

## HOW TO REPORT PROBLEMS IN OUR AREA

Too many of us don't do anything when we see something not right, or say 'someone should do something about that'. Please, if you spot that something is not right (e.g. overfull litter bins, fly-tipping, illegal parking), then **don't ignore it, REPORT IT!** If you don't report it, don't assume someone else will. If we are all pro-active in reporting problems then we will see improvements in our environment. Here is how you can contact the relevant authorities to report problems. Take photos and attach them to any reports if you can.

ITEM	EMAIL OR WEBSITE	PHONE NUMBER
Abandoned Mobikes (local hire bikes)		0330 131 9789
Abandoned Tesco shopping trolleys	Download and use the app from <a href="http://www.trolleywise.co.uk">www.trolleywise.co.uk</a> ; or Twitter <a href="https://twitter.com/trolleywise">@trolleywise</a>	0800 505555 (option 6, then 4, then 2)
Abandoned vehicles	<a href="http://www.hounslowhighways.org/38-interactive-enquiries-map.html">www.hounslowhighways.org/38-interactive-enquiries-map.html</a>	020 8583 2000/5555
ASB (anti-social behaviour)	<a href="http://www.met.police.uk">www.met.police.uk</a> and alert your Neighbourhood Watch Co-ordinator	101
Bike Theft	Register your bike on this website <a href="http://www.bikeregister.com">www.bikeregister.com</a> ; you can report a stolen bike here too.	
Crime	<a href="http://www.met.police.uk">www.met.police.uk</a> and alert your Neighbourhood Watch Co-ordinator	101 (non-urgent) or 999 (emergency)
Dangerous driving (caught on DashCam)	If you have a dash cam in your car, you can send evidence of dangerous driving directly to the police. <a href="http://www.nextbase.com/en-gb/national-dash-cam-safety-portal/">www.nextbase.com/en-gb/national-dash-cam-safety-portal/</a>	
Dog fouling	<a href="http://www.hounslowhighways.org/38-interactive-enquiries-map.html">www.hounslowhighways.org/38-interactive-enquiries-map.html</a>	020 8583 2000/5555
Estate agent 'Let by' or 'Sold' signs	Signs should be removed after the transaction is completed. If you see any remaining, forward the location (address) and photos (if possible) to Councillor Tony Louki on <a href="mailto:Tony.Louki@hounslow.gov.uk">Tony.Louki@hounslow.gov.uk</a>	
Fly-tipping on private land	<a href="mailto:pollution@hounslow.gov.uk">pollution@hounslow.gov.uk</a>	020 8583 2000/5555
Fly-tipping on public land	<a href="http://www.hounslowhighways.org/38-interactive-enquiries-map.html">www.hounslowhighways.org/38-interactive-enquiries-map.html</a>	020 8583 2000/5555
Graffiti	<a href="http://www.hounslowhighways.org/38-interactive-enquiries-map.html">www.hounslowhighways.org/38-interactive-enquiries-map.html</a>	020 8583 2000/5555
Litter and full litter bins	<a href="http://www.hounslowhighways.org/38-interactive-enquiries-map.html">www.hounslowhighways.org/38-interactive-enquiries-map.html</a>	020 8583 2000/5555
Noise (Fri & Sat night, 10pm-4am)		020 8583 2222
Overgrown hedges and vegetation in parks	<a href="mailto:parks@hounslow.gov.uk">parks@hounslow.gov.uk</a>	
Overhanging vegetation on pavement	<a href="http://www.hounslowhighways.org/38-interactive-enquiries-map.html">www.hounslowhighways.org/38-interactive-enquiries-map.html</a>	020 8583 2000/5555
Overhanging vegetation on Great West Road	<a href="http://tfl.gov.uk/help-and-contact/contact-us-about-streets-and-other-road-issues">tfl.gov.uk/help-and-contact/contact-us-about-streets-and-other-road-issues</a>	0343 222 1234
Parking violations	<a href="mailto:parking@hounslow.gov.uk">parking@hounslow.gov.uk</a>	020 8583 5451/2
Planning infringements, eg suspected illegal HMOs (houses in multiple occupancy), beds in sheds, eyesores	<a href="mailto:planningenforcement@hounslow.gov.uk">planningenforcement@hounslow.gov.uk</a>	
Pot holes, ponding, uneven pavements	<a href="http://www.hounslowhighways.org/38-interactive-enquiries-map.html">www.hounslowhighways.org/38-interactive-enquiries-map.html</a>	020 8583 2000/5555
Problems in parks, including fly-tips there	<a href="http://www.hounslow.gov.uk">www.hounslow.gov.uk</a> , go to 'parks, allotments, cemeteries and open spaces'	020 8583 2000/5555
Refuse and recycling collection information (including missed bin collections)	<a href="http://www.hounslow.gov.uk/info/20002/recycling_and_rubbish">www.hounslow.gov.uk/info/20002/recycling_and_rubbish</a>	020 8583 2000/5555
Street lights (faulty)	<a href="http://www.hounslowhighways.org/38-interactive-enquiries-map.html">www.hounslowhighways.org/38-interactive-enquiries-map.html</a>	020 8583 2000/5555
Street signs (obscured)	<a href="http://www.hounslowhighways.org/38-interactive-enquiries-map.html">www.hounslowhighways.org/38-interactive-enquiries-map.html</a>	020 8583 2000/5555
Suspected untaxed/untested vehicles	<a href="http://www.gov.uk/report-untaxed-vehicle">www.gov.uk/report-untaxed-vehicle</a>	
Traffic lights (faulty)	<a href="http://tfl.gov.uk/help-and-contact/contact-us-about-streets-and-other-road-issues">tfl.gov.uk/help-and-contact/contact-us-about-streets-and-other-road-issues</a>	0343 222 1234

## OWGRA STREET REPRESENTATIVES

We have a team of Street Representatives who deliver newsletters and co-operate with the OWGRA Committee, but not all the streets in our area have Street Reps. We are particularly short of Street Reps in the north-west part of the area, i.e. Bassett Gdns, Penwerris Av, Cranmore Av, Stucley Rd, parts of Jersey Rd. If you can help, please get in touch.



130 Wood Lane, Osterley, TW7 5EQ  
 Telephone: 07562 385269  
 website: [www.owgra.org.uk](http://www.owgra.org.uk)  
 e-mail: [info@owgra.org.uk](mailto:info@owgra.org.uk)  
 Twitter: @OWGRA

Newsletter No. 9 January 2019

THIS NEWSLETTER CONTAINS IMPORTANT INFORMATION ABOUT YOUR AREA.

IF THIS NEWSLETTER IS BEING DELIVERED TO YOUR HOME, THEN YOU LIVE IN THE OWGRA AREA.

PLEASE KEEP THIS NEWSLETTER AS IT CONTAINS IMPORTANT CONTACT DETAILS OF WHERE TO REPORT PROBLEMS.

## STOP PRESS - PUBLIC MEETING ON LOCAL CRIME ISSUES

(organised by Neighbourhood Watch)

on Tuesday, 12 February 2019, 7.00 pm / SKY Osterley Campus, Grant Way, TW7 5QD

*Do come to this important meeting to see what can be done to help tackle the increasing crime in our area!*

Places are limited to 100 attendees, so pre-registration is highly recommended by e-mailing [info@owgra.org.uk](mailto:info@owgra.org.uk) or leaving a message on 07562 385269. Priority of admission will be given to OWGRA members.

Please arrive at the Visitors Reception (on Grant Way) by 7 pm to allow time to clear Sky security and then reach the Sky Central building, where the meeting will be held, which is a 10-minute walk from the Visitors Reception.

### Agenda for Public Meeting on Crime, Tues 12 Feb 2019

by 7.00 pm	Arrive at SKY Security Entrance
7.00 pm	Refreshments (courtesy of SKY)
7.30 pm	Introductions
7.35 pm	Update on Local Crime
	Proposal to install CCTV/ANPR cameras to address Crime & ASB
	[Speakers from the Police, Neighbourhood Watch and Hounslow Council]
8.30 pm	Q&A
9.30 pm	Close of meeting

## Proposals for CCTV / ANPR Camera systems in the Osterley & Spring Grove area

The Neighbourhood Watch team in the Osterley & Spring Grove area has recently learnt about other areas in London (and elsewhere) who have financed and installed high resolution CCTV and ANPR cameras (which capture car number plate details - Automatic Number Plate Recognition), which provide Police with essential information on unwanted activities at any time of day or night. As a result, it was reported that criminal activities significantly reduced and a high rate of convictions resulted from evidence provided by the scheme. The team is investigating installing a similar system in this area, with the first proposed installation covering a number of streets, and then potentially rolled out incrementally across the area sub-

ject to funding, residents' views, the impact of the system on crime, etc. Each such extension of the system would need to be funded by local residents in the impacted streets, ideally of £100 (or whatever contribution you feel able to) towards the cost of the system. The data captured would be stored on a CCTV system managed by the Osterley Neighbourhood Watch. This would not be monitored or accessed on an ongoing basis. All information captured by it will only be accessed in response to specific requests, by person(s) trained, qualified for the purpose and security-vetted, and will only be given to and used by the Police. Data will be accessed and extracted from it either in response to a re-

quest from the Police (e.g. has car reg NNNNNN been recorded in the area), or by the Police themselves to gather data after a crime (e.g. following a burglary, Police review, extract and download footage of the perpetrator). It is being funded and run by the Neighbourhood Watch team because the Police do not have the resources or funds themselves, and it is of direct benefit to residents.

The sole reason for installing this system would be to improve safety and reduce crime in your local area. Residents need to ensure they are comfortable with the greater level of surveillance versus the impact on crime and ASB (anti-social behaviour).

SAVE THE DATE for the OWGRA AGM on Thursday evening, 23 May 2019

## OWGRA MEMBERSHIP - ONLY £5 PER PERSON PER ANNUM

In the last year OWGRA has worked on major planning applications (Access Storage at Gillette Corner (south), Adini redevelopment, Brentford FC Training Ground redevelopment, flats at Osterley Station car park), Crime/ASB, Conservation Areas, ASB in Tesco Car Park, traffic management around Nishkam school, Osterley Park Hotel operations, attended many meetings and spoken on a number of planning applications, all on behalf of local residents.

The more members we have the greater our chance of being able to influence local developments. The money is used for producing newsletters, running a website and organising public meetings. Current membership runs to March 2020. There is a membership form with this newsletter and on our website. **SUPPORT OWGRA NOW!**

## LOCAL AREA

We are blessed with a wide range of sports and community facilities and other assets in the area, which we are trying to protect as they are an essential part of the character of the area that we all value so much. The best way to ensure these remain is to use them! Some examples below.

Club	Location	Sports	Other facilities	Website
Goals	MacFarlane Lane	Football	Bar / Room for hire	<a href="http://www.goalsfootball.co.uk/clubs/south-east/gillette-corner/">www.goalsfootball.co.uk/clubs/south-east/gillette-corner/</a>
Grasshoppers Rugby Football Club	Syon Lane	Rugby / Netball	Bar / Restaurant / Room for hire	<a href="http://www.grasshoppersrfc.com/">www.grasshoppersrfc.com/</a>
Indian Gymkhana Club	Thornbury Avenue	Cricket / Football / Hockey	Bar / Restaurant / Banqueting suite / Room for hire / Gymnasium	<a href="http://www.indiangymkhanaclub.co.uk/">www.indiangymkhanaclub.co.uk/</a>
Old Isleworthians	Wood Lane	Football / Rugby / Cricket	Bar / Room for hire	<a href="http://www.isleworthians.co.uk/">www.isleworthians.co.uk/</a>
Osterley Bowls	St. Mary's Crescent	Crown Green Bowling		<a href="http://www.osterleybowlsclub.org/">www.osterleybowlsclub.org/</a>
Osterley Sports & Athletic Centre	Wood Lane	Athletics / Badmington / Basketball / Bowls / Table / Tennis / Netball / Volleyball		<a href="http://www.fusion-lifestyle.com/centres/osterley-sports-athletics-centre/">www.fusion-lifestyle.com/centres/osterley-sports-athletics-centre/</a>
Greenwood Osterley Archers	MacFarlane Lane	Archery		<a href="http://greenwoodosterley.wixsite.com/archers-board">http://greenwoodosterley.wixsite.com/archers-board</a>
St. Mary's Tennis Club	Musgrave Road	Tennis	Clubhouse for hire	<a href="http://www.stmarystenniscub.co.uk/">www.stmarystenniscub.co.uk/</a>
Thistleworth Tennis Club	Ridgeway Road North	Tennis / Bridge / Table tennis	Bar / Room for hire	<a href="http://www.thistleworth.net/">www.thistleworth.net/</a>
Wyke Green Golf Club	Syon Lane	Golf	Bar / Room for hire	<a href="http://www.wykegreengolfclub.co.uk/">www.wykegreengolfclub.co.uk/</a>
Wycombe House Sports and Social Club	Jersey Road	Cricket / Tennis	Bar / Room for hire	<a href="http://www.whtennis.co.uk/">www.whtennis.co.uk/</a> <a href="http://www.wycombehousecc.co.uk/">http://www.wycombehousecc.co.uk/</a>
<b>Parks and Open Areas</b>	Osterley Park, Jersey Gardens, Wyke Green, open space around the junction of Jersey Road, Syon Lane and Windmill Lane, and Marbaix Gardens. Smaller open areas like the centre of Leigham Drive and the pedestrian connection between The Grove and Harvard Road.			
<b>Library</b>	Osterley Library. Accessible from both St. Mary's Crescent and the Great West Road.			
<b>Shops and restaurants</b>	The village-like parade in Thornbury Road (north), including the bookshop in the old Osterley Underground station building, the parade along Syon Lane and the shops on the London Road near Isleworth Station. Please make use of them; they need your business.			

## THE FUTURE

There will be changes in Osterley, so we need to ensure your voice is heard to help to enhance rather than damage the area.	
<b>Great West Corridor</b>	Hounslow Local Plan for the next 15 years has classified the Great West Road from the Gillette Bulding to Gunnersbury Station as an Opportunity Area, with a proposed 7,500 new dwellings and 14,000 new jobs created.
<b>Gillette Building</b>	This Grade II-listed building will not remain being used as a film set location as it is currently. There are rumours about redeveloping it into offices, plus some retail.
<b>Homebase</b>	The store will remain open for at least a year, but there already appear to be developers looking at this site.
<b>Conservation Areas</b>	The Council has issued their proposals for the Spring Grove and Osterley Park Conservation Areas. These don't stop development but provide a greater degree of protection against inappropriate or excessive development.
<b>Residential Extensions Guidelines</b>	You can find out what developments will be permitted by the Council as 'add-ons' to existing residential properties by consulting these guidelines at <a href="http://www.hounslow.gov.uk/downloads/file/395/residential_extension_guidelines">www.hounslow.gov.uk/downloads/file/395/residential_extension_guidelines</a>

## UPDATE ON LOCAL CRIME

Thankfully, our area is a relatively safe area to live in, but we are still seeing rising levels of crime, especially with burglaries, drug dealing and ASB, plus some cases of high-value car theft, attempted ATM scams, attempted moped mugging, bogus tradesmen.

### LOCAL LAW ENFORCEMENT

We have a Safer Neighbourhood Team of Police who are dedicated to this area. The team consists of **Sergeant Carl Massey**, **PC Carl Scully**, and **PC Greg Price**. They cover all local policing for this ward. There is a lot for them to do, and to be effective they need our help to report any and every incident we see which we think requires their attention.

<b>999</b>	Emergency (threat to life or property), requires immediate police attendance.
<b>101</b>	Non-emergency (the threat has gone and there is no further threat to life or property), anti-social behaviour and any other non-urgent calls which do not require immediate police presence (cost of the call is 15p whatever the length of the call, and the waiting times can be long, so please don't hang up).
<b>0800 555111 - Crimestoppers or <a href="http://crimestoppers-uk.org">crimestoppers-uk.org</a></b>	A non-emergency confidential phone line to report any suspicious activity anonymously to police with regards to people, vehicles or properties, without having to give out your personal information or contact details.
<b><a href="http://www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/">www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/</a></b>	To report crime or other matters online.

### NEIGHBOURHOOD WATCH

In addition, there is a very active Neighbourhood Watch (NW) scheme in the Osterley & Spring Grove Ward area. It now has NW Coordinators in a number of roads in the area, who watch out for unusual activity in their road and keep their neighbours informed via WhatsApp. More people to volunteer as NW Coordinators are needed; if you are interested please contact OWGRA.

### OWL

The police have recently launched a new computer system called OWL (<https://www.owl.co.uk/>). The aim of the system is to establish direct communication from the local police to residents. If you register, you will receive emails from the police whenever anything happens in the area that they wish to alert you of. Details of how to register are on the link above.

### HOW TO REDUCE THE RISK OF BEING A VICTIM

<b>Your Home</b>	All external doors should be protected by a mortice lock.
	All windows (upstairs and downstairs, especially Victorian sash windows) should be fitted with at least one appropriate lock.
	Close and lock all windows and doors and especially when going out.
	Your house should look lived in, even when you're out. Close the curtains and leave a light on.
	Please do not alert criminals by posting up on social media when you are away - it just advertises that your home is empty.
<b>Your Garden</b>	Outbuildings (sheds, garages, etc.) should be secured with a weatherproof padlock.
	Lock outbuildings when not in use and don't leave keys in shed or garage doors.
	Don't leave possessions such as bicycles outside and unsecured in your garden. Store them in a locked outbuilding or lock them. If you have a side-gate, make sure it is locked. Make sure your rear garden fence is difficult to climb over.
<b>Your Vehicle</b>	Close car windows and lock car doors when leaving your car.
	Do not leave anything on display in your car; even an empty shopping bag can tempt a thief to smash a window.
	Register your bike on this website <a href="https://www.bikeregister.com/">https://www.bikeregister.com/</a> ; you can report a stolen bike here too.
	Secure mopeds/motorcycles/cycles to street furniture with decent locks.
<b>Online &amp; Phone scams</b>	Be suspicious of anyone who calls up "out of the blue".
	Avoid anyone who asks you to do something quickly/without telling anyone else (e.g. move your cash to a different account).
	Guidance on scamming <a href="https://www.gov.uk/government/publications/frauds-tricks-and-scams/fraud-tricks-and-scams">https://www.gov.uk/government/publications/frauds-tricks-and-scams/fraud-tricks-and-scams</a>
<b>Out and About</b>	Do not use your mobile phone or any other gadgets in the street without being aware of your surroundings.
	Avoid displaying items of value when walking on the street (e.g. expensive watches).
	Make sure bags cannot be easily snatched (e.g. laptop bag worn with strap across the body rather than carried in one hand).
<b>Bogus Workmen</b>	Never accept a quote or offer to do work from someone knocking on your door who you have never met before.
	The more someone says you need to act now, the more suspicious you should be.
	Phone the company to verify the people, check on <a href="http://www.checkatrade.com">www.checkatrade.com</a> and make an appointment for them to come back at a later date, so you are not rushed into making a decision.