



## New executive committee

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### Plus...

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# A few words from John

Welcome to the summer 2009 issue of *Housing Matters*.

In this issue we tell you about the London Residents' Forum first Biennial General Meeting – see opposite. As well as electing a new executive committee, residents were treated to a whole host of interesting and fun activities. People who had given up their time to community projects were presented with special 'Time Awards' and residents also got the chance to showcase their talents at the 'Catalyst Got Talent' contest.

The second phase of the Tenant Services Authority's (TSA) Big Conversation began in early June, and on page 6 we tell you how you can take part and have your say. Your feedback will help the TSA when they devise a new set of standards for all social landlords.

Following on from the success of last year, Driving Forward 2009 will be hitting your estates over the coming months (page 7). The events will be a great chance for you to meet your neighbours as well as our staff, and have some fun whilst doing so! You will also get the opportunity to give us

your views and experience of our repairs service, and get involved in various residents' groups.

Want to buy a home and can't afford to? Then take a look on pages 8 – 9 about the affordable housing options we offer to local people living in Berkshire, Buckinghamshire, Oxfordshire and Surrey. Read on to find out more!

**John Foxall**  
**Managing Director**

*Catalyst Communities Housing Association*



*John Foxall*

## Word search reveals winning ideas

The spring *Housing Matters* word search proved extremely popular with residents – you were keen to give us your ideas in exchange for prizes!

Barbecues and summer day trips along with events to encourage families to get together and support the community



**Catalyst**  
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were popular reader suggestions.

There was also support for more projects to engage and assist young people with finding work. The completed word searches also offered ideas such as yoga and dance classes, football sessions and bike rides as potential initiatives CCHA could organise.

The Community Regeneration Team will now use this valuable feedback when planning future CCHA events for residents.

Meanwhile, the word search winners were:

**Mrs H Martindale (£40 voucher)**

**Ms S Hayes (£30 voucher)**

**Ms Z Mundy (£20 voucher)**

# Residents' Forum hold first Biennial General Meeting

The London Residents' Forum (LRF), who represent the interests of all our residents living in London, held their first Biennial General Meeting in late April. Over 50 people attended the event which was held at Ealing Town Hall, where the LRF elected a new executive committee and promoted the work they have been involved in.

## The results of the election were:

**Chair:** Christina Tom-Johnson (Eggardon Court)

**Vice Chair:** Joice Keeble (Mable Evetts House)

**Secretary:** Dave Hicks (Coral)

**Treasurer:** Colin Watts (Hopley House)

At the event, whilst working in partnership with the LRF, we presented the first ever Time Awards! These awards were given to residents who had given up their time by volunteering on behalf of their community in a range of initiatives. Through our 'time database', we were able to identify residents who had worked with us the most over the past year. Consequently a total of 15 'Time Awards' were given – a special one went to Bob Copland who had given up the most time and over the last 20 years had given so much to Catalyst as a Resident Board Member.

Youth groups were also involved in the day's proceedings. The Bridge project, based in Leamington Park in Acton, shared how they had been involved in youth activities such as the new play area soon to be installed in their neighbourhood. Bollo United Football Club gave their account of the work they are doing on the South Acton estate – as well as helping young



*New executive committee (from left to right): Colin, Joice, Dave and Christina*

residents on the football pitch, they are helping them with their school work.

In addition, the day heralded 'Catalyst Got Talent' which went down a storm! This involved local people reciting poems, singing, dancing and showcasing their artworks. This was accompanied by the St Micheal and All Angel Steel Band who provided the music on the day.

**If you would like to join the LFR or want to know about some of the events they will be hosting throughout the summer months, please contact Michael Simms, Resident Involvement Manager, on 020 8832 3111 or email him at [michael.simms@chg.org.uk](mailto:michael.simms@chg.org.uk)**



## Not forgotten



We are sorry to tell you that Robert Paice, Regional Housing Manager at our Reading office for the last 7 and a half years, died suddenly on 22 April.

The loss of a highly dedicated colleague and close friend to many has been felt deeply, not only by the staff who were lucky enough to work with him but also by many of you who had dealings with him at the Reading office.

Robert was always an incredible ambassador for the Association. He not only enjoyed a reputation as someone who had a strong sense of fairness, but was also responsible for major improvements in service delivery which have taken place in the Reading office. He was totally committed to ensuring that Catalyst improved services to residents and also contributed hugely to the growth in the number of homes managed by the Association which have benefitted many people.

He will be sadly missed by all who knew him.

## Planning ahead with maintenance

We are changing the way we manage the planned maintenance that takes place in and around your homes. Our aim is to improve the way we carry out this work, provide better customer service and achieve some economies in our overheads.

A new Group Asset Management Team has been formed by joining together into one team the various sections that previously carried out planned maintenance for each of the companies in the Catalyst Housing Group (CCHA, Kensington Housing Trust and Fortunegate). Led by Head of Asset Management, Jim McFadden, the team is responsible for the longer term planned investment in your homes which includes large scale refurbishments, redecorating, mechanical and electrical works as well as aids and adaptations. The team is also charged with ensuring that the Group's properties achieve the government set 'Decent Homes Standards'.

As well as saving on some of our staff costs, we expect to find more efficient ways of working by standardising our approach to planned maintenance across all the Group's member companies.

There are three distinctive branches within the new team – see below.

**1. Programming and Planning:** this team, led by Iain Henderson, uses our stock condition surveys to identify what needs doing to our housing stock and when, for example external redecorations. It then



*Catalyst's Group Asset Management Team Managers (from left to right): Phil, Jim, Brian and Iain.*

formulates programmes of works for forthcoming years.

**2. Planned Investment:** this team delivers the programmes of maintenance works each year and is run by Phil Bowyer.

**3. Mechanical and Electrical:** this specialist team focuses on boiler and heating replacements, re-wiring programmes and related areas and is headed up by Brian O'Riordan.

The Group Asset Management Team, which has been relocated to offices in West Ealing, has started building bridges with other teams across the Group – looking at each company's policies and procedures and local agreements with a view to bringing all procedures into line. We think you will soon start to see the benefits of this major restructuring of our planned maintenance operation.



## New CAB service hailed

This summer, CCHA residents in Reading will be able to take up a service from Reading Citizens Advice Bureau that aims to make life better through a series of motivational life coaching sessions.

Their 'Making Life Better' service is free and confidential, providing assistance and support for people wanting to make positive, sustainable changes to their lifestyles.

One-on-one coaching sessions over twelve weeks help empower those who want to improve their health and wellbeing. Clients set their own goals and the coaches provide the support and resources to help them realise their goals and achieve success.

Coaches help clients identify realistic goals, and together they form an action plan whereby the goals can be achieved. CAB continues to support the clients until either they achieve their goals or they feel confident in achieving them without their continuing support.

The CAB can also offer clients support with other problems which may be contributing to their lifestyle issues, such as dealing with debt or employment concerns.

For more details or to make an appointment, call the service at 0118 9523039 or drop them an email at [health.admin@readingcab.org.uk](mailto:health.admin@readingcab.org.uk). One of the 'life change' coaches will then contact you about taking the first steps to change.



# REPORT IT!

Together we'll beat anti-social behaviour

Tackling anti-social behaviour (ASB) and making our communities safer is a priority for Catalyst Communities – that's why we've made it easier for residents to tip us off.

We've provided an out-of-hours phone line where residents can 'tip off' CCHA about any ASB they have witnessed and are concerned about.

You can inform us anonymously of:

- ASB
- Illegal rubbish dumping ('fly-tipping')
- Illegal occupiers / sub-letting
- Any concerns about issues that may be affecting your neighbourhood
- Other activities you think we should know about

### What happens when you call?

When you call to report ASB, you will reach an answer phone that allows you to leave messages that are strictly anonymous. Your call will not be traced back to you but the details you leave will allow us to act upon your concerns.

In an emergency, you should always contact the police. If you call us out-of-hours, you will be directed to other services, such as environmental health.

**Our numbers are:**

**Reading – 0800 328 5709**

**Oxford – 0800 085 2947**

**London – 0800 085 8680**

# Keeping residents talking about landlord standards

The second phase of the Tenant Services Authority's (TSA) National Conversation started on 9 June and will run until 8 September 2009. This is your chance to help the TSA fine-tune the standards it has drawn up for all social housing landlords. The TSA have based the draft standards on what you told them earlier this year about the things that matter most to you.

There are many ways in which you can take part as the TSA will be at a number of events this summer, where they will be talking to tenants and landlords. Details of where they will be and when, as well as how you can join them, are available on the National Conversation website at [www.nationalconversation.co.uk](http://www.nationalconversation.co.uk)

You can also get involved through the website in a range of ways. On the website you will be able to fill in a short questionnaire, have your say on one of the forums, give your opinion by uploading a video of yourself or take part by texting short answers to questions on the website.

For further information on the brand new set of standards the TSA is composing, please visit their website at [www.tenantservicesauthority.org](http://www.tenantservicesauthority.org)

## Communication is key to good service, say Reading residents

Reading residents told the new housing association regulator what they think is important in a landlord at an event hosted by CCHA earlier this year.

The 'Local Conversation' event was held as part of the TSA's national project to gather opinions through direct discussions with social housing residents.

Residents from four other local housing associations also took part: Thames Valley, L&Q, Southern Homes, and Home Group.

At the event residents said they felt communication, politeness and staff accountability were key to excellent landlord service. They also suggested resident involvement and training opportunities were valued highly, although they were frustrated by ongoing repairs and a slow response from some housing officers.

Landlords will ultimately be judged against a new set of standards that is being developed by the TSA. Log on to [www.tenantservicesauthority.org](http://www.tenantservicesauthority.org) for more details about these standards.

## Forum opens doors for the day

A drop-in open day is being hosted by the Group Residents' Forum on 22 July from 9.30am to 3pm, where visitors will be welcomed by a range of activities and information stalls. The open day will be held at the Church End and Roundwood Unity Centre, which is located at 103 Church Road, Harlesden, London, NW10 9EG.

On the day, residents can also find out about the TSA's 'National Conversation' resident consultation programme.

To book a place or for more information, please contact Michael Simms, Resident Involvement Manager, on 020 8832 3111 or email him at [michael.simms@chg.org.uk](mailto:michael.simms@chg.org.uk)

If you are travelling to the Unity Centre by public transport, the nearest station is Neasden (Jubilee Underground) or you can take the 297 bus to Meyrick Road. You can visit the Unity Centre's website at [www.unitycentre.org.uk/location](http://www.unitycentre.org.uk/location) for further details on how you can get there.



## Forward us your feedback

The Driving Forward roadshow will be visiting estates again over the summer to find out what you think of the services we provide and give you the chance to help shape them.

As well as giving us feedback, these events are also an opportunity to chat with your neighbours, meet CCHA staff and have some fun! Each event will look slightly different, but you can guarantee that music, fun and games are likely to be accompanied by some healthy food, children's entertainment and a prize draw.

We are particularly interested to hear your views and experiences of our repairs service. Opportunities for involvement will include becoming a Block Representative and joining one of the many forums that give Catalyst Communities residents a voice. These include the London Residents' Forum, Older Tenants' Forum, local Residents' Associations and the Resident Involvement Panel, as well as numerous focus groups, telephone surveys and mystery shopping exercises.



The provisional dates are:

Saturday 25th July	London	Page Road 12 noon
Saturday 1st August	London	South Acton 2pm
Wednesday 5th August	Oxford	Greater Leys (i.e. Tern Walk and Falcon Close) lunch until early evening
Thursday 6th August	Oxford	Owen's Way – mid afternoon until early evening.
Saturday 8th August	London	Windmill Park 12 noon
Saturday 15th August	London	Mill Farm 1pm
Thursday 20th August	Reading	
Thursday 27th August	Reading	

If you would like further information, please contact Wendy Sweeney, Community Development Manager, on 020 8832 3186 or email her at [wendy.sweeney@chg.org.uk](mailto:wendy.sweeney@chg.org.uk)

## Making a statement to involve residents

CCHA has launched its latest Resident Involvement Statement, which places residents at the heart of decision making at CCHA and sets out how they can get involved.

All levels of involvement from filling in the occasional survey to becoming a full blown board member at the highest level of decision making are explained. The statement also gives an idea of how much time is involved for different activities and how CCHA supports local initiatives set up by its residents.

New activities for 2009 include 'Have Your Say' days in Oxford, becoming an Environmental Watcher in Reading or a Block Representative in London.

CCHA is also looking to set up 'Behind the Scenes' visits for residents to CCHA offices in Reading and Oxford to give a better idea of how the call centres and offices work.



*Residents give us their feedback*

For a copy of the new statement or to find out more, pop into your local office or contact Michael Simms, Resident Involvement Manager, on 020 8832 3298 or email him at [michael.simms@chg.org.uk](mailto:michael.simms@chg.org.uk)

Alternatively you can download a copy of the statement from our website at [www.chg.org.uk/catalystcommunities](http://www.chg.org.uk/catalystcommunities)

# Helping you on to the property ladder!

Catalyst Housing Group provides a variety of affordable housing opportunities across West London, Berkshire, Buckinghamshire and Oxfordshire. Catalyst provides a one stop shop for all your affordable housing needs in these areas.



Buyers will be offered an equity loan of up to 30% of the purchase price

## HomeBuy Direct

HomeBuy Direct is a brand new shared equity scheme designed to help first time buyers to own their own property. Offered on specific new build properties, buyers will be offered an equity loan of up to 30% of the purchase price, co-funded by the government and the developer and available through Catalyst, as local HomeBuy agent.

## NewBuild HomeBuy

This includes high quality, brand new homes available on a part buy/part rent basis. NewBuild HomeBuy offers the option of purchasing an affordable share in a property and then 'stair casing' towards full property ownership as your circumstances change. A subsidised rent is paid on the remaining property share.

Dalbir Jangra, Catalyst's Marketing Manager for NewBuild and re-sales, explains "With NewBuild HomeBuy, Catalyst offers a chance to purchase a brand new property, often in highly desirable areas which would otherwise be unaffordable."

## Re-sales

When a home owner who has previously purchased a property through one of our schemes moves on up the ladder their properties become available to purchase again.



# Conference calls to Hounslow residents

A unique conference in April brought residents from CCHA and all the housing associations operating across Hounslow together. As well as attending workshops on subjects ranging from dealing with anti-social behaviour to complaints handling, delegates heard a speech from Joann Walsh of the Tenant Services Authority (TSA) about the work of this new organisation that has been set up to regulate housing associations and other social landlords.

Andy Reid, Regional Housing Manager for CCHA, said “The conference was a great chance for residents of social landlords to come together and discuss the different types of issues that affect them as well as get to know a bit more about our new regulator – the TSA”.

For further information on the TSA, please visit their website at [www.tenantservicesauthority.org](http://www.tenantservicesauthority.org)



## Rent to HomeBuy

Rent to HomeBuy allows you to pay reduced rent on a new-build home for a set time, enabling you to save towards a deposit for the home.

This initiative is aimed to help those who are having trouble obtaining a mortgage without a substantial deposit. The rent paid will be around 80% of the current market rent, for up to three years. You use the time that you're paying reduced rent to save up for a deposit so you can obtain a mortgage and purchase your home.

## Mortgage Rescue

Mortgage Rescue is designed to prevent some of the most vulnerable families losing their homes and experiencing the trauma of repossession. The brand new £200m package has two elements:

### Shared equity

This is designed to help householders who have experienced payment shocks and need some help in paying their mortgage. The RSL provides an equity loan enabling the applicant to reduce their mortgage payments to a level they can afford.

### Government Mortgage to Rent

This is designed to help the most vulnerable households on low incomes with little chance of sustaining a mortgage. The RSL clears the secured debt completely and the applicant pays rent to the RSL at a level they can afford.

For more information on any of the schemes available, eligibility or upcoming HomeBuy shows please call us on 0845 601 7729 or visit our website at [www.catalysthomebuy.org.uk](http://www.catalysthomebuy.org.uk)



# Peter Marsh visits head office

Peter Marsh, Head of the Tenant Services Authority, visited our head office in April to get some first hand experience of Catalyst and meet our Group Leadership Team. He spoke to our staff about the many things that we are offering residents in a bid to help them get back to work. Fycsene Shields – Head of Community Regeneration – offered her view on the range of



Peter (second from right) meets Catalyst staff and residents

training and employment initiatives that we currently provide to our residents, as well as other local people, so that they have a better chance of finding a job and getting a career in an area which they are interested in.

Rod Cahill, Group Chief Executive of Catalyst Housing Group, said “Catalyst is not just about building houses. We are also here to create opportunities for our customers to improve their quality of life. It was great that Peter could meet some of the residents that we have helped and hear their stories”.

**To find out more about the employment and training that we provide, contact Kerry Starling, Regeneration Investment Manager, on 020 8832 3366 or email her at [kerry.starling@chg.org.uk](mailto:kerry.starling@chg.org.uk)**

# All on board

Catalyst’s has resident board members so that their viewpoints can be applied to shaping services at the highest level. Leaseholder Frieda Lila joined the CCHA board as a resident board member last September. She tells *Housing Matters* why she got involved and why she would recommend it to others.

“I really wanted to get involved in helping out and doing something worthwhile on a voluntary basis,” she said. “This was an ideal opportunity for me.”

Frieda, who is a Chartered Accountant for a company in West London, has worked on a number of projects and activities since joining the board. “I have helped with setting up the Leaseholders’ Association for Egerton Court and find myself actively involved with other leaseholder-related activities. I am also involved with issues that directly affect leaseholders like me too – we’re working on new policies and re-issuing the Leaseholder’s Handbook.”

She would certainly recommend joining the board to other residents, but warns that it requires a certain amount of commitment.



Leaseholder Frieda Lila

“As well as the six board meetings per year there are meetings almost monthly, such as the Group Residents Federation and the London Residents Forum. I also visit care homes and attend other events when required, so it is about more than just going to meetings.

“It has involved more of my time than I thought it would, it has been really satisfying to feel that I am part of something that is making a difference.”

# Spot the difference

The two pictures below may look identical on a first glance – but take a closer look and see if you can spot a number of differences. There are 6 in total. Can you spot them all?

Circle all differences from the pictures below, then cut-out and post this page back to us and you could win a £40, £30 or £20 Argos voucher! Three lucky winners drawn at random will receive an Argos voucher.

All entries must be received by Tuesday 1 September 2009. No alternative or cash prizes are available and the editor's decision is final.



Name:

Age (if under 18):

Address:

What do you think of our repairs service?

Please cut out this page and return to: Editor c/o Anu Sharma, Design Manager, Housing Matters. Catalyst Communities Housing Association, Ealing Gateway, 26-30 Uxbridge Road, Ealing, London W5 2AU

This magazine provides information about housing news, events and local information. If you need any part of this information in large print, Braille, on CD or explained in your own language please contact us on the number below.

## 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

**Gas heating & hot water:** Call Mears Group Plc 01707 290562

**Emergency repairs:** Call Mears Group Plc 01707 290561



### Oxford

**The Farmhouse**  
Nightingale Avenue  
Blackbird Leys  
Oxford OX4 7BU

9am-5pm from Monday to Friday excluding Bank Holidays and the first Wednesday in every month when the office is closed for training. Translation services are available if you visit in person or call.

**Telephone:** 01865 712244

**Gas heating & hot water:** Call Robert Heath Heating Ltd 0800 783 0833

**Emergency repairs:** Call Mears Group Plc 01707 290563



### Reading, Slough, Wycombe

**Enterprise House**  
95 London Street  
Reading RG1 4QA

9am-5pm, Monday to Friday. Translation services are available if you visit in person or call.

**Telephone:** 0118 951 2900

**Gas heating & hot water:** Call Robert Heath Heating Ltd 0800 783 0833

**Emergency repairs:** Call Mears Group Plc 01707 290563

### Website

You can contact us on the web by visiting [www.chg.org.uk/catalystcommunities](http://www.chg.org.uk/catalystcommunities)

On the website you can:

- report a repair
- make a housing enquiry
- download guides and residents' magazines
- find out the latest news on Catalyst Housing Group and Catalyst Communities
- make a suggestion or complaint.

Services on the web are quick and easy to use and available 24 hours a day.



Ky dokument ju jep informacione në lidhje me të rejtat 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.

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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 ਬ੍ਰੇਲ, ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ 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 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۔

यह दस्तावेज़ आवासीय खबरों, आयोजनों 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 नंबर पर हमसे सम्पर्क करें।

ਆ ਦਸਤਾਵੇਜ਼ ਘਰਨਾ ਸਮਾਚਾਰ, ਪ੍ਰਸੰਗੋ ਅਨੇ ਸਥਾਨਿਕ ਸਾਹਿਤੀ ਵਿਸ਼ੇ ਸਾਹਿਤੀ ਆਪੇ ਏ। ਜੇ ਤਮਾਰੇ ਕੋਈ ਪਛਾ ਆਗਨੀ ਆ ਸਾਹਿਤੀ ਖ਼ੇਰੇਲ, ਸੀਡੀ ਓਪਰ, ਆਡੀਓ ਟੇਪ ਅਥਵਾ ਤਮਾਰੀ ਪੋਤਾਨੀ ਆਥਾਮਾਂ ਸਮਝੋ ਸ਼ਕੋ ਤੇਨੀ ਜੜ੍ਹ ਡੋਯ ਤੋ ਨੀਯੇ ਜ਼ਯਾਵੇਲ ਨੰਬਰ ਓਪਰ ਅਮਾਰੇ ਸੰਪਰਕ ਕਰੋ।



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A charitable housing association

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