

Housing Matters

News from your Council



TCC update:
Housing
Management
decision

Satisfaction
survey results
The new repairs service
Tackling anti-social behaviour
Activities – something for
everybody!
...and much more



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Welcome by Kim



This issue's update from the Tenants' Consultative Committee, which you can read on page 5, reports that the committee has decided that the Council should continue to manage your home. This is on the condition that the Council commits to the continuous

improvement of its services and is at the forefront of delivering the highest standards of housing management.

I welcome this outcome and am therefore very pleased that this fourth issue of *Housing Matters* is again packed full of information about how we continue to work hard to provide you with a better service.

Key to this is the undertaking we have given to you to do exactly that. This undertaking is called the Residents' Charter and recognises what's important to you: anti-social behaviour, customer service, digital access, repairs and greater involvement. So highly do I value and respect this document that I have put my name to it.

So this edition continues the narrative which we began with the first issue of *Housing Matters*: sharing with you step-by-step the huge effort we are taking, together with residents, to improve services across the board.

The evidence of this is mounting and that's what this edition is all about. So, the article on repairs (pages 6 and 7) sets out in an informative and attractive way what's been done, symbolised by the replacement of Repairs Direct with the Repairs Service.

The anti-social behaviour article on pages 8 and 9 confronts this serious subject full on. To be able to enjoy your home and surroundings without disturbance is something everyone deserves and we want to make that a reality, taking tough action wherever necessary.

It's because we have listened to you that we're sure about what needs to be done. The resident survey results on pages 10 and 11 provide a detailed analysis of this. I'm very glad to see this here, so that you have a helpful summary of what you told us and what we're doing.

On a lighter note, do look at the list of activities that are held around the borough for people of all ages. Also, a good time was clearly had by all at the Senior Citizens' Annual Party. Wonderful!

Finally, I'd like to thank everyone who comes to the monthly TCC meetings. These are always very well attended and they have had a huge impact on the progress being made. All this is greatly appreciated.

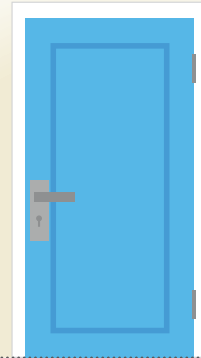
Best wishes

Cllr Kim Taylor-Smith
Deputy Leader

News in brief

Front door replacement update

Our front entrance fire door replacement programme has re-started, as door sets (a door set is made up of both the door and the frame) which have passed stringent tests, have come back onto the market. In March we completed the tender process to find a new manufacturer supplier to start a replacement programme for installing 2,000 doors across the borough in 2019-2020; if all goes to plan, this will start in May. Every tenant affected will be contacted directly about the installation process, which is the first phase of a three year programme to replace 4,500 doors in total.



'Your Home' visits are starting

We're committed to ensuring that residents receive a high quality housing management service. We'll therefore be visiting every home to talk to you about the services we offer. This might include advising you on a tenancy matter, logging a repair and explaining how you can get involved with the management of your home; also, we'll be making sure that all the information we hold about you is up-to-date. Look out for more details in the next issue.

Champion your gardening skills!

We're planning a whole range of fun and informal gardening events this summer for council housing residents of all ages. These will include nominating best kept secrets, a biggest sunflower competition for children and a biggest pumpkin competition in time for Halloween.



To find out more and request a Garden Champions' pack:

Tel. 020 8968 2795

Email: gardenchamp@rbkc.gov.uk

www.rbkc.gov.uk/gardenchamp

Correction

The leaseholder services article, p11 of the Winter 2018 issue of *Housing Matters* incorrectly stated that we would be "limiting major works final bills to 15 per cent variance". This should have read "...20 per cent variance". We apologise for the error and any inconvenience this may have caused.



Manage your community centre

Are you a member of a residents' association? Would you like to run the community centre on your estate, one of the borough-wide KC Places venues?

If your association takes this on, you'll be in charge of day-to-day management – including the bookings. The income generated will belong to your association and could be used to fund community projects and activities.

Interested? Please contact us below.

Community Investment Team

Tel. 020 8964 6061

Views being sought on new homes in North Kensington

New homes are planned for North Kensington after the Council announced a new much needed home building programme for the borough.

The programme will deliver a total of 600 homes, including at least 300 homes for genuinely affordable social rent, along with other facilities.

The first Council-owned sites under consideration are at Kensal Road, Acklam Road, Hewer Street and Barlby Road – all in W10.

The new Council homes will be built on land which we already own, without the loss of any existing homes. The building of other homes for open market sale and rent will help pay for these new social rent Council homes as part of this plan. Our aim is for construction to start on the first sites in 2020, with all building work finished on the later phases by the end of 2024.



Since the Council announced the programme in October last year, we have started consulting with residents in North Kensington about the plans. To date we have held four drop-in sessions, with more planned. The Council's New Homes Delivery Team is using feedback to shape proposals for each site.

Funding has been awarded by the Greater London Authority; this grant, which is for £33.6m, will help build the social rent homes.

For the latest information about the consultations:
www.rbkc.gov.uk/new-homes

Fire safety Help us to help you stay safe

1 Avoid trip hazards by keeping stairwells, corridors and walkways free from belongings.

2 Test your smoke alarm regularly.

3 If you have a balcony, don't use it to store flammable items.

4 Let us in to service your boiler.

5 Let us in if we're due to replace your front door.

Thank you.



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Tenants' Consultative Committee (TCC) update



**your home
your voice**

You have told us that you want the Council to continue managing your home

Your Home Your Voice was a programme of resident engagement for tenants and leaseholders of council homes in Kensington and Chelsea. It asked residents two important questions:

- How they want their council housing to be managed in the future;
- How they want to be involved in future discussions and decision-making about their homes.

A residents' steering group, working alongside council officers, chose independent engagement organisation Traverse to run *Your Home Your Voice* and then worked with Traverse to design a programme of widely publicised resident engagement events that would address these questions. They asked the questions through a series of 11 meetings held by Traverse across the borough; Traverse also met six community groups to strengthen the input from residents less likely or able to attend the open events.

The consultation found that most residents preferred the option of housing being owned and managed directly by the Council. Residents felt it offered the most security and benefits, including clear routes for holding those in charge to account for their decisions and performance. This view was shared amongst both tenants and leaseholders.

Whilst supportive of the existing ownership and management model, however, most residents qualified this by saying they wanted more resident engagement in how housing is managed.

The Tenants' Consultative Committee debated the Traverse report on 25 March and decided that the Council should continue to manage residents' homes on the condition that the Council commits to the continuous improvement of its services and is at the forefront of delivering the highest standards of housing management. Residents also want to be meaningfully involved in how their homes are managed and work with the Council to develop pioneering and solid arrangements for resident engagement.

This decision does not stop residents exercising the right to manage and the Council committed to supporting any groups who wish to explore this option. If you would like more information on this, please contact us at housingconsult@rbkc.gov.uk

The Council is very grateful for the support, patience and commitment that residents have shown and recognises that there is still a long way to go to rebuild trust and is committed to delivering the much needed service improvements in partnership with residents.

What is the Tenants' Consultative Committee?

The Council works closely with the TCC on developing policies and delivering service improvements. In addition to a monthly meeting, residents from the TCC are working with the Council on service improvement through six task and finish groups:

- the procurement of major works
- repairs and maintenance services
- anti-social behaviour management
- workforce development
- complaints and customer service
- estate services



The Council's new Housing Repairs Service: what it means for you



by Martin Greenway, Head of Housing Repairs

On 1 April the Council took direct control of the repairs service, which has been provided by Repairs Direct since 2013. This means that the staff from Repairs Direct have transferred across to the Council to join a new repairs service.

We know that residents deserve a high quality and responsive service. I started as the new Head of Repairs last October and saw immediately that we have a fantastic opportunity to make significant improvements.

This is what we're planning over the next 12 months:



Public service values

Former Repairs Direct staff will work to the same values as the rest of the Council. The service will therefore move from a contractor mindset to one of public service. We will build a high quality repairs team, with everyone knowing their role.



Work 'up to a standard' not 'down to a price'

Both your feedback and our data tell us that some previous jobs were not up to scratch. The Council is committed to ensuring that both our materials and workmanship will be of high quality.



Longer working hours

We realise that carrying out repairs 9-5 Monday to Friday isn't convenient for everyone. So later this year we will start offering Saturday appointments; we will also extend our Customer Service Centre opening hours from 8am to 6pm (currently it's 9am to 5pm).



New uniforms and vehicles

Our staff will be issued with new navy blue uniforms. We have also ordered a new fleet of vans; these will have more space in the back, meaning that we can carry more parts and in turn increase the number of times we complete a job in one visit.



Investing in our people

We aim to do as many jobs as possible ourselves, rather than contract them out. We will be taking on apprentices who live in the borough, working with local colleges on their training and development.



A new repairs policy and handbook

This policy will set out what sort of service tenants can expect to see. A task and finish group was set up to look at our existing policy and to recommend improvements. As part of this process we will consult with all tenants.



Customer Service Centre

Most calls which come into the Customer Service Centre are to request repairs. That's why the Council has recently put telephone handling and the delivery of repairs under single control. We can therefore improve call handler training so that more detailed information is given to the tradesperson before they arrive at your home.



Improved IT systems and back office functions

The back office is really important: it's the bit you don't see, holding everything else together. We make sure all of our jobs are well planned and that both emails and invoices are processed on time. Also, we're making IT improvements so that we can run the service more efficiently.



A review of contractors

We're reviewing which contractors we use, in order to get the best quality, value and service from them. We will hold them to the same service standards as we would expect from our own staff.

Consultation on a new repairs policy is underway and we want to hear your views. We'll email the policy and questionnaire to those of you who have said you prefer to get information online. Others will be sent a paper copy shortly. Please return the questionnaire in the pre-paid envelope or complete the online survey by Friday 3 May 2019.



We're tackling anti-social behaviour

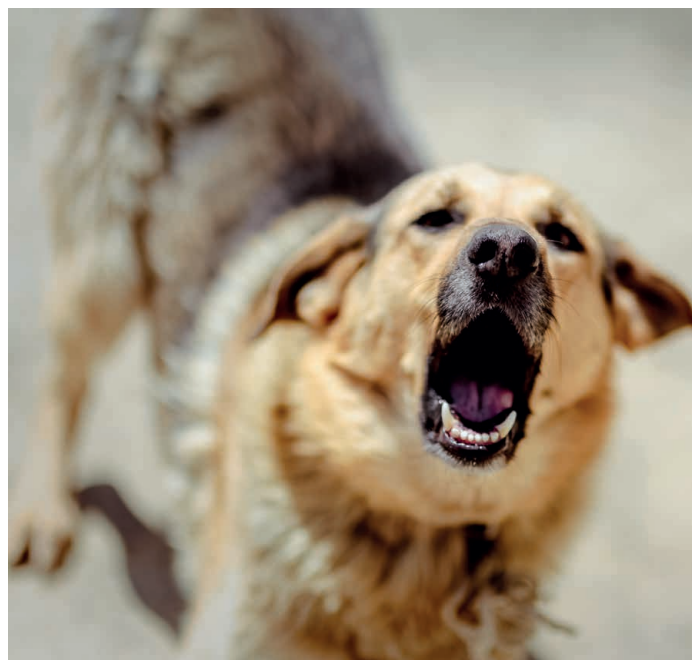
We want everyone on our estates to enjoy living in their home, but this can depend on everyone's willingness to be a good neighbour.

It requires everyone's tolerance of different lifestyles and being prepared to give and take, but equally letting us know if you experience anti-social behaviour.

This can include, without being limited to:

- X harassment and intimidation including racial, homophobic and hate crime
- X noise nuisance including loud music and slamming doors
- X power drills and home improvements
- X dog fouling and excessive barking
- X illegal drug use
- X groups of people creating a threatening or intimidating atmosphere
- X graffiti, fly-posting, fly-tipping and vandalism
- X allowing gardens to become overgrown
- X abandoned and untaxed vehicles
- X allowing illegal activity to take place in or around the home.

At the Council we take all reports of anti-social behaviour very seriously. We know that it can be upsetting to those who experience it and we won't hesitate to take tough action against the perpetrators. Causing it is treated as a breach of the tenancy conditions, which means that if the behaviour continues the perpetrators are at risk of losing their homes.



Since March 2018 we have:

- ✓ issued 96 first stage warning letters, 17 reminder letters, and two final warning letters
- ✓ served 13 notices of seeking possession
- ✓ applied for and secured four court injunctions
- ✓ evicted three tenants

If you are experiencing anti-social behaviour, don't suffer in silence. We're here to help, so when you report it to us:

- we can arrange to see you in the office or at your home to discuss your concerns
- we will ask you to make a note of the date and time the anti-social behaviour took place
- we will work with other Council teams, such as Environmental Health and Social Services, and agencies such as the police and mediators to try to resolve the issue
- we can refer you to other agencies for extra support, help and advice if needed
- we will act quickly to address the issue with the perpetrator
- we will keep you informed about the progress of the case
- we will support you should you be asked to give evidence in court
- we will ask you for your views on how the case was handled.

A task and finish group made up of residents and Council staff has been meeting over the last few months to look at how we can further improve the service we offer. The group has reviewed the



anti-social behaviour policy, looked at best practice from elsewhere, and developed new service standards. Look out for details of these in the next edition of *Housing Matters*.

To report anti-social behaviour

W2, W10 or W11 (excluding Lancaster West) postal areas:

Tel. 0800 137 111

Email: HM-HousingNorth@rbkc.gov.uk

SW3, SW5, SW6, SW10, W8 or W14 postal areas:

Tel. 0800 137 111

Email: HM-HousingSouth@rbkc.gov.uk

Lancaster West:

Tel. 07710 053431 or 07710 053437

Email: LancasterWestoffice@rbkc.gov.uk



Resident satisfaction survey results

In August last year, just a few months after taking back the management of homes, we sent a survey to all residents asking about your home and your housing service. Our thanks to all **1,893** residents who completed it.

Thank you to everyone who shared their views on our performance during last August/September 2018. This was the first borough-wide resident satisfaction survey completed since the Council took back housing management services in March 2018.

We commissioned the survey to give us a helpful baseline against which we can now measure the impact of changes we are making to improve your housing services. We know that we have a lot to do, and we will use this data to identify what progress we have made in improving services when we compare this with the next survey. This will be sent to residents during summer 2019.

The Council is committed to turning these services around. We accept wholeheartedly that it is not good enough for only 46% of residents to be satisfied with their homes and services – that's why we will be investing £267m in your homes over the next seven years and why the Housing Management Service is reviewing how we deliver estate services. We are determined to provide an outstanding housing management service which really puts our residents at the heart of everything, so they can directly influence service improvements, policies and decision making. In addition to the monthly Tenants' Consultative Committee (TCC) meeting, residents are working with us on a series of 'task and finish' groups, who cover a wide range of housing issues, from repairs and maintenance to anti-social behaviour and estate services.

We continue to hold a series of Listening Forums in different locations about the borough, where our leadership team want to hear your views, answer your questions and listen to your concerns. Please visit www.rbkc.gov.uk/listening-forum to find out about your local forum.

If you have any queries or want to make any comments about our services please email us at housingconsult@rbkc.gov.uk

Satisfaction survey: what you told us and what we're doing

Your home and services

- **46%** of residents were satisfied with the service provided.
- We have been working with residents through Tenants' Consultative Committee and six task and finish groups to put in place a programme of service improvements so that we can deliver the changes we need. Together we have produced a Residents' Charter, which sets out what our commitment to you is.

Your neighbourhood

- **72%** of residents are satisfied with their neighbourhood as a place to live.
- We've reviewed estate services with the involvement of residents and are now consulting the Tenants' Consultative Committee about what this service should look like in future. We will also be working with local residents' associations to develop local estate management plans.

Repairs

- **45%** of residents were unhappy with the way we dealt with repairs.
- We've already made changes to the repairs service, including hiring more staff, carrying more stock in our vans and producing a new repairs policy and handbook with tenants. We now carry out regular surveys on satisfaction with repairs and our latest performance figures show that 83% of residents were happy with the Repairs Service.

Contact and communication

- The most popular ways for residents to receive information was through leaflets and flyers (**55%**) and *Housing Matters* (**42%**).
- We will continue to publish *Housing Matters* and look at innovative ways to share information in future. We're committed to providing an open and transparent service and want to share our progress with you.

Anti-social behaviour

- Only **18%** of residents reported any anti-social behaviour (ASB) in the last 12 months, but **50%** of those who did were dissatisfied with the response.
- We've reviewed and published our ASB policy and standards, with the help of residents. We are investing in training and have made a commitment to residents that we won't hesitate to take all the necessary action against those who breach their tenancy or lease.

Complaints

- **68%** of residents were dissatisfied with the outcome of their complaint.
- Comments provided by residents indicated that previously complaints were not responded to or took too long. We have increased the number of staff in the Customer Experience Team, to help improve the complaints process, and we have improved the time taken to respond to residents' complaints from 49.9 days in March 2018 to 23.2 days in February 2019.

Service priorities

The top three priorities are:

1. Repairs.
2. Quality of homes.
3. Listening to your views.

We agree with these priorities and improvements are already underway. We will continue to ask for your feedback to help us create a service that you will be proud of.

Residents' Charter

There has long been a lack of trust of the TMO and the Council in terms of delivering good, speedy and high-quality services. In order to deliver a decent service the Council is working with residents to agree this Residents' Charter, which lays out the key duties and responsibilities of the Council to our tenants and leaseholders. The Charter also includes the duties of tenants and leaseholders to each other and the Council, including maintaining homes and keeping them safe.

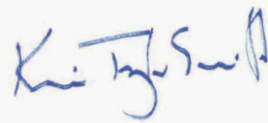
This charter recognises a number of resident priorities:

- 1 Anti-social behaviour (ASB)** is an issue that causes residents great concern and anxiety, and feedback to date has focused on the need for clear rules and for fair and strong enforcement.
- 2 The 'customer service'** being delivered has not been meeting residents' expectations, although it is improving. Delivery of frontline services can be confusing and residents often do not know who is responsible for what.
- 3 Greater provision of a digitalised service** to allow residents to access services online with minimum intervention.

- 4 Delivery of an effective repairs service**, including the processes for reporting, logging and responding to repair requests.

- 5 Involving residents** to make sure we are focusing on the key areas that are most important to you.

This is the start of how the Council will build better housing, improve estates and work in collaboration with our residents to deliver on our commitments.



Councillor Kim-Taylor Smith
Deputy Leader
Grenfell and Housing

This table summarises the two-way commitment between the Royal Borough of Kensington and Chelsea's Housing Management service and its tenants and leaseholders, to encourage a culture of mutual trust and respect, partnership working and community cohesion.

As your landlord, **we will:**

Treat you fairly, as an individual and always be honest about what we can and cannot do.

Create genuine opportunities for you to work with us and tell us what you think about our services. Use your feedback to shape and improve the services you receive, making better use of technology where possible.

Take all reports of anti-social behaviour seriously, investigate and take appropriate enforcement action whenever possible.

Maintain your home so it is safe, secure and weather-tight in accordance with the conditions of your tenancy agreement or lease, ensuring that both Council operatives and sub-contractors deliver professional services.

Let you know in advance when we may need to access your home, or when work in communal areas might affect you.

Provide high quality, professional services that are easy to use, offer good value for money and provide information that makes sense, is transparent and accurate.

Be clear with what our, and your, responsibilities are so there is no confusion and abide by the conditions of your tenancy or lease agreement.

What you can do **to help us:**

Treat the Council's officers and contractors fairly, and with the same level of respect you expect to receive.

Help us by telling us when things go well and when they don't, so we can use your feedback to measure and improve services.

Respect your neighbourhood and act considerately towards your neighbours, and ensure your family and visitors to your home do the same.

Respect your home and help us to keep it in good condition by reporting all repairs promptly, and carrying out any minor repairs you are responsible for.

Give reasonable access to your home so we can maintain it and keep you safe.

Pay your rent, service charges and other money owed to us on time and in full so that we can invest this back into your home, neighbourhood and services.

Understand and keep to the conditions set out in your tenancy or lease agreement.

Disability Forum **forges ahead**

The Council wants to make sure that we deliver the right services for our residents and this means making sure that Housing Management recognises people's individual needs if they have a disability.

However, we can't deliver the right services without finding out from residents what these should look like; this is why we have established the Disability Forum, so that we can get your input.

The forum has now met three times and residents have told us that we need to start to look at the following areas:

ISSUE

Repairs response times: do we review our response times when arranging repairs for people who may be vulnerable?

ACTION

We'll be working with the Customer Service Centre to look at the fast tracking of repairs.

ISSUE

Adaptations: how can we speed these up?

ACTION

Work is underway to combine the Council's two different adaptations teams to share skills and resources and to free up resources for a dedicated occupational therapist.

ISSUE

Major works: these need to take account of people's specific needs, so that we can meet them when carrying out largescale work.

ACTION

Procedures will be developed for major works that will set out how staff should work with residents to identify their specific needs.

ISSUE

Fire safety: do we know who needs help in the event that they have to evacuate their homes?

ACTION

A new team is being established to visit residents and they will make sure that we have up-to-date information about who needs extra help.

Residents have directly influenced these priorities through their feedback at the forum. As there is still work to do on the above actions we want to hear from as many residents as possible. Also, we hope to develop a protocol for addressing disabled residents' needs.

Please help us by coming and sharing your views with us at a future meeting at the Town Hall:

Thursday 2nd May at 6.30 in CR1 KTH

17 June 2019

Transport to the forum can be arranged, depending on demand and people's needs
Grazyna Wilk

Tel. 020 7745 6686

Email: grazyna.wilk@rbkc.gov.uk

Residents' Personal Development Academy

A survey at the end of last year identified five topics which residents would most like to see provided as personal development training sessions. The following free sessions have therefore been arranged:

Avoiding and dealing with stress	23 May
Meetings and committee skills	13 June
Building confidence	9 July
How to be happy	10 September
Speak up! Getting your point across and negotiating	17 October

All sessions will take place from 6pm to 8.45pm, unless advised differently, and will be held at 346 Kensington High Street, W14 8NS.

Contact
Community Investment Team
Tel. 020 8964 6061
Email: robin.lawrence@rbkc.gov.uk

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ARE YOUR HOME CONTENTS INSURED?



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Household Contents Insurance

Brought to you by Consortium Procurement



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

The Royal Borough of Kensington and Chelsea has teamed up with insurers RSA and URIS Group to provide a home contents insurance scheme for Council tenants. Along with peace of mind, the scheme provides extremely affordable rates and various different payment methods.

Features and benefits include:

- Zero excess.
- The price of the insurance starts at 57p per week (depending upon sums insured and payment method).
- Sums insured start from £4,000.
- Various payment methods – you can choose to pay either weekly, fortnightly, monthly or annually.
- Full accidental damage cover available.
- Optional extra cover available for personal belongings, wheelchairs and electric scooters, hearing aids and pedal cycles.

For an application form and policy booklet call us on **0800 137 111** or collect one from your local neighbourhood office.

Call RSA on **03456 718172** for more information about the scheme.





Activities

Youth

World's End After School Club

Every Wednesday 2.45pm to 5.15pm

Chelsea Youth Club
Blantyre Street
SW10 0EQ

A safe environment where you can also chill with your friends and chat with trained workers.

Cricket and football

Term time only

Every Tuesday 5pm to 7pm

Hazelwood Pitch
Appleford Road
W10 5EA

Every Friday 6pm to 8pm

St Luke's Five-a-Side Pitches
151 Sydney Street
SW3 6NH

Every Saturday

Juniors (ages 10 to 13) 4.30pm to 6.30pm

Seniors (ages 14 to 23) 6.30pm to 8pm

Westway Sports & Fitness Centre
1 Crowthorne Road W10 6RP

Every Thursday 5pm to 8pm

Senior Youth Club (ages 13 to 19)

Kensal Resource Centre
Bosworth Road
W10 5EF

Older people

Health walk Grand Union Canal

Every Monday 10.30am to 11.30am

Meet in the left side of the foyer of Sainsbury's, Ladbrooke Grove, W10 5AA

Cost: free

Come and join an enjoyable and pleasant walk, designed to increase physical activity while offering an opportunity to socialise with people along the way. Bring a friend and take part in the delights of the canal.

Latin and ballroom dance

Every Monday 2pm to 3pm

St John's Church
461-463 King's Road
SW10 0LU

Cost: £2.10

Ever considered Latin or ballroom dancing?

Look no further, as this class is for you. Every session there are new moves and most importantly new people! Dance is also a great way to improve your fitness, posture and flexibility. Complete a short form to find out more about this and other activities.

Nordic Walk

Every Thursday 5pm to 6pm

Holland Park, W8 6LU

Cost: free

This walk is beneficial for everyone. You will tone the upper and lower body at the same time by using 90 per cent of the skeletal muscles and burn up to 46 per cent more calories than ordinary walking. Great for the heart and lungs and ideal for neck, shoulder and back problems.



The Curve Community Centre 10 Bard Rd, W10 6TH

Taekwondo

Master the Korean form of martial art with free sessions available for all ages and abilities. No booking required – just drop-in!

Every Friday

4pm to 4.30pm **Beginners: age 4 to 6**

4.30pm to 5.30pm **Beginners: age 6 to 12**

5.30pm to 6.30pm **Intermediate: age 6 to 12**

6.30pm to 8pm **13 plus (teens and adults)**

Every Sunday

11am to 12noon

Beginners: age 6-12

12noon to 1pm

Advanced: age 6-12

1pm to 2.30pm

13 plus (teens and adults)

Salsa

Come and let loose and show off your best moves. Whether you're a pro or a novice, there's a session for you – and it's free!

Saturdays

2.30pm to 3.30pm **Beginners and improvers**

3.30pm to 4.30pm **Intermediate and advanced**

Turbo Tutors Homework Club

Free drop-in homework help from qualified tutors for young people studying at Key Stage 3 and Key Stage 4.

Sundays 11am to 3pm

Job search and IT workshops

If you need a helping hand to look for a job, specifically help to search online job listings, drop-in to a free workshop from NOVA.

Mondays 12.30pm to 2.30pm

A free crèche service is available at The Curve for those accessing services or activities in the centre.

Please call to book a place 020 7221 9836.

Shared Reading Group

This is a space for parents and children to read together to help improve the reading confidence of young people. There are groups at each session to cater for different abilities and ages.

Every Tuesday 4pm to 5pm

Make time to stop fraud

Most people think they wouldn't fall for a text, email or telephone scam, but criminals are more sophisticated than ever. If you receive a request to provide personal or financial information, you need to take a moment to reflect and step back from the situation. Yes, even if they say they're the bank or other trusted organisation, you still need to take the time to stop and think about what's really going on. Deep down you probably already know these basic rules on how to beat financial fraud – you just need to take a breath and stay calm enough to remember them.

Requests to move money

A genuine bank or organisation will never contact you out of the blue to ask for your PIN, full password or to move money to another account. Only give out your personal or financial details to use a service that you have given your consent to, that you trust and that you are expecting to be contacted by.

Clicking on links/files

Don't be tricked into giving a fraudster access to your personal or financial details. Never automatically click on a link in an unexpected email or text.

Personal information

Always question uninvited approaches in case it's a scam. Instead, contact the company directly using a known email or phone number.

Don't assume an email or phone call is authentic

Just because someone knows your basic details (such as your name and address or even your mother's maiden name), it doesn't mean they are genuine. Be mindful of who you trust – criminals may try and trick you into their confidence by telling you that you've been a victim of fraud. Criminals often use this to draw you into the conversation, to scare you into acting and revealing security details. Remember, criminals can also make any telephone number appear on your phone handset so even if you recognise it or it seems authentic, do not assume they are genuine.

Don't be rushed or pressured into making a decision

Under no circumstances would a genuine bank or some other trusted organisation force you to make a financial transaction on the spot; they would never ask you to transfer money into another account for fraud reasons. Remember to stop and take time to carefully consider your actions. A genuine bank or some other trusted organisation won't rush you or mind waiting if you want time to think.

Listen to your instincts

If something feels wrong, then it's usually right to question it. Criminals may lull you into a false sense of security when you are out and about or rely on your defences being down when you're in the comfort of your own home. They may appear trustworthy, but they may not be who they claim to be.

Stay in control

Have the confidence to refuse unusual requests for personal or financial information. It's easy to feel embarrassed when faced with unexpected or complex conversations. But it's okay to stop the discussion if you do not feel in control of it. If you've taken all these steps and still feel uncomfortable or unsure about what you're being asked, never hesitate to contact your bank or financial service provider on a number you trust, such as the one listed on their website or on the back of your payment card.





Help us place **new** gardening contracts

We're committed to working together with local communities to help to make your environment a clean and pleasant space to live in.

Over the next few months we'll be commissioning two new service contracts for gardening, which we call grounds maintenance. These will each last for five years and cover work such as mowing grass, controlling weeds, planting and looking after shrubs and mixed borders and cutting hedges.

We hope residents will help us to find a contractor who delivers a high quality service and provides good value for money. We intend to set up a joint procurement group made up of residents and Housing Management staff.

This group will help to create a new specification, outlining the services and standards we expect, which we can ask companies to tender for. The group will also be fully involved in evaluating the responses and choosing the most suitable contractor(s).



If you have an interest in improving our estate gardens and landscapes and would like to be involved in the procurement group, please contact Dominic Davies, Environmental Services Manager, on **020 8964 6077** or email **HM-Environmental Services@rbkc.gov.uk**





Senior Citizens' Annual Party

February started in style for some senior citizens from around the borough when they were guests at a party held by Housing Management at the Holiday Inn Kensington Forum Hotel, which had been advertised in Issue 3. With a three course lunch, dancing and raffle, a great time was had by all. Guests of honour were The Mayor of Kensington and Chelsea, Cllr Marie-Therese Rossi, and her consort Cllr Gerard Hargreaves.



COUNCIL MEETINGS

April to May 2019

There's a range of committee meetings and forums where local people can get involved with the Council's decision making.

You are most welcome to attend any of the meetings below and will only be asked to leave the room if private or confidential matters are under discussion. You will find the

published agenda for each of these meetings on the Council website at www.rbkc.gov.uk/committees

Meetings start at 6.30pm and take place at Kensington Town Hall unless otherwise indicated.



1 April Adult Social Care and Health Scrutiny Committee

2 April Planning Applications Committee
Borough Area Governance Review Panel

3 April Administration Committee
Family and Children's Services Scrutiny Committee

16 April Planning Applications Committee

17 April Housing and Property Scrutiny Committee

23 April Grenfell Recovery Scrutiny Committee

24 April Council

25 April Borough and Area Governance Review Panel

29 April Executive and Corporate Services Scrutiny Committee

30 April Planning Applications Committee

1 May Leadership Team

7 May Administration Committee
Public Realm Scrutiny Committee

8 May Adult Social Care and Health Scrutiny Committee

9 May Health and Wellbeing Board
Planning Committee

14 May Planning Applications Committee

15 May Family and Children's Services Scrutiny Committee

20 May Grenfell Recovery Scrutiny Committee

22 May Council

28 May Planning Applications Committee

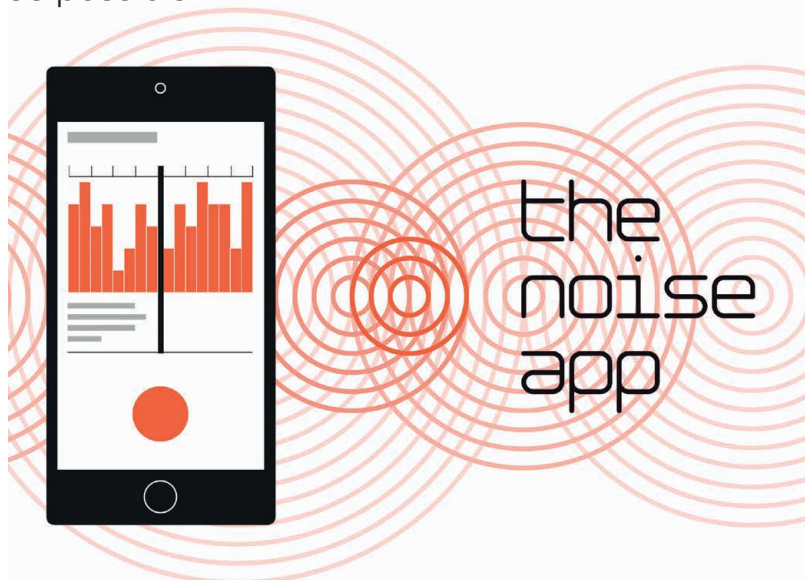
29 May Investment Committee

30 May Planning Committee

We recommend that you check in advance if you are planning to attend a meeting as dates or times may sometimes change. For more information on how we make decisions, please visit www.rbkc.gov.uk/councilanddemocracy.aspx. or visit www.rbkc.gov.uk/change-at-the-council to discover other routes to get involved in our decision-making. Alternatively, call **020 7361 2477/2265** to talk to a member of the Governance Services Team.

Help tackle noise nuisance with the Noise App

Download the Noise App to record and report excessive noise. It's for members of the public to use and let the Neighbourhood Management Team know about noise complaints. The app records audio and GPS locations so that the Council can address the issue as accurately as possible.



Step 1

Download the app from www.thenoiseapp.com

Step 2

Create your account and choose the Service Provider 'Royal Borough of Kensington and Chelsea' to investigate your noise nuisance reports.

Step 3

To report a noise complaint, just hold the icon, make a 30-second recording of the noise, complete a form and submit your report online.

Step 4

Wait for the response from the Council who will check your case.

Universal Credit

Universal Credit is a single monthly payment which has replaced the benefits below for claimants whose circumstances have changed and those who are making a new income-related benefit claim:

- Income Support
- Jobseeker's Allowance
- Employment Support Allowance
- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- Parts of Social Fund



How to apply

You'll need to apply online at www.gov.uk/apply-universal-credit

IT Skills


Need to use a computer?

The Council offers free computer and internet access as well as IT skills training.



There is plenty of help and support available. You can contact:

Audrey Giscombe, Welfare Reform Officer

 **020 8964 6095**

 **audrey.giscombe@rbkc.gov.uk**

 **www.rbkc.gov.uk**

Listening Forum

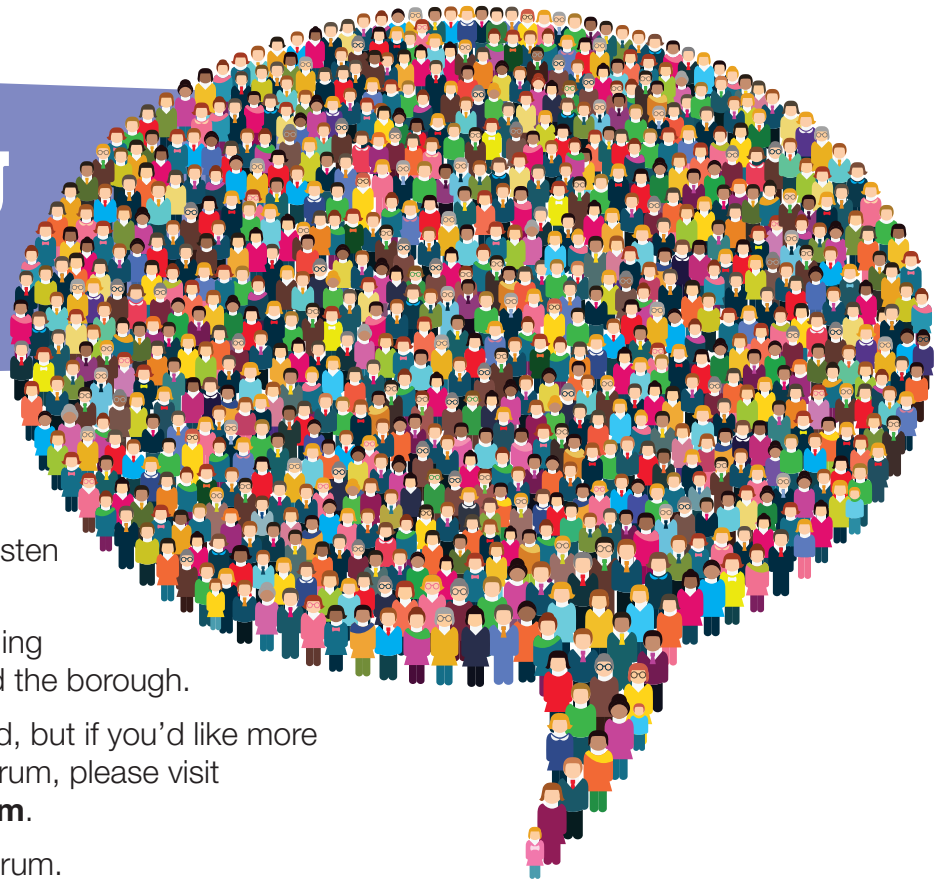
We want to hear from you on any local issues that matter to you. Our leadership team wants to hear your views, answer your questions and listen to your concerns on these.

We will be holding a series of Listening Forums in different locations around the borough.

There's no need to register to attend, but if you'd like more information and to find your local forum, please visit

www.rbkc.gov.uk/listening-forum.

We hope to see you at your local forum.



Improving *Housing Matters*

In the resident satisfaction survey (see p10) 83 per cent of tenants and 72 per cent of leaseholders said that *Housing Matters* was helpful. In fact, out of all the ways in which Housing Management communicates with you, tenants ranked it second after leaflets/flyers and leaseholders ranked it third after email and leaflets/flyers.

We're delighted with these results, the credit for which lies with the editorial panel. It works hard on your behalf to ensure that the articles are straightforward and relevant. Layout, pictures and graphics are important too and

the panel has ensured the magazine is also clear and easy to read.

Readers' contributions are always welcome.

Please share your photos and stories and we will publish the best of them.

Thank you!

If you would like to share stories, photos, ideas and feedback, please email us at Housing.Matters@rbkc.gov.uk

TCC representatives on the editorial panel: Keith Benton (Chair), Tony Auguste, Cynthia Dize, Iain Smith and Nick Wimborne.

Housing Matters



CONTACT US



0800 137 111 or 020 3617 7080
For all enquiries



Royal Borough of Kensington and Chelsea
292a Kensal Road, London W10 5BE



HM-CustomerServices@rbkc.gov.uk



www.rbkc.gov.uk/housing-management



Finished reading me? Recycle me!

YOUR LOCAL HOUSING OFFICES

Network Hub

292a Kensal Road
London W10 5BE
Open weekdays 9am to 5pm

Blantyre Office

Blantyre Street
London SW10 0DS
Open weekdays 9am to 5pm

Lancaster West Estate Office

Unit 7, Baseline Studios
Whitchurch Road
London W11 4AT
Open weekdays 9am to 5.30pm
Email: LancasterWestoffice@rbkc.gov.uk

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات أخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

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