

Our Housing Strategy for you

What is this document?

This document explains how Hillingdon Council will look after council homes and estates between 2025 and 2029.

It tells you:

- what we are planning to do
- what this means for you
- how you can have your say.

This document explains our priorities and commitments to tenants. For more information about our housing services, policies and support, visit  www.hillingdon.gov.uk/council-tenant-services.

Our promise to residents

We want residents to:

- feel **safe** in their homes
- be **treated fairly and with respect**
- live in **well managed homes and neighbourhoods**
- be **listened to and involved**.

We are committed to working **with tenants and leaseholders**, not just making decisions on your behalf.

Our vision

To provide safe and well managed homes and estates where tenants and leaseholders are fully involved in shaping services that meet their needs.

Everything in this strategy is built around this promise.

Our three priorities

Our strategy focuses on **three key areas**:

- **people** – putting residents first
- **property** – safe homes to be proud of
- **place** – better neighbourhoods.

Each section below explains what this means for you.

1. People – putting residents first

What this means for you

We want it to be:

- easy to **contact us**
- easy to **report repairs**
- easy to **get help when something goes wrong**.

We understand that:

- everyone's needs are different
- some residents need **extra support**
- not everyone wants to use online services.

We will make sure our services are simple, fair and inclusive.

What we will do

We will:

- design services that are **easy to use**
- listen carefully to residents' views
- work with residents to **co-design services**
- personalise support where needed
- keep residents informed about changes
- regularly review how well we are doing.

Residents will be involved in checking our progress.



2. Property – safe homes to be proud of

What this means for you

Your safety matters.

We are committed to:

- keeping homes **safe**
- improving the condition of properties
- making homes **more energy efficient**
- reducing fuel costs where possible.

We will:

- improve existing homes
- build and buy **new affordable council homes**
- work towards meeting the **Decent Homes Standard**.

What we will do

We will:

- invest more in repairs and planned improvements
- improve insulation and energy efficiency
- aim for **at least 95 per cent of homes** to meet decent standards by 2028
- use clear safety and quality standards
- work with partner organisations where this helps residents.

3. Place – better neighbourhoods

What this means for you

We want neighbourhoods that are:

- clean
- safe
- well looked after
- places people feel proud to live.

Shared spaces matter just as much as homes.

What we will do

We will:

- inspect estates regularly
- set clear standards for shared areas
- listen to residents about local priorities
- improve how work on estates is managed
- work with residents on ideas for improvement
- work with other organisations to solve local issues.

Residents will have more chances to:

- get involved
- give feedback
- help improve their neighbourhood.

How will we know this is working?

We will regularly check:

- how satisfied residents are
- how easy it is to get things done
- the condition of homes
- the appearance and management of estates.

Residents will help us by:

- agreeing what good performance looks like
- reviewing our progress
- holding us to account.

Working together

Residents are experts in their own homes and communities.

Your feedback helps us:

- improve services
- fix problems earlier
- make better decisions.

Thank you to all tenants and leaseholders who:

- share their views
- take part in engagement
- work with us to improve housing services

Together, we can make council housing in Hillingdon better for everyone.

Want to get involved?

You can:

- share feedback
- join resident groups or panels
- take part in surveys or events.

Contact our Resident Empowerment team for more information:

 www.hillingdon.gov.uk/help-shape-council-services

 residentempowerment@hillington.gov.uk

 01895 277038