OWGRA

Osterley & Wyke Green Residents' Association

eNewsletter – 23rd July 2020

Welcome to the 9th OWGRA eNewsletter of 2020. To easily see what is in it and jump to the articles of interest to you

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We hope you find this information useful and welcome hearing from you as to what more you would like from us, or any feedback (good or bad !). And if you do value what is in the eNewsletter, please encourage friends and neighbours to join OWGRA – the more members we have, the stronger our voice is. Details about how to join are below in the “renew” section.

Please stay safe and follow the government’s advice – especially on social distancing. As always we welcome offers to help with OWGRA.

REMINDER - HAVE YOU RENEWED YOUR MEMBERSHIP?

There are several ways you can renew.

- Earlier in the year you will have received a membership form along with our latest paper newsletter, which you can complete and return.
- If your details remain the same you can simply make an online payment of £10.00.
    - Account Holder Name is Osterley & Wyke Green Residents Assoc
    - Account Type is Business
    - Sort Code is 08 92 99, and
    - Account Number is 65291223.

  Please ensure that such a payment has a clear reference to your name or address.
- Further details can be found on our website.

We do hope that you think being a member of OWGRA is good value and will re-subscribe if you have not already done so.

Laurence Hawcroft, (Vice-Chair), and the OWGRA Committee.

Health Advice

NHS Advice on COVID-19

The single most reliable source of health-related advice on Covid-19 is the NHS. Their website is https://www.nhs.uk/conditions/coronavirus-covid-19/ . Please use this as your first point of call for any health-related questions about this.
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Government Advice

The UK Government website provides comprehensive and wide-ranging information about Covid-19, with advice about what to do if you have symptoms and updates on what the government is doing about the virus. There is also information for businesses and other organisations on how to help prevent the spread of coronavirus. In addition, given that what you can and cannot do is now somewhat complicated, the government maintains a Q&A Document to guide you on what is and is not permitted (Go Back)

Test and Trace in Hounslow

Hounslow Council has issued guidance regarding the Test and Trace scheme in Hounslow, which is enclosed as a separate document with this eNewsletter.

If you are phoned by someone stating they are from Test and Trace, please note the guidance opposite

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Face coverings on Public Transport and in shops, and Exemption Cards

The government require you to wear a face covering that covers your nose and mouth for your entire journey, including in stations, (and from 24 July in shops), unless you are exempt. Exemptions include people who have trouble breathing, children under the age of eleven and anyone who finds it difficult to manage them correctly. Face coverings should also be worn by everyone in taxi and private hire vehicles for the duration of your journey.
To support people who are exempt from wearing a face covering, TfL has introduced an exemption card that can be printed off and carried with you, or displayed on your phone, which you can show if you are asked why you aren't wearing a face covering. Exemption card
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How to make your own Face Mask

Face coverings are now compulsory on all public transport and when inside shops. Find out how to make your own face covering at home and remember the key is to cover both the mouth and nose.

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Online resources for Health, Education and Wellbeing

New ones for adults, young people, children and families include :

- NHS Active 10 10 minutes of brisk walking is an achievable way to add more activity into your day. Brisk walking is simply walking quicker than usual, at a pace that gets your heart pumping. It's a great way to get outside and improve your health.
- Couch to 5k is a weekly running programme designed by the NHS for complete beginners. The Couch to 5K app gives you a choice of coaches and helps you track your progress.
- Positive Movement runs 3 weekly online sessions as part of the Model City programme in Bedfont, Feltham & Hanworth. The project aims to improve mental well-being and combat social isolation in the community through fitness and sport.
- New Small Group and 1-2-1 Football Sessions at Gunnersbury Park Brentford FC Community Sport Trust are running new football sessions at the new facilities at Gunnersbury Park. For more information and to book visit brentfordfccst.com
- OurParks are running 10 online classes per day via Facebook Live and Youtube Live. New lunchtime sessions have also been added so you can access a range of sessions at any time of the day.
- Hounslow1-2-1 Cycling Sessions in conjunction with Bikeworks, are for anyone who lives, works or studies in the borough. Free 'Dr Bike' bike servicing is also available, click here for the schedule.
- NHS Fitness Studio has some great new workout routines that you can do anytime, anywhere including, aerobics, belly dancing, pilates and yoga.
- Brentford FC Community Sports Trust have added some new free fitness sessions including Tabata, Morning Stretch and Yoga for Beginners, as well as chair based exercise for over 60s.
- Outside Inside is a new local project that will use the natural world to inspire, to encourage new skills and old interests, and to bring people together remotely and safely to share their experiences. You will find 10 nature-based activities on the *Lets Go Outside and Learn* website, these will be added to over the next few months.

For more activity inspiration visit hounslow.org/move-more.
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Taking care of other health issues

GP practices are now speaking with their patients by telephone, text message, video and email. You can also be seen face-to-face, if needed. You can help your doctor to manage demand and make sure you do not have to visit the practice unnecessarily by signing up to access some services online

- **Using the NHS app.** If you have a smartphone you can download the NHS mobile application. When you download and open the NHS mobile application, you will be told how to register. You will need documents like your passport to prove your identity. The NHS App provides a secure way for people to access a range of NHS services on their smartphone or tablet. Download it on the App Store or Google Play.
- **Using your GP practice's online services**. You can also use a smartphone or your home computer to access your GP practice's online services. You will find a web link to these services by going to your practice's website.
- To contact your GP, order repeat prescriptions and manage your wellbeing without leaving your home you can also visit the health at home section of the NHS website.

For medical advice, the NHS 111 online website will tell you when and where to get help and can arrange for you to be contacted by a nurse, if required. Only call 111 if you are unable to get help online. In an emergency, dial 999. (Go Back)

Council Matters

LBH Website

Hounslow Council are constantly updating the information on their website about the coronavirus, pulling together relevant information and support available for everyone in the borough. (Go Back)

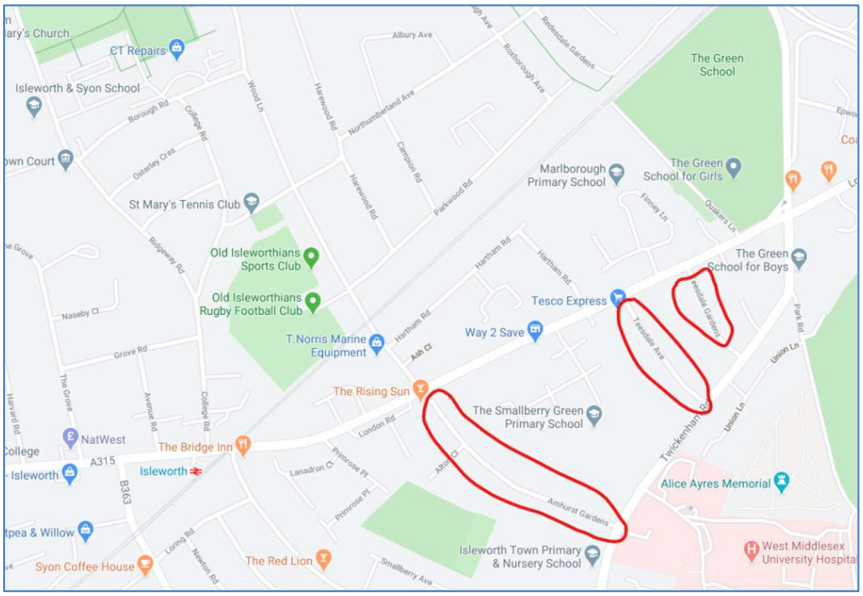
LBH Newsletters

The council are also sending out regular eNewsletters providing useful guidance on Covid-19 matters to Hounslow residents. You can sign up to receive this newsletter at the website in the article above. The only information you need to provide is an email address. (Go Back)

Libraries starting to reopen

The council has started to reopen their libraries, starting with Heston, Feltham and Chiswick Libraries, with reduced hours (Mon-Sat 10am-3pm) and with COVID restrictions in place. There is no news yet when our local Osterley library will reopen.(Go Back)

Council to close Amhurst Gardens, Teesdale Avenue and Teesdale Gardens



The council has issued an order to close these three roads to through traffic. These are shown in the map below, with the 3 roads circled. There has been no public consultation whatsoever.

The impact means that, for most of us, the only way to travel south of the London Road will be via Syon Lane or St. Johns Road.

This restriction took effect from 23rd July 2020.

So much for the council wanting to work with residents……(Go Back)

Want to register a birth, marriage, etc. ?

Ceremonies for marriages, civil partnerships, and reaffirmations restarted at Feltham Lodge on Saturday 11 July. Residents can now also give notice of marriages and civil partnerships in pre-booked appointments.
Social distancing measures mean that residents will only be able to enter the building if they have an appointment, and appointments are being staggered to reduce the number of people in the building.
Hounslow Council is also encouraging parents to book appointments for birth registrations if their baby was born in February, March or April. Staff are working through a large backlog of registrations created during lockdown when Feltham Lodge was closed to the public.
Further details about ceremonies at Feltham Lodge can be found on the Council website.
Please also see the latest updates for birth registrations.
For all bookings, notices and registrations please telephone Feltham House on 0208 583 2090 or email registeroffice@hounslow.gov.uk
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Want to report a Problem in the Street ?

If you see a problem on the street that you want to report to the council, then by far the easiest way is to use the FixMyStreet service. You can either use the web-based service, or download an app to your phone and use that. Anything you report here is automatically passed to the appropriate team at the council, and you can track the progress of your report. This can be used to report a wide range of problems. We often use it and recommend it as the easiest way to report issues to the council. (Go Back)

Trying to recycle as much plastic as possible ?

Are you trying to recycle as much of the plastic waste you generate in your house as possible ? If so, you should read new updated guidance from the council as to what plastic can and cannot be recycled. We read it and were surprised at some of the details

- plastic toothbrush tubes cannot be recycled; plastic shampoo bottles can
- plastic spray bottles (and the spray mechanism) can be recycled; plastic soap bottles can be recycled (but the pump mechanism cannot).

Details are given here on the council website.
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Rubbish, Recycling and Space Waye

Space Waye is now open for domestic users from 8am to 3.45pm (Monday – Sunday). Please note that:

- A maximum of six vehicles can enter the site at any time, only from Pier Road (Gate 1) - download and view map
- Stay safe by wearing a face mask or covering
- Please stay in your vehicle while queuing. Do not leave your vehicle until it is necessary
- Maintain 2 metre social distancing from others where possible and limit contact with other people
- A 'no assistance' policy is in place for your protection - staff will not be able to help carry/unload items

Details of the Space Waye reopening guidance can be viewed here.

Other ways to dispose of non-routine items include

- Take advantage of Bulky waste service for large household items that are too big for normal household waste, such as broken furniture and larger electrical items. You can use the service as many times as they like, provided you are registered to pay Council Tax in Hounslow and your payment details match your Council Tax address.
- Subscribe to the Garden Waste services for garden cuttings, etc.
- Textiles and small electrical items- put them in a bag on top of your other recycling boxes and the council will take them away
- Osterley Library – there is a metal container there for electrical items recycling
- Currys – several people have reported they will take old electrical items (TV,s printers, etc.). (Go Back)

Please take your litter home after using a local park

All local parks are now open. Updated guidance from the council on staying safe in parks and open spaces is available here.

When you visit them, please take any litter you generate home with you (e.g. if you have a picnic). This will help to keep our parks clean and tidy for everyone to enjoy. Please do not dump bags of litter on the ground next to litter bins as this is invariably torn apart by wild animals overnight, leaving it scattered everywhere.

(The picture shows the state of Jersey Gardens after one group had a picnic there !!!).

Litter not only ruins the environment but creates a genuine hazard for wild animals, who can become injured and entangled in dumped materials. The council's Greenspace 360 staff do their best to keep our green spaces clean, but with parks often busier during warm weather spell they really need visitors help. Please do your bit to keep the borough clean. Remember, if you see any flytipping, please report it.

For more information please visit the council's website.
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Council reducing the use of weedkillers

You may have noticed the weather has resulted in a proliferation of weeds in the area. Hounslow Highways used to treat them twice in the season with glyphosate, but have reduced the use of herbicide for the management of weeds for environmental reasons. The use of specific herbicides is only being considered when it is not viable to use non-chemical alternatives e.g. controlling the spread of invasive species such as Japanese Knotweed.

The replacement treatments generally take longer to impact weeds, usually an additional two to three weeks. They therefore request that residents remain patient after their staff have treated an area. If you do see overgrown weeds, take a photo and report it via the Fix My Street mobile app or via https://fms.hounslowhighways.org/.
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Pothole pledge scheme to resurface 2 roads in our area

The Pothole Pledge launched in 2018 as an opportunity for residents to nominate roads they consider requiring attention; Hounslow Council committed £2million to fix the roads deemed most in need of repair. This year 2 roads in our area will be fixed – St. Marys Crescent and Thornbury Road. Anyone using them can see this remedial work is badly needed. (Go Back)

Reporting Covid-19 Contravention and/or idling vehicles

The council has an online form to report any COVID-19 Contravention you see (e.g. a sizable group of youngsters in a park not maintaining social distancing)
https://www.hounslow.gov.uk/report or https://www.hounslow.gov.uk/xfp/form/311

And if you encounter stationary vehicles with their engines idling for a prolonged period of time (e.g. parents waiting in their cars to pick up their children from school), then use the Report Illegal Drivers => Moving Traffic Contravention form
https://www.hounslow.gov.uk/report or https://www.hounslow.gov.uk/xfp/form/267
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Consultations underway

Public Consultations being run by Hounslow Council currently open for feedback from residents include the following (with their summary of each included):

- Streetspace Feedback. The Hounslow Streetspace programme introduced a wide range of traffic management measures in response to the COVID-19 pandemic. These included proposals from residents from the Streetspace consultation in May - June 2020, alongside some existing projects now being delivered with greater urgency. The measures are intended to improve safety and social distancing for those making trips

on foot or bike, and also help keep roads clear of traffic for those that have less of an alternative to travelling by car. They are now consulting on these changes and whether any trial ones should be made permanent. Closing Date 27 December (Details here).

- Draft Licensing Policy. Under the Licensing Act 2003, councils must produce a Statement of Licensing Policy (SoLP) at least every 5 years. Licensing in this case means alcohol, most forms of public entertainment, club premises and late-night refreshment (food served any time after 11pm and before 5am). It also includes temporary event notices (TENs) which can be applied for by licensed venues, other businesses and members of the public. This consultation is on the council's updated SoLP which will go into use from November 2020. Closing Date 27 July (Details here).

- The impact of Coronavirus and the Council's response. The Council would like to know how you and your family have been affected by the coronavirus pandemic. They are interested in "*how your life has changed, what support you need, how you are feeling now and your thoughts on the future*." They also seek residents' views on how the Council has responded - how it shares information, the support it offers and its services (what they do well, what needs to be better). Closing Date 31 July (Details here).

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Planning News

Tesco & Homebase

The developer (Berkeley/St Edward) was due to present their latest plans to the Councillors on the Hounslow Planning Committee (and Councillors in wards near the area affected) at a virtual meeting on 13 July, but the meeting had to be aborted when some of the representatives of the developer couldn't join the meeting for technical reasons.
We are awaiting a rescheduled date for that meeting. We will let you know, so that you can log in and observe the meeting. The public can 'attend' the meeting but cannot ask questions, so we have submitted our very long list of questions to the Councillors for them to raise.
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Bowls in Gunnersbury Park deemed to be too dangerous

The Gunnersbury Park Bowls Club has their site in Gunnersbury Park since 1931

The club faced extinction until recently due to a plan to replace the bowling green with a mini golf course operated by Putt in the Park which runs a similar facility in Acton Park. The planning application was rejected on the grounds that the case had not been made for the loss of a community asset. However, Hounslow planners noted that if satisfactory evidence was received 'for loss of vacant bowling club', the application may be approved.

They were hoping to resume activities after government guidelines were relaxed. However Gunnersbury Park CIC which manages their bowling green has refused them permission to restart. They have said that they do not have staff to ensure that the green would be safe to use. I think that goes firmly into the "I thought I'd heard it all until….." category
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Local Services and Things to Do

Stay safe (and legal) when visiting shops, pubs and restaurants

The council advises anyone planning on heading out to the borough's shops, pubs or restaurants to make sure they follow the guidance and stay safe.

- Please continue to follow current social distancing guidance when travelling to or visiting our local shops.
- The Government has announced that from 24 July people must wear a face covering that covers your nose and mouth while inside shops or receive a fine of up to £100, unless you are exempt.
- Exemptions include people who have trouble breathing, children under the age of eleven and anyone who finds it difficult to manage them correctly.
- Advice on how to wear and make a face mask can be found on the Government's website.

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Indoor gyms and swimming pools to START reopening from 25th July

The latest Government outlined guidance allows indoor gyms, swimming pools and sports facilities to reopen from 25 July. You can read the guidance on the Government's website.

The council state that
"*The gyms and leisure centres in Hounslow will not be reopening pool facilities straight away as it will take a bit of time to reopen some facilities in line with this new Government guidance and to ensure the right measures are in place to maintain social distancing and safe use. Some of the measures set out in the Government guidance include:*

- *Limiting the number of people using the facility at any one time, for example by using a timed booking system;*
- *Reducing class sizes and allowing sufficient time between each class to avoid groups waiting outside during changeover;*
- *Ensuring an appropriate number of people are in a swimming pool at any one time;*
- *Spacing out equipment or taking some out of service to maintain social distancing;*
- *Enhanced cleaning and providing hand sanitizer throughout venues;*
- *Considering how the way people walk through their venue could be adapted to reduce contact, with queue management or one-way systems;*
- *Customers and staff should be encouraged to shower and change at home wherever possible, although changing rooms will be available.*

Residents should keep an eye on our website and social media channels to find out when the local leisure facilities in Hounslow will reopen."

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Osterley, Syon & Gunnersbury Parks & Kew Gardens status

These are all open now (though some, such as Kew Gardens, require advance booking). Facilities such as cafes are also now open in most (though sadly not Gunnersbury Park after the fire), and Syon Park has just announced the opening of their new Birdies Café.

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Football Training with the Bees

Brentford FC Community Sports Trust is looking for talented young footballers to join their Football Development programme. They state "*With expert football coaching spanning more than 18 years, players will attend weekly training sessions at our brand-new sports hubs at Gunnersbury Park and Uxbridge High School. Goalkeepers are catered for with specialist coaching staff. The football development programme offers young people of any ability, and those with potential, the opportunity to receive a high-quality football education experience - enabling them to improve in a player-centred environment.*

For more information, please email fdc@brentfordfccst.com or call the team on 020 8326 7030.

The Trust is also looking for talented young footballers to join its post-16 education programme. You can be involved in the sort of activity the players have taken part in. The post-16 football education programme combines studying for A-Levels or a BTEC Level 3 sports diploma while enhancing football skills with experienced coaches. Students will take part in a rigorous training programme at Gunnersbury Park's state-of-the-art sports facilities and compete in the prestigious Community Education Football Alliance League with the EFL. For more information visit their website. "

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Missing Culture and Travel ?

If you're someone who likes to travel to see the sights and/or enjoys cultural activities like visiting museums, then Visit museums and landmarks around the world from your own home, and take virtual tours of places like:

- The British Museum, London
- Guggenheim Museum, New York
- National Museum of Modern and Contemporary Art, Seoul
- Van Gogh Museum, Amsterdam
- The Eiffel Tower, Paris
- Stonehenge, England
- The White House, Washington

Many of the world's most famous galleries and museums' collections are also still very much on view, albeit virtually. Ones we are aware of include

- The National Gallery,
- Musee d'Orsay in Paris
- the Guggenheim in Bilbao
- A Virtual Reality experience of the Mona Lisa in the Louvre, Paris
- The Royal Academy collection, London
- The Van Gogh museum, Amsterdam
- The Benaki Museum, Athens
- The Rijksmuseum, Amsterdam
- This link has another collection of on-line tours of leading museums.

Other we are aware of include

- Good Housekeeping – offer a range of free virtual tours to museums, zoos and theme parks worldwide and two of NASA's Research Centres.
- GoodtoKnow – offer free virtual tours to a variety of castles, museums, zoos and other attractions worldwide. (Go Back)

Watermans reopening and Online continues

Watermans in Brentford have confirmed that they are to reopen on Wednesday 5 August. At first, they will only be able to open the Cinema and Gallery, along with The Guru Tandoori Kitchen and Bar. They plan to announce the programme over the next couple of weeks. They want to hear from people about their thoughts on lockdown easing and returning to Watermans to enable them to make the venue as safe and happy as it can be.
Fill in the survey here.

Events like No Ticket Required will be continuing for the foreseeable future. They have two events coming up before they reopen, including award-winning director Asif Kapadia joining them to discuss his early film The Warrior, and a talk from Polish film expert Michael Brooke about the films of Pawel Pawlikowski.

You can find out more here.

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Missing the theatre ?

If you're missing the theatre, a number are available online. Ones we have heard of include

- The TW8 website report that, as the country's theatres remain closed, arts organisation The Space is supporting cultural venues of all sizes to bring award-winning productions directly to homes. The list is ever changing, and when we looked (27 May) there was an eclectic range of 20 different items from a whole host of arts organizations.
- Phoebe Waller-Bridge's stage version of Fleabag is available to stream online, and all the proceeds will be going towards COVID-19 charities. You can watch it on Soho Theatre's On Demand streaming website for a minimum donation of £4.
- The Show Must Go On are showing full length performances of classic musicals and other shows every Friday at 7pm via their YouTube Channel.
- The National Theatre are showing classic theatre productions online.
- The Shakespeare Company are streaming productions via their YouTube Channel.
- Thameside Theatre are providing creative content via their Facebook page and links to national theatre shows you can watch including Andrew Lloyd Webber's free performances.

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Want to learn new skills ?

The Government has launched a new online learning platform to help boost the nation's skills while people are staying at home. Free courses are available through a new online platform hosted on the GOV.UK website called 'The Skills Toolkit'. This platform gives you access to free, high-quality digital and numeracy courses to help build up your skills and could help boost your job prospects. You can access the skills toolkit here. This includes Five courses made by the University of Leeds and Institute of Coding, including:

- Create a Professional Online Presence to boost your employability
- build the skills you need to Thrive in the Digital Workplace and
- develop your entrepreneurial skills with Digital Skills: Social Media (for business).

The National Career Service has also enhanced their online and telephone services during the pandemic, to help you with your choices on careers, training and work.

FutureLearn Schools, a new initiative in partnership with the TES Institute and Pearson UK has just launched. Students aged 13-18 will be given access to over one hundred short online courses from world-renowned universities including The Open University, Coventry University, King's College London and the University of Sheffield. Find out more about FutureLearn Schools, and get involved here.

Learn Hounslow is running a wide range of free online courses: Employment and Business Support, Fitness, Art, Sewing, Pottery and much more. For information and a full list of courses visit their website. They also run Digital Skills course, such as Digital spreadsheet basics - Google sheets, Digital documents basics - Google docs and Digital skills for employment. Call the team on 0208 583 6000 to enrol on the Digital Skills course.

Further advice for the self-employed and anyone that is currently an employee during this coronavirus pandemic can be found on the council's website. (Go Back)

Crime and Prevention

Keeping your bicycle safe from thieves

With more people using bicycles there is (sadly) an increased risk of criminals stealing them. The police have sent us the following ten steps to take to protect your bicycle

- Register it Get your bike security marked and registered at BikeRegister. It's a highly effective, visible deterrent to bike thieves. They know that if they are caught with a registered bike, the owner can be traced and they will be arrested. Immobilise is another free site where you can register your bike's details.
- Record it Remember to record details of your bike such as the frame number (normally found underneath the bike between the pedals or where the back wheel slots in), the BikeRegister number plus any other distinguishing features, and take a photo.
- Double-lock it. It can take thieves as little as few seconds to cut through some locks, so use two good quality locks, at least one of which is a D-lock.
- Lock the lot Lock the frame and both wheels to the cycle parking stand.
- Secure it Secure your bike as close to the stand as possible to give any thieves little or no room to manoeuvre.
- Remove the removable bits Take parts that are easy to remove with you. Or use locking skewers or nuts which can increase security by securing the bike's components to the frame permanently, making it difficult for thieves to steal detachable parts.
- Park secure Lock your bike at recognised secure cycle parking. It should be well lit and covered by CCTV.
- Remember safety begins at home Take the same care to lock your bike securely at home as you would on the street.
- Check ownership Ask for proof of ownership and check the bike frame number on the Bike Checker at BikeRegister.
- Act fast If your bike has been stolen, contact us as soon as possible (you can report it to us online). Give us your frame number, BikeRegister number, a photo and any other details and make sure you update the status on BikeRegister. The sooner we know, the sooner we can act, which might stop it being sold on.

What to do if your bike is stolen

There are various courses of action open to you if your bike goes missing. Whichever you take, make sure you do it as soon as possible. Time really is of the essence.

Stolen Bikes in the UK will help to spread the word on the theft of your bike and offer you advice to help get it back.

Bikeshd and Find that bike both list adverts for bikes placed on online marketplaces, which you can check frequently to see if yours has been listed for sale. Adverts are usually placed within 24 hours of the theft but if not, keep looking as they sometimes take a few months to pop up. It might also be worth visiting and posting on the following forums:

- Ride.cc Bike Forum
- Bikeradar
- London Fixed Gear and Single-Speed
- CycleChat.

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Beware of text and email Scams

Criminals are able to use spoofing technology to send texts and emails impersonating organisations that you know and trust.

The latest one the police have alerted us to is an email from TV Licensing informing you that your license is about to expire and you will be cut off and fined if you don't pay now. The email provides a link which takes you to what appears to be the genuine TV Licensing web site, where you are be asked to provide your details including Credit or Debit card details including the security CVC code. Do not respond.

You may also receive emails from other larger businesses like ASDA, Tesco and Argos stating that you have been selected to win a prize, and that to receive your prize all you have to do is provide your email address. If you respond you are actually confirming that the email address is 'live' and your email will be added to a list which will then be sold to other spammers and scammers. Do not respond.

If you receive an unexpected text or email, asking for personal or financial details, do not respond. Do not click on the links or attachments in any texts or emails; instead visit the official website through a known route.

Other scams to be aware of are:

- Fake testing kits offered for sale.
- E-mails claiming to come from an official organisation seeking personal details or donations.
- Emails with government agency (e.g. HMRC, DWP) branding on making offers of financial support or saying you can get a refund on taxes, utilities, TV licences, etc. These are usually bogus – they are just after your personal and bank details
- Emails asking to gain access to home computers (e.g. for a “free PC tuneup”) - don’t divulge logon details / passwords.
- E-mails about a breach of ‘COVID-19 regulations’ demanding payment of a fine.
- E-mails about free school meal provision looking for personal and financial details
- Online shopping scams where orders for protective face masks, hand sanitiser and other healthcare products have never arrived.
- People offering miracle cures or vaccines for coronavirus – there is no specific treatment for coronavirus (COVID-19).
- People impersonating healthcare workers, claiming to be offering ‘home-testing’ for coronavirus – this is a scam.
- Fake products available to buy online that say they can protect you or cure coronavirus. These will not help and are designed to take your money.
- Mobile phone applications that claim to give you updates on the virus but instead, they lock your phone and demand a ransom.
- People offering to do your shopping or collecting medication and asking for money upfront and then disappearing.
- Remember – your bank, Building Society, the government/HMRC, etc. will never ask you to confirm your bank account details – they already know it.

The National Cyber Security Centre (NCSC) has launched Suspicious Email Reporting Service. You can forward any suspicious emails directly to NCSC-including those claiming to offer services related to coronavirus.

If you think you may have been the victim of fraud or cyber crime, you should report this to Action Fraud at www.actionfraud.police.uk or by calling 0300 123 2040.
Find out more about how to stay safe and secure on the National Cyber Security website.
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The Lebanese Loop comes to Hounslow

Police advise us of the latest scam that occurred recently at the pay and display car park at the rear of M&S in Hounslow - although it can and will occur ANYWHERE you use a debit or

credit card.

The suspect will tamper with the pay machine (or ATM) - they usually insert what is known as a Lebanese Loop https://en.wikipedia.org/wiki/Lebanese_loop. This will retain your card and cause the machine to give an error. A 'kind person' will then come to your assistance and offer to help. They will usually instruct you to re-enter your pin which they will see and remember. The machine may or may not work but your card will be retained. The scammer will wait until you have gone for help and use a small tool to remove your card after you have left.

If this happens, to you DO NOT leave the machine unattended until you cancel your card; use your mobile phone or get someone to call your bank/card provider and let them know what is happening. Once the scammers have your card and the PIN they will keep using it until your account is EMPTY or the card is stopped.

The 'Loop' is usually made of a length of cassette audio tape glued to a plastic facia that is attached over the card slot with double sided tape or glue and can usually be easily removed. When removed it will drag your card out of the machine. This is only recommended as a last option as the suspects can become violent when discovered.

If at all possible without putting yourself at risk - try and obtain a description or images of the perpetrators and any car registrations. If you feel unsafe or threatened always call 999. (Go Back)

Staying secure online

As we start to become increasingly more reliant on technology at home it helps to stay in the know about staying safe online and protect ourselves from cyber threats. Here are some useful top tips to ensure that you and your family stay secure online:

- Protect your email by using a strong password and separate password
- Install the latest software and app updates
- Turn on two-factor authentication on your email
- Password Managers help you to secure passwords
- Secure smartphones and tablets with a screen lock
- Always back up your most important data. (Go Back)

Theft of Motor Vehicles

There continues to be a high number of car thefts and breakins in our area. Ones we have heard about recently include

- A Range Rover stolen from a house on Syon Lane. Thankfully a locator on the car resulted in it being found damaged some miles away and returned to its owner
- A number of motor vehicle crimes reported to the police on Roxborough Avenue, Northumberland Avenue, Lulworth Avenue, Thornbury Road and Parkwood Road.

Police advice to reduce the risk of your vehicle being targeted by thieves is

1. Always lock it. Fuelling up or popping back into your house to get something are perfect examples of how easy it is to turn your back for a moment and forget your vehicle is unsecured. So get into the habit of locking your vehicle even if you're only going to be away from it for a moment. Close windows and the sun roof to prevent 'fishing'.
2. Park in well-lit and busier areas. It can take less than 30 seconds to break into a vehicle. Parking in well-lit areas and busy streets increases the chances of a thief being seen, so they'll probably steer clear. If you have a garage at home use it
3. Take it with you or hide it. Your mobile phone, coins for the car park, sunglasses, handbags, purses, credit cards and other items that can earn quick cash are irresistible to the opportunist thief. Remember, the cost of replacing a window is often much more than that of what's stolen.
4. Fit locking, anti-tamper wheel nuts to secure alloy wheels. Using locking wheel nuts reduces the risk of your vehicle's wheels being stolen.

5. Security Alarm. Fit an alarm or immobiliser if your vehicle does not have one.
6. Secure your number plates with tamper-resistant screws. The easiest way to change the identity of a stolen vehicle or avoid speeding tickets and parking tickets is to fit stolen number plates. Using security screws to attach your vehicle's number plates makes it harder for thieves to get your number.
7. Tool theft from vans. Vans are often targeted by thieves for the tools stored inside. Consider using a lockable cabinet within your van to store tools. Small cameras are also designed to record inside vehicles. Visit Secured by Design for more details.

Police now also recommend using additional visible security locks to reduce the risk of your vehicle being stolen, such as individual bar-type steering locks and gear stick locks.

Also if you have a modern "Keyless" car (i.e. you just press a sensor to unlock the car and don't need to use a key to start it - just a button) then consider getting a 'Faraday Pouch' (readily available on Amazon etc for about £5 ea) to store your car keys in at home. The Faraday pouch blocks all signals to and from inside of the pouch. Also make sure you store your keys as far away from the front of the house as possible.(Go Back)

Catalytic Convertor Thefts (Cont'd)

Unfortunately these last 3 weeks have been somewhat of a record period for Catalytic Convertor thefts with a number being reported. Ones we have heard of include

- Penwerris Avenue - 11/07/2020 between 0230hrs to 0300hrs
- Jersey Road- 11/07/2020 between 1100hrs to 1930hrs
- Henley Close-Between 12/07/2020 at 2130hrs to 13/07/2020 at 0950hrs
- St. Marys Crescent-13/07/2020 at 0250hrs
- Osterley Lane-13/07/2020 at 1450hrs
- Hartham Road- 14-15/7/2020

Vehicles of choice are Lexus, Toyota Prius and Honda Jazz hybrid cars, and some owners have now had catalytic convertors stolen for a second time, prompting them to put the car up for sale. These convertors are being stolen to strip them down for the valuable metals they contain like Platinum and Palladium, which can be double the value of gold. It seems to take the thieves less than 3 minutes to steal the cat convertor and they travel in gangs to prevent anyone from stopping them.

The police suggest the following security methods to deter the thieves

- DNA marking
  - **https://www.selectadna.co.uk/**
- Cage Clamps
  - **http://www.catsafe.org.uk/**
  - **https://garrisonlocks.co.uk/van-locks-security-products-c1/armacat-catshield-catalytic-converter-protection-c3**
  - **https://www.catlocks.co.uk/**
  - local resident who has been targeted has fitted this to the underside of his Prius – a Catloc that costs around £300

Sadly this is not specific to our area; incidents of these thefts are far higher across the country. Police advice to reduce the risk of it happening to you is

- If you have a driveway, reverse on to it and park the back as close to a wall/garage as possible to make it harder to get under
- Park within range of motion activated security lighting if you have it.
- Check online or with your dealer for security devices to make it more difficult.
- Register your converter and mark it with a forensic marker, which will make it harder for thieves to dispose of. https://www.securedbydesign.com/guidance/vehicle-crime
- If you have home CCTV, try and park the car in sight of it.

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Silver Gas Canisters / "Hippy Crack"

Many of us will have seen clusters of those little silver gas canisters discarded by the roadside. They are Nitrous Oxide containers - the gas gives a "high" when inhaled. If you clear them up yourself and/or report them to LBH (via the FixMyStreet app) then the Police don't know anything about it. So please do report any instances of this to the Police as Anti-Social Behaviour. (Go Back)

Protecting your property

Thankfully we have not heard of any burglaries in the last few weeks. However Police advice remains that to minimise the risk of falling victim to house burglary you should become a "creature of habit". Try to get into the habit of following your own course of action when you lock up your home. Make up a list and then follow it like a checklist - this will ensure that you don't forget anything. Here's what they recommend you do before you go out:

- close and lock all your doors and windows, even if yonly going out for a few minutes
- double-lock any door
- make sure that any valuables are out of sight
- keep handbags away from the letterbox or cat flap and hide all keys including car keys, as a thief could hook keys or valuables through even a small opening
- never leave car documents or ID in obvious places such as kitchens or hallways
- in the evening, shut the curtains and leave lights on
- if you're out all day, then it's advisable to use a timer device to automatically turn lights and a radio on at night
- set your burglar alarm
- make sure the side gate is locked
- lock your shed or garage. The lock fittings should be bolted through the door of the shed/garage and reinforced at the back with a steel plate. The padlock should be 2.5mm in width and made of hardened steel
- lock your bike inside a secure shed or garage, to a robust fitting bolted to the ground or wall, like a ground anchor

Please also see www.met.police.uk/cp/crime-prevention/residential-burglary and www.met.police.uk/cp/crime-prevention/business-robbery/protect-your-business (Go Back)

Doorstep callers asking for help

A resident has provided the following account of their recent experience of callers at their door pleading for help.

"A few weeks ago a young woman (early 30s) knocked on my door. She said that she was homeless and needed help (money) to find somewhere to sleep for the night. She said she had tried all the charities and the Council but none had been able to offer anything.

I told her that I was prepared to help but that I would not give money. I offered her food and something to drink (she was emaciated which I presumed was probably due to drug usage). She accepted a glass of water. I phoned a local councillor who gave me an emergency number which I passed to the caller. She appeared grateful and said she would call it on her mobile phone. I checked later by calling the number myself. She had indeed called and had been found a place for the night. I hoped that she would also be offered other help to get her life back to some sort of normality. I was pleased to have been able to help.

But the story didn't end there.

A couple of weeks later the same person was back, but this time she called on my neighbour rather than me. She was given money to help her with her troubles. She called on my neighbour again some days later and again was given money to help out. When my neighbour told me about this I suggested that next time he let me know about it since I was concerned

about possible consequences of such unknown callers asking for and being given money.

Then a few days ago my neighbour had another caller. This time a different young woman, also emaciated. She said that her car had broken down, that she didn't know where she was and needed urgently to get back to her baby in Harrow. She was in tears and appeared desperate. However, her story didn't hang together and I told her I didn't believe her. I offered her an A-Z map since she said she was lost. She didn't accept it. My neighbour's kindly inclinations were such that he offered to check her story by going with her to see the car. It turned out that there was no car. Nevertheless, in response to her distressed state she was given money to help.

And then, a few days later, the first young woman was back at my neighbour's door, at 4:20am. This time my neighbour did not open the door.

If others get similarly distressed doorstep requests for help I suggest

- *make it clear at the outset that you are prepared to help but that you will NOT give money;*
- *if you feel you are prepared to, then offer material support such as food and drink;*
- *tell the caller that there are Council emergency numbers which they can call*
    - *Helpline: 0208 583 3100*
    - *Out of hours: 0208 583 2222"*

Such behaviour (begging) is, however illegal. If you wish to report it to the police, the link for doing that is https://www.met.police.uk/ or call 101. The more reports the police get, the more likely they can gain enough information to take action. (Go Back)

Doorstep callers trying to sell goods

Police have advised us of a suspicious male (white male, approximately 30years old, short brown hair) knocking at doors and trying to sell items on Jersey Road. They request residents to please be alert and report if you see anyone acting suspiciously. Bogus callers succeed because they sound believable, so don't be fooled. Make sure 'in your own mind' that they are whom they claim to be by following these simple steps:

- Think before you open the door – use your chain and spyhole or look out of the window to see if you recognise them.
- Ask callers for proof of identity. Genuine tradesmen should carry an identification card with their photograph on. Check this carefully. If you are unsure, telephone the company the caller claims to represent.
- Beware of callers who attempt to distract you by claiming that they have seen something untoward in your rear garden or somewhere which may encourage you to leave your house
- If you are not convinced of the identity of the caller, don't let them in. Ask the caller to come back later and arrange for a friend, relative or neighbour to be present on their return or ask the caller to contact this person.

Some adults may be especially vulnerable to fraud and financial abuse. If you're concerned about someone you know, contact your local social services and ask for Adult Social Care.

Contact Action Fraud on 0300 123 2040 or at Action Fraud. Call us on 101 if you know the suspect or they're still in the area. If you're deaf or hard of hearing, use our text phone service on 18001 101. Treat every stranger with caution. If you are worried, dial 999. (Go Back)

How to report Anti-Social Behaviour

Anti-Social Behaviour (ASB) covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. This could be an action by someone else that leaves you feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance. Examples of ASB include:

- Nuisance, rowdy or inconsiderate neighbours

- Vandalism, graffiti and fly-posting
- Street drinking
- Environmental damage incl. littering, dumping of rubbish and abandonment of cars
- Prostitution related activity
- Begging and vagrancy
- Fireworks misuse
- Inconsiderate or inappropriate use of vehicles
- Drugs.

The Police re-emphasize the importance of reporting **any** such ASB to them, as it appears that a lot of these incidents are not being reported to them. There are several ways to report it

- To report it to the Police, call the non-emergency number, 101, or in an emergency, call 999, or report it online via www.met.police.uk
- Use Crimestoppers (0800 555 111) to report it anonymously
- Use Fearless.org to again report is anonymously.

Our local Safer Neighbourhood Police Team (PC Aulakh, PCSO Singh and PC Scully) can be contacted via Osterley&SpringGrove@met.police.co.uk or 0208 247 6189, but **please don't use this as a substitute for the above methods of reporting crime.** (Go Back)

Good News and Report from our local Police Team

We have included as attachments to the email with this eNewsletter 3 documents from our local Safer Neighbourhood Team (SNT) Police

- Ward Panel Good News for July 2020, detailing the team's work in last month, successes, and a plea to report everything you think they should know about
- A Day in the Life of a PCSO, explaining what a PCSO does and
- How to recognise a Cannabis Factory (there have been several in our area).

If you want to join the Ward Panel (the liaison group between the Police and the local community) then contact OWGRA. (Go Back)

Follow our local Neighbourhood Watch

Please follow the newly launched Twitter, Facebook and Instagram social media accounts from the Hounslow Borough Neighbourhood Watch Association (HBNWA).

- Twitter - https://twitter.com/HounslowNWatch
- Facebook - https://www.facebook.com/HounslowNWatch/
- Instagram - https://www.instagram.com/hounslownwatch/

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Contacting the Police

Telephone 999 in an emergency where there is a danger to life or a crime is in progress. Telephone 101 for non-emergencies where police attendance is required, to report a crime or to report any other incidents. If you need to report something of concern in your area (that does not fall into the above categories) then it is best to contact your local Safer Neighbourhood team. Their website is here. There are also details about the levels of crime in the area, and details of our Safer Neighbourhood Team. (Go Back)

Sign up to OWL

OWL helps to keep communities safe, reduce crime and keep people informed of what's going on locally. It's a shared, secure platform for the public, police and local authorities to maximise the potential of Neighbourhood Watch, Rural Watch, Business Watch and dozens of other schemes. OWL sends you the latest local crime alerts and provides management tools for maintaining and expanding watches. We recommend local residents sign up for it; you will then receive regular emails from the police with information on crimes in the area, crime prevention advice, and more. (Go Back)

Community Support

Community Litter Picking

Another great litter pick on Sat, 18th July, everyone
12 litter pickers cleared over 20 bags of litter from the golf club on Syon Lane, along Windmill Lane, under the M4, and north by the entrance to Long Wood up to the wall of the Sultan of Brunei's property. 8 of us from Osterley, 1 from Heston (bless you Rani!) were joined by 3 from Ealing, who did the section north of the M4.
If you would like to join our litter pickers, please contact Barbara on 07767 826197.
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Emergency Bike Bank – Crowdfunding

A Hounslow-based initiative has been set up to provide bicycles to NHS frontline staff – The Emergency Bike Bank (EBB). They will refurbish used donated bikes for NHS frontline medical staff and key workers to keep them moving safely to and from work.

- Donate on the crowdfunding page to support the Emergency Bike Bank (EBB) --> Donate to EBB
- If you have a bike that you no longer need or use, please think about donate it to --> Used Bike Donation

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If you want to donate to a Covid Charity - donate to your local hospital

Our local hospital, the West Middlesex, is run by the Chelsea & Westminster and West Middlesex Hospitals Trust. If you would like to make a donation to them to thank them for the great work they are doing, you can do so via the COVID-19 Rapid Response Fund .
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Or donate to a local food charity

If you want to make a donation to a local charity that provides emergency food and support and advice to those who are in need and live in the London Borough of Hounslow, then consider Hounslow Community Foodbox. Their appeal for funds can be accessed here.
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Or donate to the National COVID-19 Appeal

There is also a national appeal underway for funds to help those most affected by the epidemic. Further details are here https://nationalemergenciestrust.org.uk/coronavirus/
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Other News

Need help with home schooling ?

A number of high quality and subject matter expert approved resources are available for free for parents to keep the learning going at home whilst schools gradually reopen. They include subject-specific resources for:

- English
- Maths
- Science
- PE
- Wellbeing
- Special educational needs and disability (SEND)

These resources are approved by the Government and have been assessed with the support of subject experts to make sure they are high quality and appropriate for the students they are aimed at. The resources may be useful for parents in considering how they could support their children's education, but they should not be used in place of existing resources which schools may be using as part of their continued provision for pupils' education at this time. You can also find some home education tips for parents to help you. (Go Back)

Reduced Parking in Brentford

Hounslow Council have reduced the number of car parking spaces in Brentford. The bus lane through the centre of Brentford is now active from 7am – 7pm Monday to Sunday. Previously it had only operated from 7am -10am Monday to Friday. This means that the bays opposite Barclays Bank (installed to "encourage trade in the centre of town") will now no longer be allowed to be used for parking from 7am to 7pm. They run from 203-209 High Street.

Apart from the strange message it sends to people thinking of shopping in Brentford (if you use a car, the council don't encourage you to come any more…), what also struck us is the dual use of this piece of the road for car parking AND a bus lane. So when you park in a parking space on a road in Hounslow, study the nearby signs very, very carefully.
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Changes to Heathrow flight path for next few months

Heathrow Airport have closed one of their two runways for repairs and therefore changed the alternation to flight paths that previously happened between the two runways. This means the northern part of our area will experience more air traffic (see map here). They state

"*We have been exploring opportunities to carry out repairs to the southern runway whilst we are experiencing lower flight volumes because of the impacts of COVID-19. We have now taken the decision* ***to go ahead with the works which will begin in the week commencing 13th July 2020.***

In order to undertake the repairs, we will need to close the southern runway, meaning we will only operate from the northern runway during certain time periods outlined below. This will mean that for these periods of time, communities overflown by flights using the northern runway will experience more aircraft noise than they currently do today, whilst those communities usually overflown by flights using the southern runway will experience less aircraft noise. We appreciate that this will be disruptive for local communities and we have planned our works to minimise this disruption. We plan to complete the works in phases and the following sets out the details of this.

Phase 1 – full closure of the southern runway
In the first phase, from 13 July 2020 the southern runway will be fully closed (day and night) so that we can carry out more extensive repairs that require deeper excavation. During this period, only the northern runway will be in operation. We will continuously review the works to

ensure we bring the southern runway back to operation as soon as practical - we do not currently anticipate this to be before 2 August 2020 at the earliest.

Because of the length of time required to carry out this type of repair, it would not be possible to carry out these repairs overnight as we have done for previous runway maintenance, such as routine runway resurfacing or the works we will do in Phase 2 (see below).

Phase 1 Summary

- *From 13 July 2020 to after 2 August 2020 at the earliest, the southern runway will be closed (during the day and night)*
- *The works will take place Monday to Saturday between 7am – 7pm*
- *Only the northern runway will be in use during this period and so no runway alternation will take place.*

Phase 2 – overnight closure of the southern runway (7pm - 7am)

In this second phase, likely to be on or after 2 August 2020, the works will continue, but we will open the southern runway so we expect both runways will be in use between 7am – 7pm. During this period, we will follow the published runway alternation schedule - and runway alternation will take place at its usual time at 3pm when we are on westerly operations. We anticipate these works will continue into September and possibly through to October.

At 7pm each evening, the southern runway will close until 7am the following morning - meaning the northern will be the only runway in use during that time. Unlike in Phase 1, we will not be carrying out deep repairs during the night period - the repairs in Phase 2 are less extensive so there will be enough time to carry out the repairs overnight and have the southern runway serviceable again by the next morning.

Phase 2 Summary

- *From early August 2020 into September/October 2020, the southern runway will be closed for repairs between 7pm – 7am so only the northern runway will be in use during this period*
- *The repairs will take place every day between 8pm-6am*
- *Both runways will be in use between the hours of 7am – 7pm with runway alternation taking place at 3pm.*

We anticipate that these works will continue into September and possibly through to October, however we will need to review this nearer the time as this will depend on the operational situation such as the number of flight movements. We of course will keep you updated on the plans for this. *More information about the works including maps showing the areas most likely to be affected along with FAQs can be found on our website here."*

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Oyster cards now needed on Hounslow Buses

Most buses have returned to front door boarding and passengers are now required to touch in with Oyster, contactless and concessionary cards on all buses when they board. Passenger capacity limits have now also been increased in line with the Government's latest guidance, double-decker buses can now carry 30 passengers, while single-deckers, depending on size, can carry either 11 or 14 passengers. (Go Back)

More Strike Compensation from South Western Railway (SWR)

Were you impacted by the SWR last December ? If so, SWR is offering additional compensation to season ticket holders, weekly and daily ticket holders who travelled frequently during the strike back in December 2019.

Phase One of the scheme has seen around £2.6m of compensation paid to over 34,500 travellers so far who SWR held accurate and up to date details for. Of those customers, more than 97% were able to process their claims automatically without requiring support.

Phase Two of the scheme launches this week and they are now asking for customers who held, weekly season tickets and daily tickets, as well as those customers with longer-term season tickets who haven't been contacted by SWR during Phase One, to apply for compensation. Customers can apply for compensation by going to the dedicated page on the SWR website.
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Hammersmith Bridge Repairs & Piccadilly Line on hold

It is confirmed (as reported in the last eNewsletter) that the proposed Piccadilly Line signalling upgrade is on hold because of the financial crisis now engulfing TfL. The planned signalling upgrade, along with new trains, would increase capacity on the line by 60 per cent – and earlier this year, TfL boss Mike Brown described it as the network's "number one priority"; it would also have allowed the introduction of a full Piccadilly line service at Turnham Green station. But it is now on hold – as are repairs to Hammersmith Bridge.

The central government has already had to provide a £1.6 billion bailout in May to keep services running until October. TfL has faced a huge revenue hit during coronavirus – passengers fell 95 per cent on the Tube and 85 per cent on buses at the peak of the crisis, meaning 90 per cent of normal fares were lost. And that continues to be the case, as anyone travelling on public transport can see. So we should not expect any significant enhancement to local public transport facilities in the next few years…. (Go Back)

Wandsworth Bridge reduced traffic flows

Any of us from the area trying to drive across the river will know that Kew Bridge is badly congested due to the prolonged closure of Hammersmith Bridge, with no end in sight for that (see above article). And now it is about to get even worse, as Wandsworth Bridge has now moved to single lane traffic each way as part of planned refurbishment now starting. This will last for 2 months. Oh ,the joys of driving……. (Go Back)

Financial Boost for Isleworth & Syon School

Our local Isleworth & Syon School has been successful in its bid for funding for improvements. It has been awarded £725,000 to transform the school kitchen and refurbish and expand dining facilities to create an extensive dining room and Sixth Form study area. To accommodate these changes, the drama and music rooms will be re-sited to a new area of the school. Our congratulations to the Headmaster and his team ! (Go Back)

Local Care and Community Services

Careplace www.careplace.org.uk/ is a web directory of local care and community services and how to pay for them. On this page www.careplace.org.uk/Services/16122 you can download the useful current "Guide to Self-Funding Adult Social Care and Support Services in Hounslow".

The Community Information Guide from LB Hounslow is a register of voluntary and community groups in Hounslow and information about community buildings that are available to hire in the borough https://cig.hounslow.gov.uk. (Go Back)

TW8 Newsletter

You might have noticed that we frequently give links to news and stories on http://www.brentfordtw8.com/ (it covers TW7 as well as TW8). This is a very informative website, and you can sign up to receive their weekly e-newsletter. There are similar websites for Chiswick (http://www.chiswickw4.com/) and Ealing (http://www.ealingtoday.co.uk).
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