

# OUR PLACE

YOUR  
FEEDBACK  
THE RESULTS ARE IN...

INSIDE

STAYING  
SAFE this  
summer

60 SECONDS  
with our  
Dawn

Two  
chances to  
WIN £50



The newsletter for Hammersmith & Fulham  
Tenants and Leaseholders  
August 2025

**h&f**  
hammersmith & fulham

## Contact us **FIRST** for the **FASTEST** fix

The repair helpline is open 24 hours, seven  
days a week for emergency repairs on

### 0800 023 4499

(open Monday-Friday,  
8am-6pm, for all  
other repairs).



Or go to  
[lbhf.gov.uk/  
housingrepairs](https://lbhf.gov.uk/housingrepairs)  
to report a  
repair online

## FEATURE

# Stay safe this summer

## Did you know that discarded cigarette butts are one of the biggest cause of fires on balconies?



Now that the warm weather is here, many more residents will be using their balconies.

We spoke with Fulham Fire Station Commander, Kevin Morgan, to understand how best you, your family and your neighbours can keep safe this summer.

"Improper disposal of smoking materials remains one of the leading causes of fires on residential balconies. Recent data shows that in just one year there were **130 balcony fires** in homes, of which nearly **50% (64 incidents) were caused by cigarettes** that were not safely extinguished or disposed of," said the Fulham Fire Station Commander. This figure significantly exceeds other known causes of balcony fires, including barbecues, lighters, and fireworks.



"The current hot weather means many residents are keeping windows and doors open to stay cool. However, we urge tenants to **remain vigilant about fire safety**, particularly when smoking on balconies. Even a moment of carelessness when disposing of smoking materials can have serious consequences not just for the smoker, but for neighbours in high-rise buildings where open windows and balconies increase the risk of fire spread.

"Residents should extinguish cigarettes and dispose of them safely in suitable, non-combustible containers preferably in some water."

Other safety tips to consider while using your balcony include:

- **NEVER** use a BBQ on the balcony – this is highly dangerous.
- **KEEP** your balcony as clear as possible and don't leave items out that could catch fire.
- **PLEASE** don't throw anything over your balcony or out of windows.



From left to right: Cllr Frances Umeh; Anna McNulty, Vice-Chair of the Fire, Building Safety and Repairs Working Group; and Fulham Fire Station Commander, Kevin Morgan

## New gas contractor

Thermoserv Limited is taking over as our new gas works contractor.

You may soon receive letters or appointment requests from them as they begin scheduling essential gas safety visits.

Starting 1 August 2025, they'll carry out all gas safety checks and boiler repairs in council homes. Thermoserv is committed to putting residents first. If you have any questions, please call the Repairs hotline on **0800 023 4499**.

**ThermoServ**  
LIMITED

**Summer in the city 2025**

**HUNDREDS OF FREE EVENTS AND FOOD**  
**23 July - 29 August**



# Two chances to WIN £50!

## 1 Celebrate MY PLACE

Send us your favourite photograph from where you live and you could win a £50 high street voucher if it's published. Email your photos to [ourplace@lbhf.gov.uk](mailto:ourplace@lbhf.gov.uk)



## 2 Answer the question below

to have a chance to win a £50 high street voucher in our prize draw.

**What is the name of our new gas contractor?**

Please send your answer to [getinvolved@lbhf.gov.uk](mailto:getinvolved@lbhf.gov.uk) by **Friday 29 August** for a chance to win.



## WINNERS from our last edition...

Congratulations to **Roberto Ambrosini** of Woodford Court for winning the last Photo Competition with this great shot of The Red Arrows flying over our wonderful Borough!

Well done to **Matteo Paparoni** from the Springvale Estate for winning the last Prize Draw! Matteo correctly identified that the name of this newsletter is **OUR PLACE!**



UPDATE from Richard Shwe, Director of Housing at H&F

# SATISFACTION ON THE RISE

We've had the results back from our latest round of resident feedback.

The Tenant Satisfaction Measures (TSMs) were introduced nationwide by the Regulator of Social Housing

last year to show how well social housing landlords are dealing with repairs, building safety, listening to residents and handling complaints.

This is the second year of the new industry rating system and we are proud to have seen the **positive feedback** from residents in our latest scores, and a significant improvement on our TSM scores from last year.

It shows that:

- **FOUR IN FIVE** residents feel they are treated fairly and with respect.
- **THREE IN FIVE** residents are satisfied with the housing service.
- **SEVEN IN TEN** residents feel their home is safe.

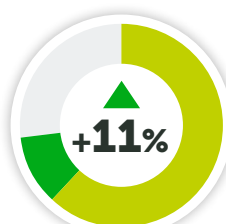
We're continually listening to residents, investing more than **£1million-a-week** into property

upgrades, achieving a **91% reduction** in damp and mould cases and introducing new contractors with stricter performance standards.

We'll work with residents on making **more improvements to the service** and continue to ask for your feedback and input as our improvement journey continues. Enjoy the rest of your summer.

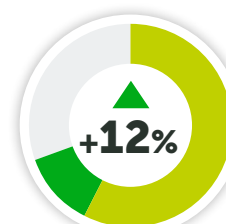


Satisfied their home is safe



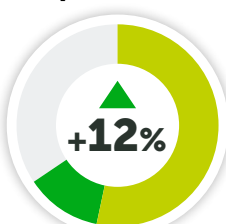
23/24: 62% 24/25: 73.3%

Tackles anti-social behaviour



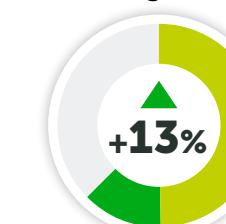
23/24: 57.5% 24/25: 69.6%

Satisfaction with repair service



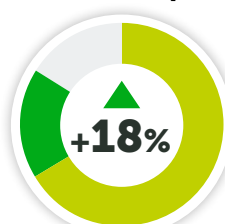
23/24: 53.6% 24/25: 65.8%

Satisfaction with H&F's housing service

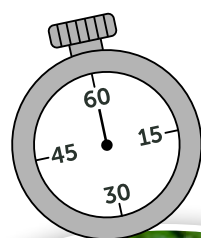


23/24: 49.9% 24/25: 62.7%

Treated fairly and with respect



23/24: 66.4% 24/25: 84%



## 60 SECONDS WITH... West Kensington Legend Dawn McLean

Award-winning resident Dawn is part of the Lytton Estate Tenants and Residents Association committee where she supports local people and ensures the council hears their voice.

**How did it feel to win a H&F Lifetime Achievement Civic Honours Award?**

I wasn't expecting it at all. I've lived in H&F for over 50 years, looking after my community just comes naturally to me, it's what I do. My neighbours call me the Mother of the Grange (that's the block where I live).

**And you were also a foster carer? Tell us more...**

I started foster caring in 2010. I looked after some great children over the next 12 years. One kid

stayed with me for eight years until she was 18. We're still in touch today. She truly became part of the family.

**What is your ambition for the future of Lytton Estate?**

I would love to see more residents getting involved and work together to make this a great place to live.

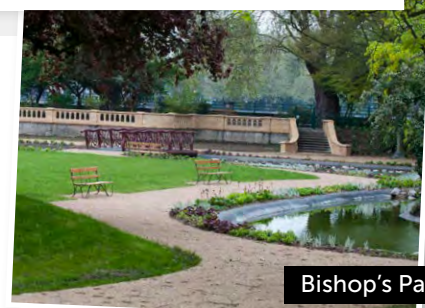
**Where do you like to hang out?**

I enjoy a walk in Bishop's Park. For food, you can't beat Best Mangal, a great Turkish restaurant at the

bottom of North End Road. And I do lots of my shopping at North End Road market.

**How about your spare time?**

One of my fellow foster carers encouraged me to join the gym and now I'm hooked! I go twice a week and a group of us have coffee and a chat afterwards. I also love baking. I'll be making orange cake, red velvet cake and carrot cake, along with my famous rum punch for our community fun day soon.



Bishop's Park

**DO YOU KNOW** a community champion who should feature in "60 Seconds with"? Email: [ourplace@lbhf.gov.uk](mailto:ourplace@lbhf.gov.uk)

BUILDING A STRONGER, SAFER, KINDER BOROUGH

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