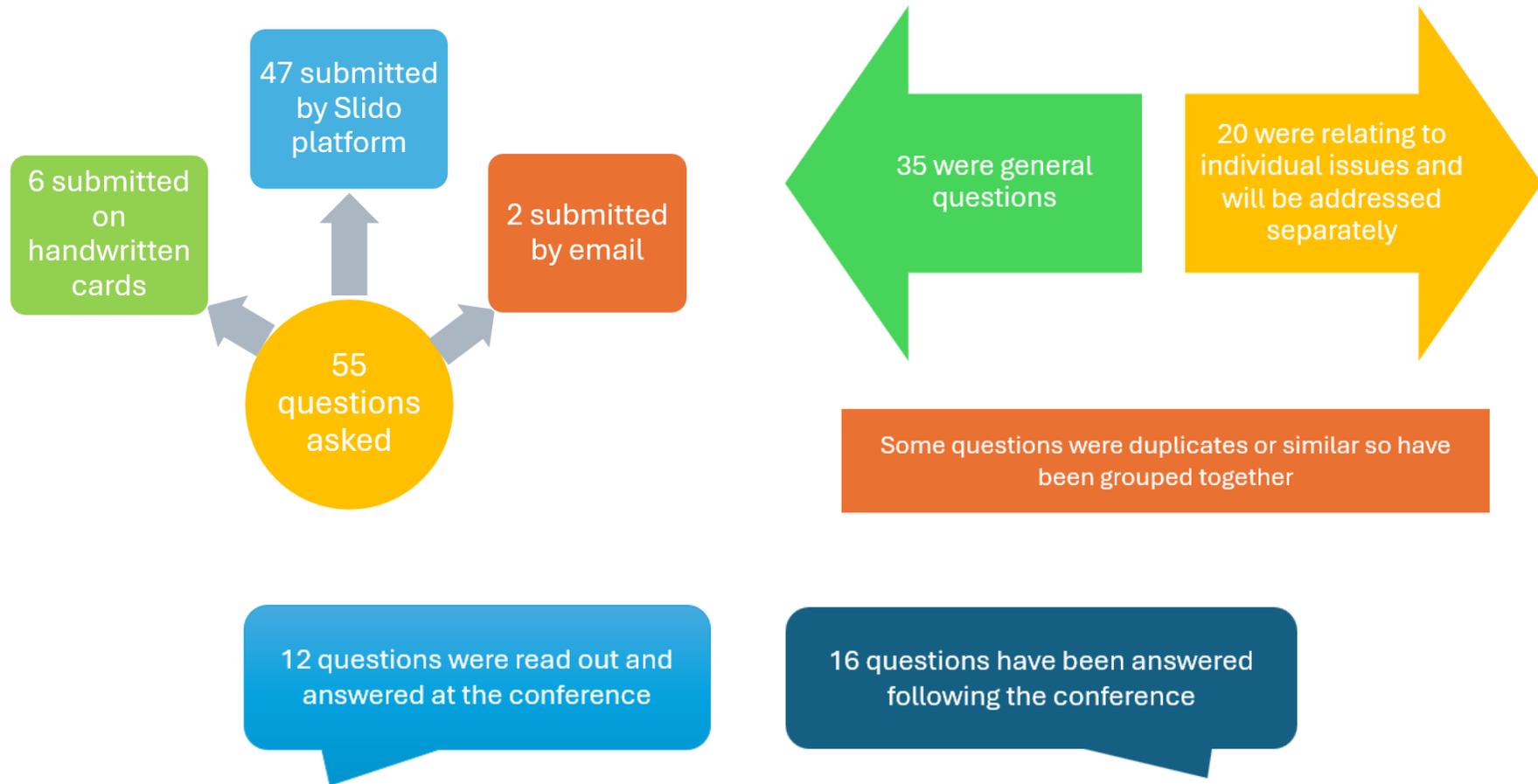


Questions and Answers at Tenants' and Leaseholders' Engagement Conference 29 January 2026

This document brings together the questions raised during the conference and the council's responses. We have aimed to answer them clearly and transparently and they will also help inform service improvement and future engagement.



No	Question	Response
1	What is the anti-social behaviour contact number?	01895 558127, Monday to Friday, 9am to 4pm
2	What is LBH doing about security to high rise flats? There is anti-social behaviour in these buildings.	Work is underway to identify hotspot areas and apply targeted interventions. This includes coordinated responses with partners, better intelligence sharing, and using enforcement tools where appropriate. The approach focuses on addressing root causes, not just incidents, to achieve longer-term improvements in safety and community wellbeing.
3	<p>Why is the level of anti-social behaviour so high and what are you doing about it practically?</p> <p>People dump their rubbish on the pavements, on the road? Will council ever attach CCTV on the road?</p>	<p>Antisocial behaviour covers a wide range of issues and is addressed through a dedicated team working with partner agencies. A holistic approach is being taken, focusing on early intervention, information sharing, and appropriate enforcement tools. CCTV can be helpful in some cases but is not always effective. The emphasis is on targeted responses that resolve issues sustainably.</p>
4	Why all the services such as heating electricity pushed to contractors to deal with?	Some services are delivered in-house, including day-to-day reactive repairs such as taps, doors, and locks. However, specialist services like heating engineering require specific technical expertise. These are therefore delivered through procured contracts with specialist providers who manage their own staff and systems to ensure compliance and quality.

5	<p>How do we know what caretakers are meant to do and when they should be coming?</p> <p>What has happened to the caretaking team? Some communal areas are filthy, especially the lifts in my flat. The team needs to be checking these estates.</p>	<p>A new caretaking page has been added to the website, including a pictorial service standard showing expected outcomes for communal areas. Further work will ensure caretaking schedules are clearly displayed on estates, including who the caretaker is, when they attend, and what tasks are carried out. This information will continue to be improved and expanded.</p> <p>https://pre.hillingdon.gov.uk/council-tenant-services/repairs-maintenance/4</p>
6	<p>We are paying for maintenance but none of the services are being done.</p>	<p>Residents do not always have clear information about what services they are paying for and how often they should be delivered. Work is underway to improve communication, so residents understand service standards and frequencies, such as caretaking schedules. Residents can also view reported repairs online. Where services are not delivered as expected, concerns should be raised promptly so issues can be addressed rather than resolved retrospectively.</p>
7	<p>Tenants call the council; they speak on the phone but it's a real struggle for hard of hearing. Will there be video call? So, I can speak face to face?</p>	<p>Face-to-face support is available through reception services, housing officer visits, and neighbourhood walkabouts. Video calls are not currently offered as a standard service, but this is under review as part of wider work to improve accessibility. Residents are encouraged to share their communication needs through current surveys so services can be better tailored.</p>

8	In housing departments, why does it take 5 hrs in the waiting room to see a staff?	<p>We recognise that waiting times can be frustrating and not the experience we want residents to have.</p> <p>Housing is a very high-demand frontline service. On any given day staff may be dealing with many urgent situations, for example homelessness presentations, safeguarding issues, emergency accommodation placements, domestic abuse cases and welfare concerns, alongside booked and walk-in enquiries. This can mean there are multiple competing priorities and waiting times can increase depending on resident demand and staff availability.</p> <p>The council always aims to work through cases as quickly as possible, but we acknowledge we do not always get it right.</p> <p>We are continuously reviewing how the service operates, to improve access and reduce waiting times. Feedback like this is important because it directly informs service improvements, including appointment systems, triage processes and communication about expected waiting times.</p>
9	Why has Locata moved from band A to D to band 1 to 15? People are struggling to get bigger house?	<p>A consultation on the bandings for Social Housing took place in October 2024 and residents were invited to have their say on the proposed changes. The final policy was published in March 2025. More details can be found at https://pre.hillingdon.gov.uk/social-housing/social-apply/2</p>
10	What is happening with Locata? What is happening with council houses?	<p>Locata is the system used for applying and bidding for council properties. More information can be found at https://pre.hillingdon.gov.uk/social-housing/social-apply</p>

11	What are you doing about families of 5 or more living in one bed flat?	<p>We recognise that overcrowding can have a serious impact on health, wellbeing and quality of life, and it is something the council treats as a priority housing need.</p> <p>There are established processes in place to assess and respond to overcrowding. Where the council is made aware of a household that may be overcrowded, officers will advise the resident on the appropriate route and what information is required.</p> <p>Residents will be asked to provide evidence of who is living in the property (for example identification and proof of residency for household members). The council will then carry out checks and a formal assessment using bedroom entitlement and statutory overcrowding standards. If the household qualifies, their housing application will be awarded the appropriate priority banding in line with the Allocation Policy and availability of properties.</p> <p>We would encourage any resident who believes they are living in overcrowded conditions to contact the Housing team so an assessment can be arranged and advice given on the available options.</p>
12	What do you spend our rents on?	<p>This year, approximately £85 million is spent on delivering landlord services. This includes housing management, repairs, maintenance, and property improvements. Some funding is also invested in building new homes to increase housing supply. All rent income is reinvested directly into services for tenants. Each year, an annual report is published detailing how income is spent, alongside a five-year business plan and longer-term 30-year investment planning.</p>

13	Who do I speak to or contact to extend my lease?	Please visit https://pre.hillingdon.gov.uk/leaseholders/extending-lease or call: 01895 250891
14	How do I join the leaseholder association? I never knew about this	Email hh.leaseholders@btinternet.com
15	<p>Will tenants ever see housing officers?</p> <p>Why is there no consistency in Housing Officers?</p> <p>Will there be easy access to Housing Management, will we know the names and how to contact them?</p> <p>How come tenants don't see housing officers?</p>	<p>Housing officers currently manage large caseloads, which limits their visibility. Historically, the role has focused more on processes than on regular estate presence. This is changing. The intention is for officers to visit every household annually, be more visible locally, and build stronger relationships with residents. Investment in new systems will also reduce administrative workload, allowing officers to spend more time in communities.</p>
16	Does the council have favourite tenants?	<p>No, the council does not have “favourite” tenants. It treats all residents with fairness and respect. All housing services must operate within legislation, regulatory standards and the council’s published policies. Decisions about housing, repairs, rehousing, enforcement or support are made using set criteria, evidence and priority frameworks, not personal preference.</p>

17	How come immigrants have more rights than us tenants? Like housing, they get bigger house and I don't.	<p>The council does not allocate homes based on nationality or immigration status. All social housing is allocated in accordance with a single, published Housing Allocation Policy, which applies equally to everyone who qualifies for the housing register.</p> <p>Homes are prioritised according to assessed housing need. This includes factors such as:</p> <ul style="list-style-type: none">• homelessness or risk of homelessness• overcrowding and medical needs• safeguarding concerns• welfare and vulnerability• length of time waiting in a qualifying band <p>Property size is determined by bedroom entitlement rules within the policy, not by who a person is or where they come from.</p> <p>The council is legally required to follow housing legislation and to operate a fair and transparent system. You can read the full policy here: https://pre.hillingdon.gov.uk/site-search/results/?q=allocation+policy</p> <p>If a resident ever believes an allocation decision does not follow the policy, there is also a formal review and appeal process available.</p>
----	--------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

18	What is LBH doing about illegal subletting?	Illegal subletting is taken very seriously, particularly given the demand for housing. Dedicated teams investigate cases, and recent legal action has resulted in properties being recovered. While progress is being made, further improvements are underway, including organisational changes to strengthen enforcement and ensure action is taken consistently.
19	How do you report illegal subletting anonymously?	This can be reported via contacting the Neighbourhood Management Team or to the Fraud Team using this link https://pre.hillingdon.gov.uk/safer-hillingdon/fraud-corruption
20	People dump their cars on pavement, I can't even walk in the pavement, I have to work on the road. What will the council do about it?	If you see a vehicle which you suspect to be parked in contravention of the parking restrictions in your road, this can be reported to the enforcement hotline on 01895 271418. The enforcement hotline is operated by APCOA Parking Ltd who undertake parking enforcement on behalf of the council. You can call Monday to Saturday between 6am to 10pm, and on Sundays and bank holidays between 8am to 10pm.
21	There is a lot of poorly thought-out Disabled parking in the borough. Who can I contact to discuss issues with this?	Information about parking can be found on our website https://pre.hillingdon.gov.uk/parking You can also make suggestions on road safety https://www.hillingdon.gov.uk/report-illegally-parked-vehicles

22	I would like to get 12 months warning ahead when you are planning refurbishments so I can plan holidays	For planned works such as kitchens, bathrooms, and major upgrades, residents are given advance notice and engagement takes place before work begins. Dates and times are discussed and agreed where possible, and leaseholder consultation is carried out for block works. The intention is to provide earlier and clearer notice going forward.
23	Instead of improving kitchens and bathrooms how about improving insulation in pre-WW2 housing stock?	<p>Improving the energy efficiency of our homes is important, particularly in older pre-WW2 properties and it is something the council is actively working on alongside other improvement programmes.</p> <p>The council carries out regular stock condition surveys on properties. These surveys assess the overall condition of the building, including structure, insulation performance and major components and help us identify priority areas of need across the housing stock.</p> <p>Kitchens and bathrooms are replaced through a planned maintenance programme because they have defined lifecycles and are part of meeting the Decent Homes Standard. However, this does not replace investment in energy efficiency. Where surveys identify issues such as poor thermal performance, the council considers appropriate improvement works as part of wider capital programmes and retrofit planning.</p> <p>In addition, the council supports initiatives that improve sustainability and reduce energy use, including incorporating energy-efficient design and technologies, such as ground source heat pumps, within new housing developments.</p> <p>We aim to balance maintaining safe, decent homes now while also improving long-term energy efficiency across the housing portfolio.</p>

24	<p>Why council never follow up the progress of repairs and emergencies?</p> <p>Can I ask why there is no follow up and checks on completed works within the rental properties?</p>	<p>Completed works are checked via the back office by Team Leaders who will verify if any return visit is needed. It is mandatory for the operative to call any return visit through to the back office organising a return visit then and there.</p> <p>If it's a contractor, they will write a report, and this will be passed to the back office to raise a follow up visit from the contractor if other types of works have been identified.</p> <p>Kitchens, bathrooms and window replacement works are inspected by the contractors own Project Manager and the affected resident is asked to sign the handover sheet. Our in-house Project Manager will carry out 10% random "spot-checks" on all works but will always attend any property if a complaint is received.</p> <p>Larger projects such as roofing, external repairs, redecorations and decarbonisation works are inspected 100% by external consultants and with council managers during regular site progress meetings on a weekly or fortnightly basis.</p>
25	<p>How many staff are employed to do tenant participation?</p>	<p>There are currently 5 posts within the Resident Empowerment Team, however tenant participation is the golden thread that runs through all teams within the Neighbourhood and Communities Service.</p>
26	<p>Will it possible for you send out the slides from today's presentation?</p>	<p>Slides will be shared with all attendees shortly and will be available on the council website https://pre.hillingdon.gov.uk/consultations-surveys/help-shape-council-services</p>

27	How are you going to achieve C1? Give 3 examples.	First, significant investment is being made to improve housing quality, with a target of reducing non-decent homes to 5%. Second, new internal systems will improve performance monitoring, transparency, and accountability. Third, resident feedback will be formally fed into governance and cabinet-level decision-making, so tenants' voices directly influence strategic priorities.
28	Rubbish people don't collect our rubbish next day; they come after one week?	Please report any missed rubbish collections www.pre.hillingdon.gov.uk/household-rubbish/rubbish-collections/3