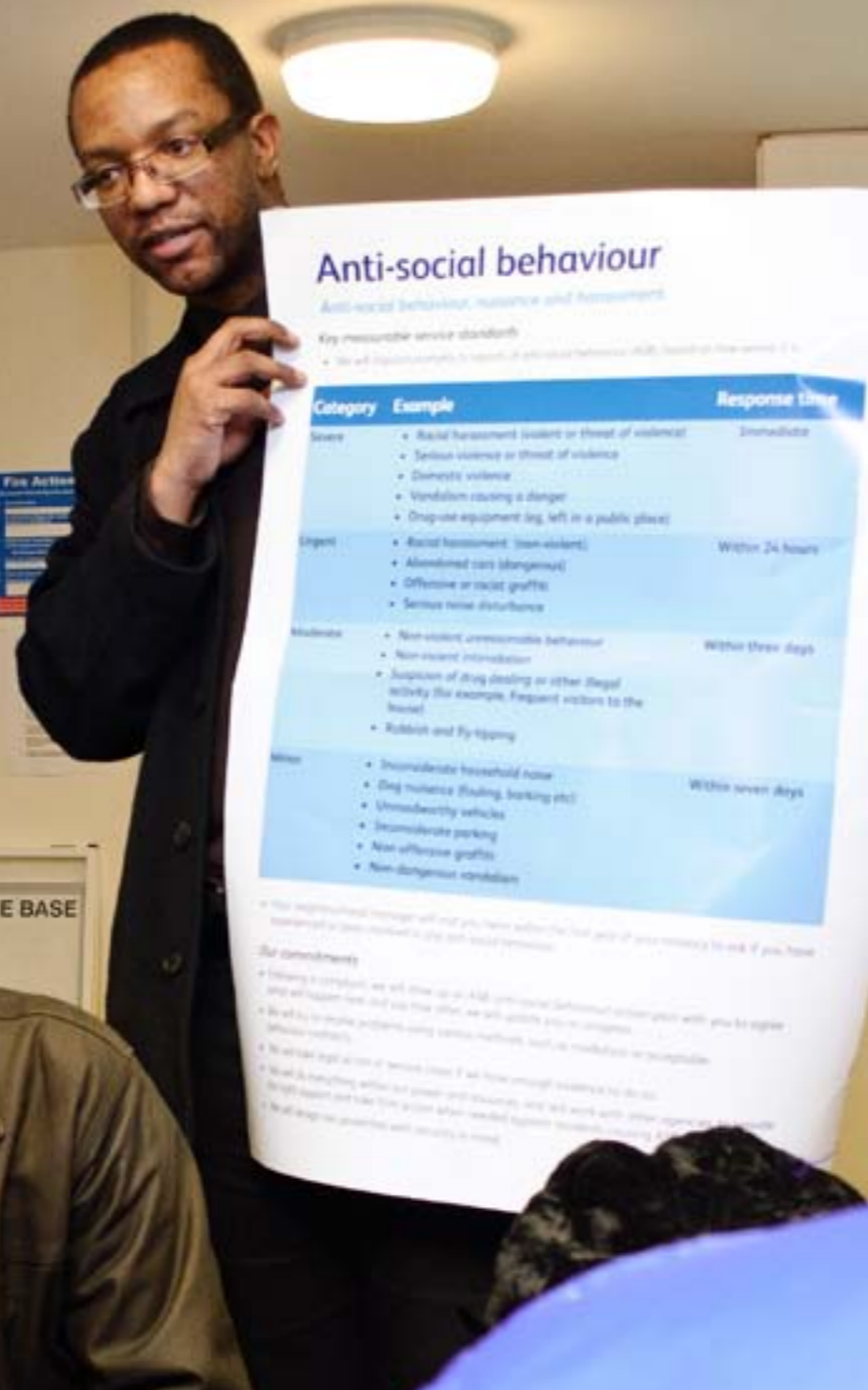
We have three copies of John-Paul Flintoff's book, Sew Your Own, to give away. All you have to do is come up with a money saving green tip that's innovative and accessible for all residents.

Please send your tip(s) to Nuria Rodriguez on nuria.rodriguez@chg.org.uk by May 30 2011. Nuria and Catalyst's Green Champions group, who promote sustainability in the communities in which we work, will then pick the winners.

All entrants need to be tenants of Catalyst Communities HA. When emailing your tip(s), please provide details of your full name, address and contact number. By entering this competition you agree that your details will be used for publicity purposes.



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 and in the next issue of *Housing Matters*.

What London residents want...

- A quick response to reports of anti-social behaviour (ASB) and to be kept regularly informed of the progress in dealing with them.
- A single point of contact for the resident, so that they know who's dealing with the case.
- The offer of a home visit to discuss an issue.
- For us to be clear at the outset what we have the power to deal with and what we don't. Also, to offer residents some guidance on the agencies that may also be able to help them.
- Assistance and support when setting up groups to try to tackle issues in their neighbourhood, such as community groups, neighbourhood watches etc.
- Us to work more closely with police and other agencies when dealing with ASB.
- Clearer information about behaviour which breaches the tenancy conditions, for example guidance on pets and noise.
- To be able to work more closely with us when making decisions about how to deal with some neighbourhood issues including when and where to use CCTV, the removal of bulky refuse and dealing with fly tipping etc.
- The provision of gritting and salt boxes in icy weather conditions.
- A greater say in deciding and prioritising environmental improvements locally.

What South East residents want...

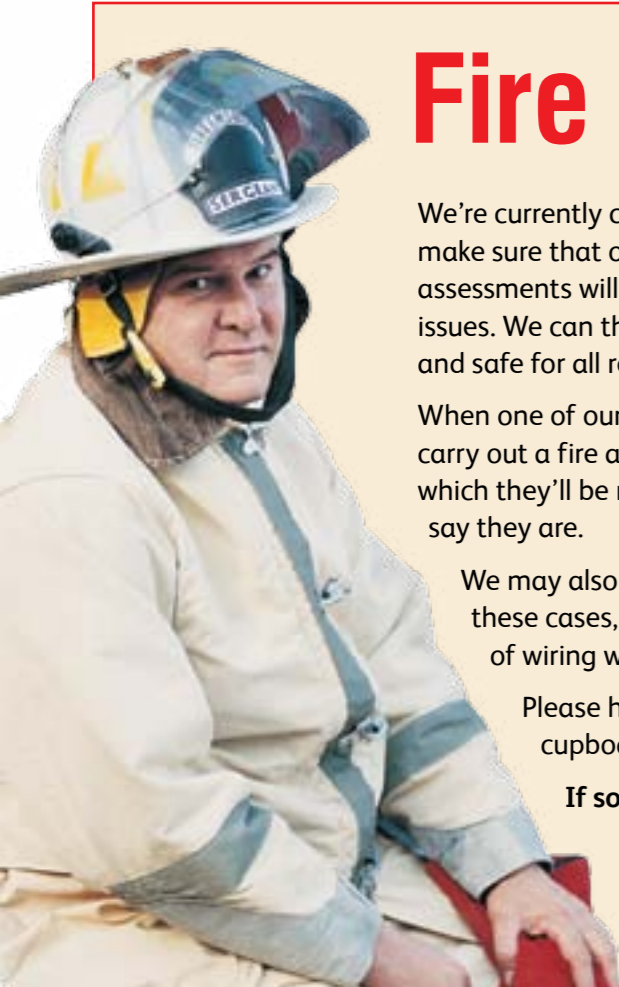
- Clear guidelines on responsibilities, tenancy conditions and promotion of positive social behaviour.
- A single point of contact for the resident, so that they know who's dealing with the case.
- Assistance and support when setting up groups to try to tackle issues in their neighbourhood, such as community groups, neighbourhood watches etc.
- Assistance and support in order to improve their neighbourhood. This includes involving residents in decisions about cleaning and gardening.
- The offer of a home visit to discuss the issue following a report of ASB.
- Us to work more closely with the police and other agencies when dealing with ASB.
- Work with residents to develop solutions to issues such as light bulb replacement and recycling facilities etc.
- Solutions to parking issues.
- Us to be clear on what we can and cannot do in relation to ASB.
- Us to ensure communal areas are kept clean and tidy, and that we involve residents in achieving value for money for the cleaning and grounds maintenance services.

We are now drawing a set of local offers – one for the West London area and one for the South East area – based on these key areas.

If you would like to be involved in monitoring our performance and reviewing these offers:

If you are a London resident, contact Michael Simms on 020 8832 3111 or michael.simms@chg.org.uk

If you live in the South East, contact Sasha East on 0186 533 4802 or sasha.east@chg.org.uk



Fire risk assessments

We're currently carrying out fire risk assessments in all of our properties to make sure that our homes are safe and that we meet 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.

When one of our inspectors asks you to give them 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.

We may also be upgrading or installing new fire alarms in some properties. In these cases, we'll be installing radio link systems that will reduce the amount of wiring within your home.

Please help us keep our homes safe by not storing items in your electrical cupboards and ensuring communal areas are kept clear and tidy.

If someone is dumping rubbish or leaving personal belongings in the communal area of where you live, please report this anonymously by calling your local customer services centre (local details on back page).

Gas safety inspections

Every year people die or suffer serious effects from carbon monoxide poisoning caused by faulty gas fires, boilers, cookers and other gas appliances. It is 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.

We have a very good track record in completing gas safety checks and servicing to all our systems year on year. However, there are some occasions where residents won't allow our engineers 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.



Works to your homes

This year our asset management team will oversee the investment of millions pounds in your homes.

The work will include:

- Carrying out cyclical decorations and repairs work to 624 homes
- Fitting 400 new kitchen and bathrooms
- Rewiring 350 homes
- Fitting new central heating systems in 300 homes

Residents affected by works to the inside of their home will be sent a letter explaining that our contractors will be in touch to arrange an appointment. At the first appointment, the contractor will explain what works will be done and will let you know if you can choose anything, such as colour of paint or type of worktop.

Where work will be done to the outside of your home, we'll send you a letter detailing the works, start date and when we will be holding consultation meetings.

Please note that not all of the works will be carried out in every home; the process will involve us or our contractor visiting you and then determining with you the scope of the works.

In some cases, it may not be possible to complete the works by March 2012. Sometimes things may arise that take priority and this may mean some works are delayed. However, we will do our utmost to ensure that the works are completed on time and to an excellent standard.

Visit our website at www.chg.org.uk from May onwards to find out the names of the streets and areas where we'll be carrying out the works.

Making improvements to your home

We're committed in supporting you to make changes to your home so that you can love the place you live. You may want to add fitted shelves, install double glazing or even build an extension.

Read on and we will tell you what you need to do,

What you can do without our permission?

In most cases the first step that you will need to take is to let us know. You can make minor changes without permission such as changing a toilet seat, fitting shelves or installing a smoke alarm.

When you should contact us?

If you want to undertake larger improvements or alterations then you will need to contact us and we will provide further guidance.

For example, you will need to contact us if you want to add double glazing or build an extension. We may say 'yes', 'yes, but you need to put it back if you leave your property' or 'no'. We will inform you of the reasons for our decision.

What if I don't get permission?

We are trying to make it easier for you to change and improve your home, but we do not want anyone's health and safety or the property to be put at risk. If you do not get permission then we may ask you to put it back the way it was or do it ourselves and you will have to pay for this.

2011 rent increases

As a result of the increase in the rate of inflation, the rent on our properties also increased on 1 April 2011.

In common with other housing associations, the level of annual rent increase that we're allowed to levy is determined by a government rent formula, which is linked to the Retail Price Index (RPI) in September in the year preceding the increase.

So, because the rate of RPI increased in September 2010, this means that our rents also increased on 1 April. You should have already received a letter in February outlining how much your rent will have increased by.

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

Complaints...

Do you want to do something about it? Do you feel you haven't been provided with the best service?

If this is the case, you can complain to us and we'll take on board your comments and ensure we improve our service to you

How to complain

You can complain through the following ways:

- Filling in an online complaints form on our website www.chg.org.uk
- Calling our London office on 020 8832 3298 (between 8am to 5pm) or South East office on 01865 712244 (from 9am to 5pm)
- Visiting the your local office (office address on back page)

If you complain in person or by telephone, we can complete a complaints form for you and send you a copy.

Once we receive your complaint, we will acknowledge it within three working days and give you a full response in 10 working days. More importantly, we'll do our best to sort out the problem, whatever it is.

For more information on our complaints procedure, download a copy of our complaints leaflet from our website at www.chg.org.uk



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 Housing Matters about any changes that may affect your current chosen payment method.

g15 London moves

The g15 group (London's largest housing associations) have launched a pilot initiative this month, which gives g15 tenants living in London the chance to move to a new home for work and training opportunities.



Am I eligible?

To register for this scheme you need to have been a secure or assured tenant for at least a year.

You'll also need to have:

- A good rental payment record
- Had no reports of anti-social behaviour in the last 12 months about you or anyone in your household
- Kept your home in good condition

How do I register?

To register for the scheme you need to be:

Unemployed with a job offer in writing for 16 hours or more a week, close to the potential location of your new home

OR

In full-time education or training linked to a firm job offer in writing for 16 hours or more a week

OR

In employment for at least 13 weeks but the distance from your home to work is making it hard to keep your job. (Your job must be for 16 hours or more a week)

Step one: Register at www.g15londonmoves.org.uk (You'll be asked to provide information to prove that you are eligible for this scheme).

Step two: Search for homes online and bid for a home that meets your needs.

Step three: View and move to your new home, (subject to the usual checks and verification of your details).

Please visit www.g15londonmoves.org.uk or speak to your neighbourhood manager for a full list of eligibility criteria.

**The g15 comprises: A2 Dominion, Affinity Sutton, Amicus Horizon, Catalyst Housing Group, Circle Anglia, East Thames Group, Family Mosaic, Genesis, The Hyde Group, L&Q, Metropolitan Housing Partnership, Network Housing Group, Notting Hill Housing, Peabody and Southern Housing Group.*

Are you experiencing depression?

Poor mental health can have a negative effect on your quality of life.

A free, confidential service is available to tenants in the London Borough of Ealing and offers self help, cognitive behavioural therapy, group work and counseling.

If you are registered with a GP in the London Borough of Ealing and feel that you are suffering from depression, you can refer yourself to the Mental Health and Wellbeing service by calling 0203 3135660 or by emailing wellbeing.selfreferral@nhs.net

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.

Ky dokument ju jep informacione në lidhje me të rejat për strehim, ngjarjet dhe informacionet lokale, 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.

এই নথিতে একটি বাসস্থান সম্বন্ধীয় খবর, ঘটনা ও স্থানীয় তথ্য সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে হেল্প, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

本文档提供关于住房新闻、事件和当地信息方面的信息。如果您需要将这些信息的任何部分以大字印刷形式、盲文形式，或通过 CD、磁带，或以您的本国语言的形式提供给您，请通过以下号码与我们联系。

Niniejszy dokument zawiera nowości z rynku mieszkaniowego, informacje o wydarzeniach społecznych oraz doniesienia miejscowe. Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

ਇਹ ਦਸਤਾਵੇਜ਼ ਹਾਊਸਿੰਗ ਖ਼ਬਰਾਂ, ਪ੍ਰੋਗਰਾਮਾਂ ਅਤੇ ਸਥਾਨਕ ਸੂਚਨਾ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਵੱਡੇ, ਸੀਡੀ, ਅੌਡੀਓ 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.

یہ دستاویز اقامت کاپوں 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۔

यह दस्तावेज़ आवासीय खबरों, आवाजनों और स्थानीय सूचना के बारे में जानकारी देता है। अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

આ દસ્તાવેજ ધરના સમાચારો, પ્રસંગો અને સ્થાનિક માહિતી વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

How to contact us

London

Ealing Gateway
26-30 Uxbridge Road
London W5 2AU

Monday to Friday, 8am-5pm.
Translation services are available if you visit in person or call.

Telephone: 020 8832 3298

Emergency repairs: Call Mears Group Plc on 01707 290561 (from 5pm to 8am)

Gas heating & hot water: Call Mears Group Plc on 01707 290562 (from 5pm to 8am)

South East (Bedfordshire, Berkshire, Buckinghamshire, Oxfordshire)

The Farmhouse
Nightingale Avenue
Blackbird Leys
Oxford OX4 7BU

Monday to Friday 9am-5pm except the first Wednesday every month for staff training days. Residents can call the emergency repairs number for any queries.

Translation services are available if you visit in person or call.

Telephone: 01865 712244

Emergency repairs: Call Frontline on 01489 884697 (from 5pm to 9am)

Gas heating & hot water: Call Robert Heath Heating Ltd on 0800 783 0833 (from 5pm to 9am)

Website

You can contact us on the web by visiting www.chg.org.uk



Catalyst
Communities

Housing Matters is published by:

Catalyst Communities Housing Association,
Ealing Gateway, 26-30 Uxbridge Road, W5 2AU.

Printed by Countrywide Publications IP19 8BX