

Housing Matters

Residents' Summit 2020, your ideas wanted!

News from your Council

New Homes for Kensington and Chelsea

Residents' Summit - our shared vision

Capital works update

Neighbours' Day



We're taking part in Neighbours' Day

Clear it out for the Great British Spring Clean



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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Hello

Phase two of the Public Inquiry into the Grenfell disaster is underway and we are continuing to do all we can to assist. We've signed the Charter for Families Bereaved through Public Tragedy, which commits the Council to put the public interest above our reputation. Grenfell is a tragedy that should not have happened. It is a tragedy that can never happen again. We in Housing are at the forefront of the changes the Council has already made.

We've also been busy developing the Council's Housing Strategy, which sets out our vision and priorities in housing over the next three years. Having consulted with residents on the strategy, we look forward to delivering the commitments we have set out within it. You can read about the strategy on page 10.


We've submitted planning permission to build 94 new homes across four sites in the north of the borough. This is part of our New Homes Programme which will provide 600 new homes of which at least 300 will be for social rent. Page 5.

Also in this issue we update on the next steps of our £267 million investment programme that will ensure all Council homes are modern, safe and warm. The details are on page 4.

On page 9 you can read about the progress we've made on some of the things you asked for in our first Residents' Summit in October last year. For example, modernising services, empowering you and making you feel safe and secure.

Inspired by European Neighbours day, we'll be hosting our first Neighbours' Day at the end of May to encourage people to connect to others in their neighbourhood. Read how you can get involved on page 3.

I hope you enjoy reading Housing Matters. As ever we welcome your feedback and look forward to working with you to support your local communities and deliver the housing service residents deserve.



Robyn Fairman

Executive Director for Housing and Social Investment

We'd love to hear your views on *Housing Matters*. If you have a comment please email housing.matters@rbkc.gov.uk



We're celebrating Neighbours' Day



Neighbours' Day is an annual celebration of community, encouraging people to connect with those who live in their neighbourhood.

We'll be hosting the borough's first Neighbours' Day at Chelsea Manor in late May. We've been inspired by European Neighbours' Day which began in 1999 in Paris and is now celebrated annually in over 49 countries.

The idea of Neighbours' Day is very simple – it is to build better relationships with the people who live around us, especially the elderly and vulnerable. Neighbours are important because good relationships with others can transform communities, make us feel better and help prevent loneliness and isolation.

Neighbours' Day can be almost anything you want it to be. It may be a picnic in the park with your neighbours, a 'bring a plate' party, a street party, or an event in your local community centre. It could even be a simple cup of tea or a chat with a neighbour.

Whatever shape or form it takes, Neighbours' Day is a chance to say thanks for being a good neighbour, a great way to make new friends and an opportunity to help shape a great local community and neighbourhood.

Neighbours' Day brings together like-minded people and resources to grow stronger, well-connected communities. Each year, European Neighbours' Day keeps growing, with more and more people reconnecting with the values of solidarity, conviviality and friendship that are at the heart of neighbourly relations.

Whilst we are starting out with a single event at Chelsea Manor, we hope to have numerous 'Kensington and Chelsea Neighbours' Days' across the borough.

If you would like to celebrate Neighbours' Day and would like some help organising an event, please contact our Resident Engagement team at **communityinvestment@rbkc.gov.uk** or call **0800 137 111**.

Coronavirus (COVID-19): latest information and advice

The Council, Government and NHS are well prepared to deal with this virus but you can help too.

To protect yourself and others:

- Always carry tissues with you and use them to **catch** your cough or sneeze
- **Bin** the tissue
- To **kill** the germs, wash your hands more often than usual with soap and hot water for 20 seconds, or use a hand sanitiser gel
- If you have travelled from Iran, northern Italy, South Korea since 19 February or from China or other specified countries within

the last 14 days, please follow the specific advice for returning travellers

This is the best way to slow the spread of almost any germs, including Coronavirus.

For up to date information including specific advice for returning travellers, visit **www.nhs.uk/conditions/coronavirus-covid-19/**.

If you think you may have coronavirus, have travelled in the last 14 days to a country or area with a high risk of coronavirus or have been in close contact with someone with coronavirus, please visit **<https://111.nhs.uk/covid-19>**.

Capital works update



The Council's £267 million capital works programme has begun. The work, to ensure that all Council homes are modern, safe and warm, will be carried out over the next seven years.

We'll be doing this by ensuring we meet the required health and safety standards in every home, installing replacement roofs, windows, lifts, communal heating and hot water systems. Towards the end of the programme we'll install new kitchens and bathrooms where appropriate.

Scoping

We've started our consultation with residents about the scoping surveys carried out by our technical advisors. We want to make sure that the specifications that we draw up reflect the work that needs to be carried out.

Between now and May we'll be meeting residents on the following estates to set out how these works will be delivered:

- Bramley House
- Cremorne
- Elm Park
- Henry Dickens
- Manchester Drive
- Notting Barn
- Pond House
- Swinbrook
- Treverton
- Warwick Road
- Wiltshire Close

We've written to residents whose homes are included in this year's programme to let them know what we're planning.

Adair and Hazlewood Towers

Following the removal of the external wall insulation, we've consulted and worked closely with residents in Adair and Hazlewood Towers on the design and installation of its replacement. This work is necessary to comply with recently updated building regulations for high-rise residential blocks, specifically in relation to fire-risk.

Work to appoint a suitable contractor is in progress and subject to planning and building control approvals. Construction enabling work is expected to start in late-summer 2020 and to be complete in the later part of 2021.

Fire safety programme

The fire door replacement programme at Adair and Hazlewood Towers and Silchester Estate is progressing to schedule. We aim to complete the installation of these 30-minute fire doors by the end of April.

We are renewing 21 lifts this year and have scheduled more in 2021. In the next financial year, we will begin 34 new projects, which will include new windows and roofs, and improvements to the external fabric of buildings.

For works planned for your home visit www.rbkc-development.co.uk/dwelling.php and type in your postcode. Or, email InvestmentProgrammeEnquiries@rbkc.gov.uk

New Council homes on the horizon in Kensington and Chelsea



Artist's impression of Hewer Street

The first phase of the Council's ambitious New Homes Programme, which will deliver 600 new homes, of which at least 300 will be at social rent, has been submitted to planning following significant consultation with local residents.

The Stage One applications are for 94 new homes across four developments in the north of the borough, located on Kensal Road, Acklam Road, Hewer Street and St Helens Gardens. Each of the developments will be mixed tenure schemes and will include 45 at social rent, 22 at intermediate rent and 27 at open market rent.

If the plans are given the go-ahead by the Council's planning committee, construction work will begin later this year and the first residents will move into their new homes by mid-2022. Work has already started on potential stage two sites due to begin by Easter 2020. Planning applications for the stage two sites are expected to be submitted by the end of the year.

Cllr Kim Taylor-Smith, Deputy Leader and Lead Member for Grenfell, Housing and Social Investment, said:

"This borough has a unique set of challenges. We have the highest land values

in the country, the second highest level of homelessness in London and we are already very densely populated.

"We are doing what we can to address the challenges we face and these 94 new homes represent a vital first step, however we cannot address these challenges alone.

"By setting the standards we would like to see from other organisations developing in the borough we can, and will, demand more from our developers in order to address the housing crisis."

The developments included in the Stage One planning application are:

- **Kensal Road** – 37 new homes (27 social rent, 10 intermediate rent)
- **Acklam Road** – 28 new homes (16 social rent, 12 open market rent)
- **Hewer Street** – 20 new homes (10 intermediate rent, 10 open market rent)
- **St Helens Gardens** – 9 new homes (2 social rent, 2 intermediate rent, 5 open market rent)

In addition to the new homes, the developments at Kensal Road and Acklam Road include community, employment and retail space.

To find out more about the Council's New Homes Programme email newhomesenquiries@rbkc.gov.uk

We're sorry!

In the last edition of Housing Matters we talked about changes to the compensation policy and said there was a limit of £1,000 on compensation payments. The £1,000 limit applies to the level of discretionary payments we can make while the overall cap on the level of compensation paid has now been lifted. We apologise for missing out this key point.



Seniors hit the dancefloor

Our senior citizens wasted no time hitting the dancefloor at their annual party in February.

One hundred and twenty five borough residents attended the Senior Citizens' Party on Friday 14 February. The event was held at the Holiday Inn, Kensington Forum Hotel and attended by Cllr Kim Taylor-Smith who gave a brief address and conducted the raffle draw.

A three-course meal was topped off with dancing to a live band. Feedback has been extremely positive with many residents letting us know on the day, and after the event, just how much they enjoyed themselves.



Join the Great British Spring Clean

Be part of the pick

**20 MARCH -
13 APRIL 2020**
#GBSpringClean



This year the Great British Spring Clean runs from 20 March until 13 April and we'll be taking part, so clear out your clutter and we'll take it all away, free!

Last year, we set up temporary areas on Kensal New Town and Wiltshire Close where residents could bring their unwanted items. On two separate dates, we collected all the dining chairs, coffee tables, mattresses, rugs and toys you no longer wanted and sent them to be sorted, reused or recycled.

For 2020, we'll be expanding on the success of last year's clean-up effort by providing more of our large estates with an opportunity to get rid of unwanted items, which may not be appropriate for normal rubbish collection, including items for recycling.

Along with recycling charity, TRAIID, the Council's Waste Reduction Team and our cleaning contractor, OCS, we'll be coming your way, litter-picking, clearing and collecting. We'll be at the locations below from 10am to 2pm on each date.

Here's where we'll be:

Venue	When
Balfour of Burleigh Estate	Tuesday 24 March
Swinbrook Estate	Thursday 26 March
Henry Dickens Court	Tuesday 31 March
Cremorne Estate	Thursday 2 April
Wiltshire Close Estate	Tuesday 7 April
Tregunter Estate	Thursday 9 April

- Don't forget, we collect items that are too big for the bin all year round. The service is free for residents in receipt of Housing and/or Council Tax Benefits, or £32.60 to collect up to ten items from domestic properties in the borough. For more information, visit www.rbkc.gov.uk/specialcollections
- Alternatively, contact the London Re-Use Network which collects and sells unwanted household items, giving them new homes in the capital. See more at www.londonreuse.org or call **020 3142 8506**.

Find out everything you need to know about recycling and reducing waste in Kensington and Chelsea, visit www.rbkc.gov.uk/recycling



Free mediation for Council tenants

One of the most common antisocial behaviour complaints we deal with relates to noise. We all need to be tolerant of everyday living or different lifestyles and be aware of how our behaviour can affect others.

However, sometimes things can escalate into a dispute with neighbours. Mediation is when an impartial person – trained in dealing with difficult discussions between two opposing sides – acts like a referee in such a dispute.

Some issues between neighbours could be resolved by mediation. It is a free service offered by the Council to our tenants which helps two parties resolve their differences. For example, issues caused by clashes in lifestyle, use of shared spaces, parking disputes, or loud noise from music, children or pets.

We offer the help of an impartial, trained mediator to work with you to try to reach a solution that suits everyone involved.

What should I expect?

Once you have contacted the Neighbourhood Management Team, a mediator will organise an introductory meeting with you and the other party. They will listen to what has happened and what both parties would like as a resolution. These meetings are confidential and are usually held at a neutral venue.

Any agreements reached are written up and returned to the parties involved. It normally takes two meetings to find a resolution but can take more depending on the individual.

Who do I contact?

Please contact the Neighbourhood Management Team on **0800 137 111** or email **HM-NeighbourhoodBusinessSupport@rbkc.gov.uk**



New website launched

In a move away from the old corporate, bland and stuffy site, the Council recently launched the first phase of its brand-new website.

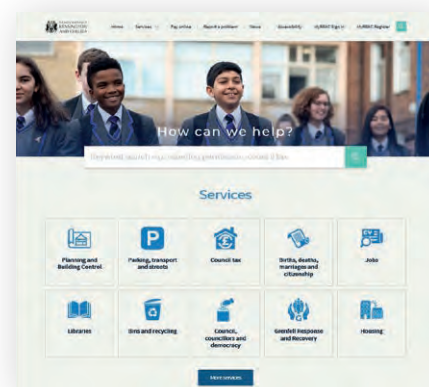
Following consultation with residents earlier this year, the focus was to make sure the website was easier to navigate, transact with and use.

The first phase has newly designed pages including the homepage, news area, service hubs and main content pages, as well as improved content and a more intuitive search facility to help you find what you are looking for much more easily and quickly.

Accessibility has also been improved, making it easier for residents with impairments to use across a range of devices and browsers.

The content improvement project will continue in the next phase.

However, there are still improvements to be made and the new website is still very much a work in progress. You may still notice a hint of the old website when carrying out various tasks.



Thank you to all the residents who have helped shape the new website so far. If you would like to be involved in the testing of the next phase, please email **websitefeedback@rbkc.gov.uk**

Residents' Summit - a step towards a shared vision

"Help us feel respected, safe, secure and supported"

Getting it done

- working on an engagement strategy
- developed a programme of mental health first aid
- published a standard for when you move into a new council home

Our first Residents' Summit, in October last year, was a key step in developing a shared vision for housing in the borough. With more than 200 residents participating in the event, we were able to hear a wide range of ideas about how we can improve our service.

You told us you want services to be modernised and more digital. So, we're remodelling our website to make it more responsive, we're holding meetings using IT such as Skype, to make them more convenient to attend and we're piloting electronic noticeboards on large estates.

You told us that you want to feel respected, safe, secure and supported, so we're working on an engagement strategy to ensure voices are heard and respected. We've developed a programme of mental health first aid, and we've also published a standard you can expect when you move into a new council home.



"Modernise services – make them more digital"

On the case

- remodelling our website
- holding meetings using IT such as Skype
- piloting electronic noticeboards on large estates.

"Listen, trust and empower us"

Moving forward

- involved residents in staff recruitment
- developed resident training programmes
- worked with you to develop safety training programmes

You told us that you want us to listen, trust and empower you, so we've made sure that more residents are involved in staff recruitment and developed training programmes so that residents can increase their knowledge of housing policy and good practice. And we've worked with you to develop safety training programmes.

A most encouraging outcome from the Summit was your enthusiasm to keep the collaboration going so that together we can make progress. And, we're delighted that you want to have the Residents' Summit every year. We're ready and waiting to hear your ideas about how we can make next year's summit even better.

If you have an idea for next year's Summit, email
CommunityInvestment@rbkc.gov.uk



Housing Strategy gets the green light

A new Housing Strategy setting out the Council's vision and key priorities in housing over the next three years has been agreed by the Council's Leadership Team.

This cross-council strategy, which was approved at the end of last year, covers our plans to deliver new homes, the services provided to Council tenants, leaseholders and residents who are in housing need, and the approach to managing Council homes.

It also considers other key areas such as planning, environmental health and licensing.

The final version of the strategy reflects what we have heard from residents, partners and others since we published a draft for comment in July. It sets out six key priorities:

- Supporting Grenfell survivors
- Leading the way on health and safety
- Increasing the supply of genuinely affordable housing
- Delivering resident-centred services
- Improving the quality and environmental sustainability of housing
- Supporting vulnerable residents and tackling and preventing homelessness

The strategy includes an action plan setting out what will be achieved, when and by whom. It is being monitored by the Housing and Social Investment Committee.

View the strategy online at www.rbkc.gov.uk/housing-strategy



Homelessness and Rough Sleeping Reduction Strategy – we want to hear your views

Kensington and Chelsea Council is developing a new five-year Homelessness and Rough Sleeping Reduction Strategy – and we want to hear your views.

Our key priorities include improving the information available to residents, offering advice as early as possible and supporting rough sleepers off the streets.

Discover more about the draft strategy and have your say by Friday 27 March by visiting www.rbkc.gov.uk/homeless-survey or, to request a copy of the draft strategy and the questionnaire, call **020 7361 3008** or email housingpolicy@rbkc.gov.uk



Housing and Employment Officer, Aaran Davids, Borough resident, Meglena and Housing and Employment Manager, Charlene Hallal

Straightforward advice from the Housing and Employment Team

Our Housing and Employment team is on-hand to support residents facing financial difficulties. In addition to helping find employment and training, they also help with money management, benefit applications and appeals, applying for grants and debt management.

Meglena, a resident with a long-term health condition had been advised to apply for a Personal Independence Payment. This is designed to help with some extra costs for those with long term ill-health or disability.

English is not Meglena's first language and she felt anxious about completing the application and attending an assessment interview.

Our Housing and Employment Manager, Charlene, worked through the application form with Meglena, explained what to expect at the assessment, and even attended it with her. She helped Meglena answer questions and manage her anxiety throughout the interview. The Department for Work and Pensions awarded the Personal Independence Payment.

Unfortunately, months later Meglena broke her leg in an accident and was unable to work.

As she was not entitled to sick pay, she was worried about how she would support herself.

Fortunately, Aaran from the Housing and Employment team was on-hand to offer advice. He advised Meglena to apply for Universal Credit, something she was reluctant to do having heard negative things about it.

However, Aaran explained that under Universal Credit Meglena could also apply for Limited Capability for Work payments (an additional payment made to some Universal Credit claimants who are found to have limited capability for work).

Aaran helped Meglena work through all the paperwork and attended the assessment with her. Her application was successful, and she received her first payment just two days later.

Meglena said: "I feel more confident now knowing that I am receiving the right benefits. Charlene and Aaran were very honest and helpful, giving me advice on the best thing to do in a very straightforward way. The Housing and Employment team are wonderful people who really care for the residents they support."

If you would like help and advice from the Housing and Employment team email housingandemployment@rbkc.gov.uk or call **020 7361 2070**.

Have a say on draft policies

Local people are at the heart of all decision making at the Council. Your views are important to us and we are committed to making sure that every one of our residents has an opportunity to have a say on the policies we are considering changing.

Over the coming months we will be asking you for your views on a range of

new policies. This includes the Residents' Engagement policy, Income and Arrears policy, Sustainability and Fuel Poverty policy, the Allocations policy and, our Tenancy Conditions and Tenants' Handbook.

As soon as we have complete drafts of these documents, we will share them with you on a dedicated page on our website so that we can capture your views on them.

For more information visit
www.rbkc.gov.uk

Get involved Residents' Safety Panel



We're currently looking for residents who may be interested in attending our Resident Safety Panel.

The safety panel looks at fire safety in council homes, and other issues such as gas, electrical and water (Legionella) safety. Members are given access to free training which enables them to make informed challenges to the Council's policies and its approach to safety issues. The panel meets during the evening at Kensington Town Hall, Hornton Street every two months.

We already have good leaseholder representation on the panel. However, Council tenants and those living in high rise homes are currently under-represented. We feel it's important that members of the panel are representative of a diverse mix of both tenants and leaseholders, and includes those living in high-rise buildings, street properties and sheltered blocks.

If you'd like to attend the Resident Safety Panel – and especially if you're a Council tenant – we'd like to hear from you. Please email peta.caine@rbkc.gov.uk for more information.

Like to be involved in staff recruitment?

We want to be the best housing management service in the country – and to do this we need exceptional staff. So, we are looking for resident volunteers to help us to recruit new staff by joining our interviewing panel. Having resident involvement will help us to get it right. You'll get training and experience as well as having input to how your services are provided.

If you're interested in joining us email communityinvestment@rbkc.gov.uk

Council meetings

March to May 2020

There's a wide range of committee meetings and forums where local people can get involved in 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'll find the agenda for each meeting and details of other meetings on the Council's website one full week before each meeting.



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

Date	Meeting(s)
24 March	Planning Committee
25 March	Leadership Team
26 March	Schools' Forum*
30 March	Family Services Select Committee
31 March	Planning Applications Committee
1 April	Administration Committee
1 April	Housing and Communities Select Committee
2 April	Health and Wellbeing Board
15 April	Planning Applications Committee
22 April	Full Council
23 April	Planning Committee
28 April	Planning Applications Committee
29 April	Leadership Team Meeting
6 May	Administration Committee
7 May	Overview and Scrutiny Committee
12 May	Planning Applications Committee
18 May	Investment Committee
20 May	Full Council
26 May	Planning Applications Committee

Please check in advance if you plan to attend a meeting as dates or times may change.

For more information on how we make decisions, visit www.rbkc.gov.uk/councilanddemocracy.aspx

or call the Governance Services Team on **020 7361 2477/2265**

The Tenants' Consultative Committee (TCC) is made up of representatives from each of the recognised tenants' or residents' associations in the borough, Councillors and Council staff. Members meet to consider strategic housing matters, budgets (including rent levels), major work programmes and policy matters raised by individual tenants' associations. The next meetings take place on **21 April and 19 May**.

To find more about the TCC, visit www.rbkc.gov.uk/tenants-consultative-committee

Mental health and wellbeing – get on course

According to the Mental Health Foundation, around one in six adults experience a common mental health problem, such as anxiety or depression, and one in five adults have considered taking their own life at some point.

The Council is committed to enhancing the wellbeing of all residents and trained its first resident to become a Mental Health First Aider in December last year.

The two-day course, facilitated and funded by the Community Investment Team, teaches ways to identify and support anyone who is experiencing a mental health issue, access support and learn how to tackle the stigma surrounding mental health.



The team will deliver instructor training so that our newly trained Mental Health First Aiders can deliver MHFA training in the community.

If you are interested in taking a Mental Health First Aid course with the Community Investment Team, contact lago.griffiths@rbkc.gov.uk

Adult social care survey

The council is carrying out its annual survey of people who receive care services. A random sample of service users have been sent the survey, if you have received it, please complete it and return to us by Thursday 30 April.

We want to get your views on the services you receive as the results will help our Adult Social Care team understand how well services are working and what we need to do to improve them. All information will be kept strictly confidential.



If you have any questions about the survey, please email hssCustomerCare@rbkc.gov.uk or call **020 7361 2552**.

How we're doing

Customer service

The Customer Service Centre has received 70,558 incoming calls since April last year and we have answered 96 per cent within the target time, which is above our target of 92.5 per cent.



Responding to complaints has gone down from an average of 20 to 15 days and the number of Stage One complaints answered within target is now at 87 per cent after being 60 per cent in 2018-2019.

Making your neighbourhood safe



Satisfaction with handling antisocial behaviour cases stands at 67 per cent, which is above the average of other London landlords. We want this to get up to 75 per cent and, we are using feedback from our satisfaction surveys to improve staff training and develop the service.

Teams across the borough have been busy carrying out enforcement action on cases that we have been unable to resolve through informal measures, such as warning letters and mediation. These actions include four acceptable behaviour agreements, nine Notices of Seeking Possession, seven injunctions served, and ten court hearings attended.



Repairs

Resident satisfaction with the repairs service is now at 80 per cent and there has been an increase in the number of jobs completed in one visit. We've also seen a small reduction in the time it takes for our repairs team to complete a responsive repair. We are currently in the middle of changing the way our repairs service is structured which will simplify the process. We have also brought in a new computer system which has helped us identify the areas for improvement.



Tenancy

The rollout of Universal Credit continues to impact on rent collection and arrears – we have gone from 322 claimants last year, to 715 at the current time. Despite this, we have seen an improvement in arrears collection. Arrears across the borough decreased by £10,879 between November and December. This is the first time in at least nine years that arrears have fallen during the month of December, as we usually see an increase over the Christmas period.

This outcome reflects the improvement in processes and the work being undertaken to ensure that households are maximizing benefit entitlements.

The number of vacant and available homes continues to decrease quarter by quarter.

**If you are struggling to pay your rent, there is help available.
Contact the Rent Income team on 0800 137 111.**

See Housing Management's Annual Report to Tenants online at www.rbkc.gov.uk and search Annual Report to Tenants

Let's talk about Pension Credit

Pension Credit is extra money for people at State Pension Age, even though you:

- may have savings
- receive a retirement income
- own your own home

Pension Credit payments will help you to access other benefits such as help with rent payments, council and heating bills.

Guarantee Credit ensures no one who has reached State Pension age has a weekly income of less than £167.25 for a single person or £255.25 for a couple. The amount may be more for those who:

- are severely disabled
- are responsible for a child or a qualifying young person
- have caring responsibilities
- have certain housing costs

Over the next few weeks you will see the Government's publicity campaign in your GP's surgery and the Post Office. We are supporting this campaign and our Welfare Reform Officers can help you to make a Pension Credit calculation to find out what you may be entitled to call:

- The North Office (The Hub): **020 8964 6095**
- The South (Blantyre) office: **020 8964 6089**
- The Rent Income team: **0800 137 111**



Struggling with the winter fuel bills?

Every year the Kensington and Chelsea Foundation runs a Winter Warmth Campaign in which people who can afford to, donate their Winter Fuel Payments to help keep their neighbours warm.

If you are concerned about paying your fuel bills this winter or know an older person who is, please contact one of our partners for advice:

Age UK Kensington and Chelsea

1 Thorpe Close, London, W10 5XL

020 8969 9105 / information@aukc.org.uk

Citizens Advice Kensington and Chelsea

Kensington: 2 Acklam Road, London, W10 5QZ

020 8962 3485

winterwarmth@kensingtoncab.org.uk

Chelsea: Chelsea Old Town Hall,
King's Road, SW3 5EE

020 7361 4174

winterwarmth@kensingtoncab.org.uk

Nucleus Legal Advice Centre

298 Old Brompton Road, London, SW5 9JF

020 7373 4005 / advice@nucleus.org.uk

World's End Neighbourhood Advice Centre

2 World's End Place, World's End Estate,
London SW10 0HE

020 7351 5749 / info@wenac.org.uk



Paying your Thames Water bill – If you're finding it hard to pay your water bill, contact Thames Water to find out about a range of support for customers in hardship. Call Thames Water on **0800 980 8800**.



Ways to pay **your service charges**

Most leaseholders pay their service charge by Direct Debit because it's quick, easy and one less thing to remember. Make life easier for yourself too. To sign up for Direct Debit call **020 7605 6464**.

Other ways to pay

Online at **www.rbkc.gov.uk/hmpayments**

By debit or credit card, over the phone. Call **0203 974 4670**, choose option 6 and quote your 11-digit payment reference number.

At the Post Office using a swipe card which can be ordered by phone.

Call **020 7605 6464** to make your order.

By internet banking: The Council's bank details are: **Sort code:** 57-20-40 and Account Number 00000000

Please include your 11-digit payment reference number

If you are making payment from abroad, please use IBAN Ref: GB06 NWBK 5030 1025 0626 97.

By cheque, made payable to Royal Borough of Kensington and Chelsea. Please put your 11-digit payment reference number on the back of the cheque.

New out of hours call answering service

In response to resident feedback and the necessity to re-procure our out-of-hours call handling service, we appointed a new provider, SPS Door Guard, to begin taking calls in January this year. SPS replace our previous provider, Pinnacle, and have more than 30 years' experience in providing this type of service. In competition with four other providers SPS scored highly in terms of providing quality and competitive pricing.'

Continue to call customer services on **0800 137 111** or **020 3617 7080** for out-of-hours services.

Activities for young people



There's a wide range of free activities across the borough for young people to get involved in. There's cricket, football – including girl's football, youth clubs and after-school activities.

All activities are delivered through various partnerships between Kensington and Chelsea Council, the Metropolitan Police, Blenheim, EPIC CIC and the Chelsea Foundation. All football sessions are coached by the Chelsea Foundation, which offers opportunities for young people to be scouted, some of who have gone on to play professional football.

There's plenty of evidence which suggests that participating in sporting and creative activities can have a positive effect on the wellbeing of children and young people. It increases confidence, enjoyment, is a chance to develop friendships, social skills, a sense of self-worth and other life skills.

All the activities listed here are free and you don't have to book – just turn up. However, if you'd like to know more please call Clive Hornsby, our Community Investment Youth Officer, on 07850 751314.

Westway Monday Girls Football

5pm to 6.30pm for all ages.

Westway Sports and Fitness Centre
1 Crowthorne Road
W10 6RP



Westway Saturday Football

Every Saturday 5pm to 8pm
(Ages 10-13 from 5.30pm to 6.30pm)
(Ages 14-23 from 6.30pm to 8pm)
Westway Sports and Fitness Centre
1 Crowthorne Road
W10 6RP

Insight Youth Club

Every Saturday 5pm to 8pm
(Ages 13-19)
Kensal Resource Centre
W10 5EQ

Worlds End After School Club

Ages 11-16
2.45pm to 5.15pm
South Youth Hub
(Chelsea Youth Club)
Blantyre Street
SW10 0EQ

Cricket and Football

Every Tuesday 5pm to 7pm
Hazlewood Football Pitch
Adair Road
W10 5DY

Friday Football

3.30pm to 5pm
(Ages 8-10, 3.30pm to 5pm)
(Ages 11-15, 5pm to 6.30pm)
(Ages 15 and over, 6.30pm to 8pm)
Hazlewood Football Pitch
Adair Road
W10 5DY

Monday Night Girls Football

Ages 10-18
5pm to 6.30pm
Hazlewood Football Pitch
Adair Road
W10 5DY

Welcome to your new home

If you have just moved into your new council home, then welcome. Here's what you should expect from us...

Before you moved into your new home, we ensured the property was safe, clean and in a good state of repair. This is called the lettable standard and sets out the minimum standard our properties will meet when they are let to new tenants.

All electrical fittings are tested to ensure they comply with the current safety regulations. Safety certificates will be held by us. The gas system is also tested, and a Landlord's Gas Safety Record certificate will be held by us and a copy provided to you. We also check that all water and heating systems are working.

All fire doors are checked to ensure they have a properly working door closer. In houses, we provide a smoke detector in the hall or lobby and one in the landing. In flats, we provide one in the hall or lobby.



We check toilets and bathrooms to ensure they are clean, hygienic working properly and with no leaks. All sanitary ware will be clean and in good working order and lots more too.

We have developed this standard so that anyone who rents a home from us knows what they can expect when they move in. We then ask you to keep your home in this condition.

For more information about lettable standards, visit www.rbkc.gov.uk/lettable-standard

Keep your home free from condensation and mould

Condensation happens in all homes when warm moist air meets a cold surface and tiny water droplets develop. Condensation occurs mainly during winter months and if left unchecked and untreated it can become a serious problem. Too much condensation will make your home damp. House dust mites and mould growth both occur more often in damp conditions, and these are associated with allergic reactions.

Some of the signs of condensation, include dampness occurring in winter rather than summer, damp and black mould in the corners of rooms, behind furniture and in cupboards or the appearance of water on the inside of windows.

There are lots of ways you can avoid creating condensation such as placing lids on pots and pans and keeping the kitchen door closed when cooking, opening the window or putting the extractor fan on if you have one. It will

also help if you make sure tumble dryers are vented so that the air escapes to the outside and keeping furniture away from radiators, as this will stop them from heating the room.

Visit the Council website for more information about mould and condensation. If you have questions about condensation or responsibilities for repairs in your home, call **0800 137 111** or email HM-CustomerServices@rbkc.gov.uk



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.

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please call us on 0800 137 111 or 020 3617 7080.