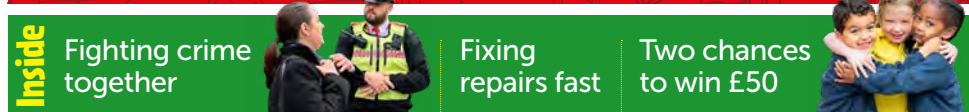


OUR PLACE



The newsletter for Hammersmith & Fulham
Tenants and Leaseholders
June 2025



Get your home appliances SAFETY CHECKED

We offer a free safety check on all your white goods including washing machines, fridges and tumble dryers as part of our Fire Safety Plus home visits.

The portable appliance test (PAT) safety check is available to all council tenants and leaseholders. We'll also replace any appliance that fails the test with a brand new one – for **FREE!**

The visit also includes free fire door checks and replacement if needed, detector and alarm checks and heat detector installations.

To book your Fire Safety Plus visit, call the customer services centre on 0800 023 4499 or email housing.repairs@lbhf.gov.uk

**FREE
SAFETY
CHECKS**



FEATURE

Fighting crime on our streets and estates

We're tackling anti-social behaviour together

We're taking new measures to tackle anti-social behaviour (ASB) on our streets and estates.

We've listened to residents concerns about the way ASB and hate crime are handled.

And, because we know how difficult it is for the Met Police, we're delivering unprecedented support.

Our fight against crime

"We won't tolerate crime or disorder in H&F. So **we've listened to what residents have told us** and are taking new measures to tackle anti-social behaviour on our streets and estates," said Cllr Frances Umeh, Cabinet Member for Housing and Homelessness.

We're also:

- **INVESTING** £4.5m over four years into our CCTV system which monitors streets, estates, parks and open spaces. Our **2,500 cameras** across H&F – the best CCTV network in the country help our team spot issues and live stream footage to Met officers.



- **FUNDING** our one-of-a-kind **72-strong Law Enforcement Team (LET)** which patrols our streets day and night to keep them safe and clean.
- **THE FIRST** borough in the country to make street harassment a **fineable offence** anywhere in the borough with penalties of up to £1,000. It's part of our work to end violence against women and girls.
- **INVESTING** nearly **£1million** in our pioneering unit to tackle serious crime and violence as we work with the Met to help prevent young people from being exploited by criminals.



This is all part of the work we're doing to make H&F a **STRONGER, SAFER, KINDER** borough.

WELCOME to OUR PLACE, the new look newsletter for H&F tenants and leaseholders.

In this first edition, you'll find details of how we are cracking down on anti-social behaviour, ensuring you're safe in your home, and sharing fun facts and great photos from across our wonderful communities. I hope you like it!

Cllr Frances Umeh, Cabinet Member for Housing and Homelessness

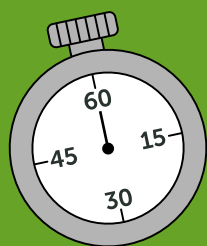
Improving housing service together

WE'VE been working with residents to understand how we can better support you by delivering the fastest and best fix for your repairs.

Scan this QR code to find out more or go to lbhf.gov.uk/housing-policies



Cllr Umeh and Cllr Rebecca Harvey, Cabinet Member for Social Inclusion and Community Safety, flanked by LET officers Chris (left) and Neville (right).



60 SECONDS WITH...

Meet West Kensington resident Marilyn Mackie, who is Chair of our resident-led Sheltered Housing Group, working with H&F Council to improve its sheltered housing service for older residents.

Tell us a fun fact about yourself

I was one of England's first female referees, earning my badges in 1977 and taking charge of matches in the Surrey County league.



Great answer! Have you got another fun fact?

I'm a DJ! The best venue I've played in H&F is the Hurlingham Club. My favourite tunes are rock and roll of the 60s and medleys.



Where do you like to shop?

I love shopping locally in the North End Road. I get fresh vegetables from the market and meat from my local butchers, *Dickenson's*. Also, Waitrose who kindly donated food to the tenants' party last Christmas when we had our pantomime show.



Tell us an interesting fact about your place

The sheltered housing scheme I live in, *St Andrews Court*, is one of the smallest in H&F with just 26 residents.



and your favourite sports team?

I'm a season ticket holder at *Craven Cottage*. I'm hoping Fulham win some silverware next season and stay up again in the *Premier League*.



DO YOU KNOW someone who should be featured in our "60 Seconds with"? Email: ourplace@lbhf.gov.uk



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 to report a repair online



Need support with your rent payments?

We're here for you if you need help paying your rent. Please call **0800 093 3132** or **020 8753 6032** for support.

Need help with other bills?

Our dedicated cost-of-living team is here to help everyone get the support they need.

Call **0800 917 6994**

or email costoflivingteam@lbhf.gov.uk



Two chances to win £50!

1 Answer the question below

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

What's the name of the new housing newsletter for Hammersmith & Fulham tenants and leaseholders?

Please send your answer to getinvolved@lbhf.gov.uk by Friday 20 June.



2 Celebrate MY PLACE

Send us your favourite photograph from where you live and we'll send a £50 high street voucher to those that get published.

Email your photos to ourplace@lbhf.gov.uk



Queen Caroline Estate

BUILDING A STRONGER, SAFER, KINDER BOROUGH

h&f
hammersmith & fulham