

Housing Matters

News from your Council

Help if you are struggling financially

Capital Works update

Making sure everyone can get online

A green transformation
for Swinbrook Estate

Theatre groups, employment
programmes and a young people's
podcast project

Digital access
for everyone

All the help you
need to get online



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



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Hello

Following the Christmas break, contractors have been back onsite at a number of estates continuing works as part of our capital investment programme, improving residents' homes and quality of living. We'll be starting on over ten more sites in the next financial year, including kicking off major works on Swinbrook estate, Silchester estate and at Pond House. I had the pleasure of visiting Treverton estate and Elm Park Gardens last month, where our project teams were overseeing redecoration of the communal areas and the installation of a new video door entry system respectively. I have no doubt residents will reap the benefits of smarter, cleaner buildings and more modern security measures.

To help fund the important improvement works to your home, and the services we provide, we've had to increase rent for the next financial year. The increase is in line with all other London boroughs but we understand this will be concerning, especially as the cost of living is also increasing. You will probably be aware from the news that energy prices are rising which has also impacted the cost of our heating and hot water charges. If you are worried about how you might afford this, please don't suffer in silence. Details on available advice, help and support are on page 5.

In this edition you can also find a bumper update on everything the Council is doing to help more people get online, including our roll-out of superfast broadband and our digital loan scheme for sheltered housing residents. We have a fantastic digital ambassador programme which allows some of our more tech-savvy residents to help members of their local community get online for the first time or feel more confident with their digital skills. If you fancy volunteering, turn to page 9 to find out more.

Finally, I would like to encourage all residents to fill in the survey included with this edition. It's so important we hear from all corners of our community about how they want to receive information and news about housing, and what topics are most important to them, so we can adapt the way we work accordingly – taking part could also see you win a £50 shopping voucher!

Cllr Kim Taylor-Smith
Deputy Leader of the Council

Look out for your **Housing Matters** survey enclosed with your magazine. Your feedback helps us improve the service we provide. Please put your completed survey in the envelope provided and pop it in the post.



News in Brief



Platinum Jubilee

In June, Her Majesty the Queen will celebrate her Platinum Jubilee marking 70 years of service to the people of the United Kingdom other territories and countries where she is head of state.

If you were around in February 1952 when the former Princess Elizabeth acceded to the throne, or remember the Silver Jubilee of 1977 we would love to hear your recollections of the time. Tell us where you were, how you felt, and how life changed for you at that moment in history. We will publish some short memoirs in the June issue of Housing Matters.

If you have memories that you would like to share, please drop us a line at **HM-residentengagement@rbkc.gov.uk**, or call us on **0800 137 111** and ask for the Resident Engagement team.

Resident Fire Safety Video at Henry Dickens Court Estate

A fire safety video produced in a collaborative project between residents at Henry Dickens Court and the Fire Safety Team is now available to view on YouTube.

The video aims to help residents in all four of the buildings at Henry Dickens Court perform a range of key functions, such as seeking help with emergency planning for disabled residents, understanding the principles of fire prevention in residential buildings, and what to do to keep yourselves safe in an emergency.

You can view the videos at **<https://youtu.be/1Jabdjfro14>** If you think a video would be useful for your estate, email **BuildingSafetyManagers@rbkc.gov.uk** and one of the team will be in touch to discuss your proposal with you.



Working together with mutual respect

We strive to provide you with the best Housing Management service possible and treat all our residents with courtesy and respect. Whether we meet you face-to-face in our reception, on the phone, or in your home, we ask that you treat our staff with the same respect they show you. The Council takes any form of staff abuse very seriously and will not tolerate verbal abuse, physical assault, threats, or intimidation towards our staff. All incidents of this kind will be reported and investigated, and we will take action against those found responsible. Our staff are here to help you. Please help us to maintain a mutually respectful and welcoming environment for everyone.

STRUGGLING TO COPE WITH THE COST OF LIVING?

HERE
TO HELP
IF YOU'RE
STRUGGLING
FINANCIALLY

If you are worried about the increased cost of living and how you will afford food, your bills, or even your rent, don't struggle alone. We are here to help and support you no matter what your situation is.

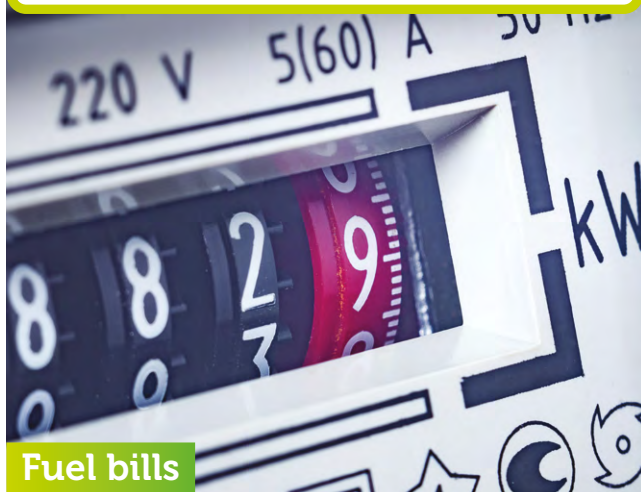
What we do

- ✓ carry out a financial health check with you
- ✓ offer tailored advice that will help you make the most of your income
- ✓ help you with applications for funding and benefits
- ✓ help you with appeals if you've been turned down for benefits

Help with food and essentials

We were awarded £70,000 from the Government to assist residents struggling with the increasing cost of living. We have already helped 225 households by providing e-vouchers for Sainsbury's and Argos worth £100 if you're a single household and £150 if you're a family. The funding must be spent by the end of March 2022, so if you would like to be referred for an e-voucher, contact us as soon as possible.

If you are already claiming maximum benefits and need a little more help, we can provide you with a voucher for one of the borough's foodbanks, designed to buy three days' worth of food. Alternatively, you can shop at the Council's food pantry where you can buy £30 worth of fresh produce for just £3.50.



Fuel bills

Global energy prices are rising, meaning we are all going to see an increase in our bills. The Government recently announced the Energy Bills Rebate which will see eligible households receive an upfront discount on their bills, worth £200. Energy suppliers will apply the discount to domestic electricity customers from October. The discount will then be automatically recovered from people's bills in equal £40 instalments over the next five years, starting from 2023 when global wholesale gas prices are expected to come down.

For advice on reducing the amount of fuel you use, contact local energy experts the Green Doctors on **0300 365 5003** or email **GreenDoctorsLDN@groundwork.org.uk**.



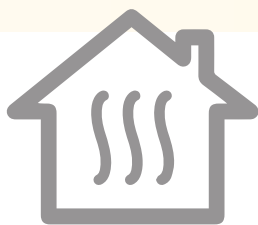
**THE SOONER YOU
CONTACT US, THE
QUICKER WE CAN GET YOU
HELP AND SUPPORT.**

Call us on **0800 137 111** or
email **HM-Rentincome2@
rbkc.gov.uk**.

Council tax rebate

Residents in council tax bands A – D will receive a £150 one-off payment in April 2022, which does not need to be repaid. If you pay your council tax by direct debit, we will use your bank account details to credit your account. If you don't pay by direct debit, you will need to submit a claim.

The Council also has access to funding from central Government to help support vulnerable people and individuals on low incomes who do not pay council tax, or who pay council tax for properties in bands E – H.



Heating and hot water charges

You may be aware from widespread media coverage that the cost of gas and electricity has increased significantly, meaning the Council has needed to increase the cost we charge residents for heating and hot water from 1 April.

Whilst some households in the UK are facing bill increases of over 50 per cent, the Council anticipates we will pay on average 18 per cent more for gas and electricity in the next financial year. Residents may also see an increase in

their bill due to changes we have made in the way we calculate usage of electricity and gas on individual blocks or estates.

To mitigate the financial impact on our residents, we have decided to cap the increase at no more than £5 a week for this upcoming financial year. We hope that this measure will go some way towards easing the impact on your household's general outgoing expenses.

However, if you anticipate you may still have issues paying for your heating and hot water, or are in any way concerned about your financial situation, please contact us for help and support as soon as possible by calling **0800 137 111** or emailing **HM-RentIncome2@rbkc.gov.uk**.

Try before you bike

Prefer to try out your new wheels before committing to a purchase? Then Peddle My Wheels may be just up your street. You can try a new, or nearly new bike, for a monthly fee of £10 for kids, £20 for adults and £50 for electric bikes. You'll get your fees refunded if you love the bike and decide to buy. If it's not for you, it will be collected free of charge, and you'll have nothing further to pay.

There's a wide range of bikes to choose from including bikes for kids, folding bikes, hybrids, road, cargo, and trailers with child seats. You'll also get a free helmet whether you buy the bike or not, and free maintenance while you give the bike a try.

For more information or to sign up, visit www.peddlemywheels.com



Works in progress!

In 2018, we committed to spending £374m on improving your homes to deal with the backlog of maintenance and repair work we inherited.

The process of designing and planning the works that are needed, going out to tender, and appointing contractors can be long, and it hasn't been the easiest time to start major works, with the delays caused by the coronavirus pandemic and supply issues impacted by Brexit. However, we are delighted work has already started on multiple sites meaning many homes across the borough are getting much-needed improvements – and there is lots more to come!

We know residents may be worried about the impact of major works taking place on their home. Unfortunately, at times the works can be noisy and inconvenient, but we offer respite for residents and keep you updated with regular communications and progress meetings. We are confident once the work is complete you will feel like it has all been worthwhile. These works will improve your safety and comfort

and ensure your homes are better for the environment and future generations.

The contractors we appoint must also commit to carrying out social investment projects in the local area. This could be things like providing job opportunities, supporting charities, offering training and skills development, providing digital devices to in-need families or the elderly, improving green spaces or fixing broken or unloved communal spaces like playgrounds or community centres. We can't wait for residents to see the benefits of these very soon!



**Peta Caine – Assistant
Director, Property
Services**

Completed works

- Adair and Hazlewood lifts
- Avondale Park Gardens and Tadema Rd void refurb
- Communal smoke and heat alarm installation in over 200 blocks and upgrades in over 500 properties
- Manchester Drive communal ventilation cleaning
- Trellick Tower heating and hot water controls
- Flat entrance fire doors replaced in over 2,650 homes
- World's End Estate front entrance security doors and CCTV

Major Works is a catch-all term for large repair projects we are undertaking to whole buildings. If major works are happening at your building, this could include:

- repairs to brickwork, roofs and guttering
- new windows, heating systems, bathrooms and kitchens
- decoration of communal areas.

ON SITE

(WE'VE SPENT APPROXIMATELY £20M ON THESE PROJECTS THIS LAST FINANCIAL YEAR!)

Major works

Notting Barn Estate	Brickbarn Close/Netherton Grove/ Fulham Road/Burnaby St/Kings Rd
Treverton Estate	Hesketh Place/Runcorn Place/Walmer Road
Adair and Hazlewood	Fawcett St/Redcliffe Gardens
Ansleigh Place/Stoneleigh St/Nursery Lane/Dalgarno Gardens/Oxford Gardens/ Golborne Rd/Craigie Villas/Tadema Road	Edenham Way
Uverdale Road/Damer Terrace/Hortensia House/Upcerne Road/Stadium St	Eardley Crescent/Philbeach Gardens
Arundel Gardens/Faraday Road/Adair Rd	Caversham St/Danvers St
	137 Holland Rd, 12 Hansard Mews and 8a Hansard Mews (void reconfiguration)

Mechanical and electrical projects

Lowerwood Court – lifts	Talbot House and Acklam Road – lifts
Elm Park Gardens – lifts and door entry system replacement	Adair and Hazlewood – door entry system replacement and CCTV installation
Whitchurch House/Hesketh Place/ Nursery Lane – lifts	Sprinkler system installation in nine sheltered blocks and hostels
Trellick Tower – wet riser	New warden call system in sheltered blocks
Silchester – heat and smoke detectors	

Borough-wide programmes

Fire Safety Premises Boxes	Fire suppression works
Wayfinding signage for firefighters	Loft compartmentation
Bin chutes	Continued roll-out of new fire doors and heat and smoke alarm installation
Roof handrails	CCTV control centre
Boundary walls	

STARTING IN THE FINANCIAL YEAR 22/23

(WE'RE DUE TO SPEND APPROXIMATELY £40M ON THESE PROJECTS IN THE NEXT 12 MONTHS!)

Major Works

Pond House
Swinbrook Estate
Silchester Estate
Cremorne Estate
Avondale Park Gardens
Sandhills
Grove House

Mechanical and electrical projects

Campden Houses – lifts
Silchester Estate – CCTV
Ingelow House – lifts
Elm Park Gardens – lifts
World's End Estate – pipework
and wet riser works
Trellick Tower – foyer works

Borough-wide programmes

Continued roll-out of
heat and smoke alarm
installation
Dry riser installation
Communal and
emergency lighting
upgrades

Digital access for everyone



Digital inclusion
"Making sure everyone who wants to can get online"

The benefits of being online are endless. We can access everything from health services, education, shopping, entertainment and more, saving time and often money.

We increasingly expect to access services quickly and conveniently at times and in ways that suit us which often means from the comfort of our homes, on a laptop, tablet or mobile phone.

The internet is for everyone; however, we know that some people are not connected due to lack of skills or for financial reasons, and we are working hard to break down potential barriers where they exist.

Connection

To date we've connected superfast digital broadband across 15 of our housing estates. That means that more than 4000 residents can connect to the fastest and most efficient internet connection available.

Four of our estates are now enabled by both our providers, Hyperoptic and Community Fibre, giving residents choice in who they buy their services from.

If you would like to know when your estate is due to be connected, please contact our Fibre Broadband Project Manager Phil.logue@rbkc.gov.uk for information.

Affordable broadband

Hyperoptic and Community Fibre, are offering free or discounted packages to households identified by the Council as most in need. Once installations are complete in your area, if you are eligible, the provider will be in touch to let you know how to apply.



Investing in our communities

Last year, both Hyperoptic and Community Fibre played host to a series of Meet the Employer events which offered residents access to a range of job opportunities, including in the areas of sales, customer services and installation – many not requiring any industry experience. Residents were offered interview skills training and advice sessions and when sessions start again in the spring, they will benefit from guaranteed interviews for certain roles. Details will be publicised nearer the time so keep an eye out!

Improving digital skills

Community Fibre has partnered with the Good Things Foundation to help people improve their digital skills and make the benefits of digital technology more accessible. They have over 100 free courses to choose from, including how to develop basic online skills, learning how to prepare presentations and how to find a new job. For further information, visit www.communityfibre.co.uk/community-connect.

Community Fibre are also building a network of local Digital Ambassador volunteers who provide digital training and support to members of the local community.

Digital Ambassadors use their IT knowledge to help support others to learn the basics of mobile devices and the internet and they offer one-to-one or group sessions to help people improve their skills and confidence.



Could you be a

Digital Ambassador?

You don't have to be an IT whizz to become a Digital Ambassador, you just need a bit of spare time and enthusiasm to support others with using technology. You will be offering advice, information, and support to residents in Kensington and Chelsea who may be first-time users or want to improve their confidence.

Each Digital Ambassador receives training and support, the chance to meet and work with other Digital Ambassadors in the community, and the personal satisfaction that you've helped people to

get connected. If you are interested in becoming a Digital Ambassador, you can register your interest by emailing digitalambassadors@communityfibre.co.uk

If you would like help to improve your digital skills and confidence, you can access free and friendly support from a local Digital Ambassador by visiting www.communityfibre.co.uk/community-connect or visit one of the local libraries in the borough to find out more.

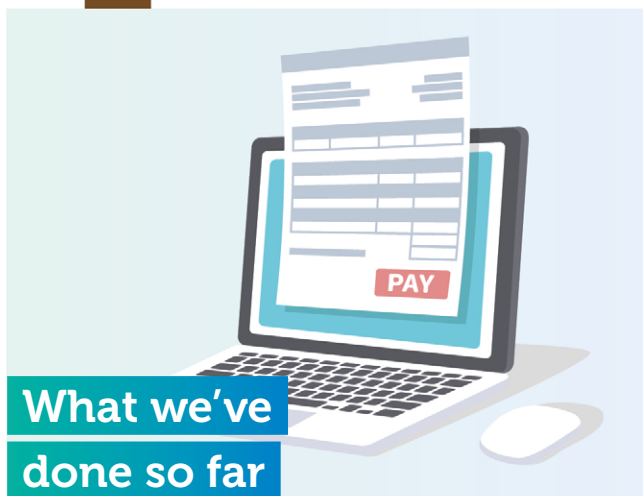




The Council's digital programme

Hundreds of people visit our website each day, carrying out a multitude of actions including searches, making applications, and effecting financial transactions. We work continuously to update and improve services for our customers, using data from the way you use the website to focus our work in the areas most important to you.

We're really encouraged to see residents making more use of technology, and as more of us get online, we're taking steps to optimise our forms and web designs to work smoothly on smartphones as well as laptops and computers.



What we've done so far

One of the services we have recently enabled is the ability to set up Direct Debits online. This makes the process paperless, quick and easy. We have also launched a new function to guide people looking for a place to live through their options, request assistance and book an appointment to speak to an officer.

We have replaced the outdated computers at our Sheltered Schemes to ensure that everyone has easy access to the internet and will soon be offering our sheltered housing residents a digital device loan scheme which will set a new standard within local authorities in managing access to devices.

Internally, we have made significant steps towards working digitally. We use far less paper and have increased the use of digital platforms to communicate and collaborate. This helps reduce the time it takes to resolve matters and improves the way we can provide services to our customers.



What's to come

This year we will launch a new Housing Management self-portal. This is a noteworthy project and we will be looking for resident involvement as the project evolves. We will be putting out additional communications over the next couple of months asking for your participation. Please keep an eye out for this, if you are interested. We are also developing a new area of the website which will be dedicated to news and information relevant to our tenants and leaseholders only to keep you better updated on Housing Management matters.

Don't forget to follow us on social media!

 [@kensingtonandchelseacouncil](https://www.instagram.com/kensingtonandchelseacouncil)

 [@RBKC](https://twitter.com/RBKC)

 [@RoyalBorough](https://www.facebook.com/RoyalBorough)

 [@kensingtonandchelseacouncil](https://www.youtube.com/kensingtonandchelseacouncil)

Sign up for neighbourhood updates on NextDoor at www.nextdoor.co.uk

Electronic notice boards continue to be rolled out across the borough



The Council is continuing its roll-out of electronic noticeboards to help deliver quick-time messaging to residents and reduce the amount of paper notices and letters being printed.

The Council has installed 20 screens since 2020 at Silchester Estate, World's End Estate, Trellick Tower, Lancaster West Estate and Adair and Hazlewood Towers.

The noticeboards display digital messages that cover Council news and information such as Capital Works updates, open consultations, and upcoming meetings, and can also be used by residents to advertise local events or other community notices.

The next tranche of the roll-out will see the following estates, and for the first time, some of our sheltered schemes, benefit from 40 screens in total:

Nursey Lane Sheltered Scheme

Tavistock Road Sheltered Scheme

Whitchurch House Sheltered Scheme

Burgess Field

Cremorne Estate

Elm Park House

Hortensia House

Holmefield House

Treverton Tower

Wandon Road Estate

Raymede Tower

Lowerwood Court

Manchester Drive

We asked the chair of the Residents Association (RA) at the World's End Estate, how the RA use the electronic noticeboards there.

What are the benefits of having electronic noticeboards (ENBs)?

The boards are useful for updates on events in the area, and updates from the Council about works and ongoing projects. At World's End, we'd like to see the boards being used for more basic notices as well, to remind residents of things like how to dispose of rubbish properly or rules about dogs in the gardens. The format is definitely more eye-catching and dynamic than regular posters though.

What do you use them for?

We use the boards to advertise RA business as it's much more convenient than hand-delivering 750 leaflets, but it would be great if more residents got involved too – the possibilities are endless really, but the boards take some time to get used to.

What advice would you give to another estate on how they can get the best out of their ENBs?

To make the best use of the ENBs, I think it would be beneficial for residents to get demonstrations of how they work when they are installed, the Council to provide more estate-specific information such as who works here and how to contact them, and more local businesses and interest groups to use the boards to advertise.

Donated devices are handy for homework



The Council recently donated four laptops to Warwick Road Estate Homework Club to help local children close the gap in learning lost during the coronavirus pandemic and subsequent school closures.

The Homework Club at Warwick Road provides educational, social, and emotional support for children in the community and has a dedicated primary school teacher and qualified counsellor on site.

The need for digital interaction became even more apparent during the national lockdown, but we know digital devices can be expensive.

Donated devices make connection possible for those who may not be able to afford to buy them.

If you would like to donate a device you are no longer using to someone in need contact **Digitalinclusion@rbkc.gov.uk**.

Kathy's back online

I have been Council tenant for 48 years and a compact rep for 63 Finborough Road for over 16 years. When we had to go into lockdown because of the Covid19-virus, it meant that meetings were held on the Zoom app, via the internet.

I am a member of Tenants Consultative Committee and the Estate Improvement Budget meetings for the block I live in and three other blocks. I am not very competent with IT, although I have a laptop.

I contacted our Resident Engagement Team and asked for help to be able to join the meetings. Robin and Iago were very willing to help over the phone and take me through the way to download Zoom, step by step.

They were very patient and gave me lots of encouragement. Thanks to them I am able to join in Zoom meetings with our housing management teams. I am also on various other focus groups, which I enjoy very much. I would like to encourage other residents who are not confident with IT to call our Resident Engagement Team and ask them to help you get involved. Being able to take part on Zoom is a great way to meet other residents and staff.

If you would some help or training to get online, contact the Resident Engagement Team on

HM-residentengagement@rbkc.gov.uk





Greening project on **Swinbrook Estate**

The Council has been supporting residents on the Swinbrook Estate to create a greening project which will bring cleaner air and encourage birds, bees and insects to the local area.

The project, which has transformed an underused corner of the estate into a mini garden, will also provide an attractive outdoor space for residents where they can enjoy the flowers and trees.

The Swinbrook greening project was brought to life when neighbours got together and put the idea to the Council via their Residents Association representative. With the support of the Council's Estate Improvement Budget (EIB) Team, the design was developed, agreed and progressed, backed with extra funding from the Westway Trust and the Mayor of London, through the Grow Back Greener Fund.

A 222 metre long wall of new greenery and trees provides the backdrop to more than 2000 plants. We will continue to support Swinbrook Residents Association to develop and maintain the scheme in the coming years, which, when completed, will become part of a borough-wide "bee superhighway", help reduce street clutter, and create opportunities for community gardening, volunteering events, and skills training for all ages.

Use your Estate Improvement

Budget today!

Do you have an idea for a project that would make your local environment greener, brighter, safer, or more engaging? Previously, residents have used their funding, provided by the Council, to make playground improvements, install bike storage, and improve security measures such as installing gates and funding CCTV upgrades.

EIB funding is calculated at £67 per resident, meaning blocks or estates with 100 units receive an annual allocation of £6,700. The EIB is for all residents, whether you live in a street property or on a large estate, and every resident can voice their thoughts and comments on what to spend the money on.

Contact **HM-EnvironmentalServices@rbkc.gov.uk** and make your ideas come to life!



Are you 16-24 years old and looking for your next step on the career ladder?



The Wilmott Dixon 'Building Lives' academy is an exciting 11-week pre-employment programme which provides qualifications and work experience for those wanting to undertake a career in construction or logistics. Students will be matched with an employer chosen to meet their specific career interests.

Participants will benefit from:

- Level 1 Certificate in Basic Construction Skills
- Level 1 Health and Safety in Construction
- Level 1 Employability Skills
- Access to a CSCS card
- Traffic marshalling experience
- On-site experience with professional Wilmott Dixon staff members
- Option to cover digital skills and Maths and English functional skills
- Workshops on personal branding
- Interview with a recruitment agent to help find employment within the Wilmott Dixon supply chain

The programme will be run from brand-new premises at 279a Kensal Road, London, W10 5DB

If you or someone you know would like to sign up or find out more, email m.roye@londonlc.org.uk or call 07940 751 767.

Become the voice of Covid recovery

We want to bring together anyone aged 18 to 30 who lives, works, or studies in Kensington and Chelsea, to understand more about what will benefit you in the coming months and years.

We would like to know what projects would help people your age to recover from the social impacts of the pandemic, and how creativity can bring people back together after a year of separation?

We are considering creating a community podcast, which would be supported by the Council, to help spread the word on young adult issues. Other projects will be driven by you – it's an opportunity to collaborate, speak out and steer change.

It's early days, but we'd love to keep you posted.

Email Zino.Khalifaoui@rbkc.gov.uk with your name and age to find out more.





SPID Theatre

Get involved with community theatre, film, clowning & comedy, mentoring, yoga and much much more at SPID Theatre...

SPID Theatre is a registered charity based in West London. We work with young people, families and local residents on social housing estates to create community art and performance that is participatory, adventurous and interactive and champions the local culture and heritage of North Kensington and social housing.

Estate Endz

Twice a year we run Estate Endz, our living heritage, theatre and creative arts programme for 13-25 year-olds. Our next season of work kicks off in March and will run Saturdays (12-5pm) at Kensal Library until the end of May. The season will be focused on researching and creating a film with the theme 'Stories We Save' in partnership with the Museum of Brands and their reminiscence programme. Participants will work with experienced filmmakers to learn modern filmmaking techniques, be mentored by experts from the industry, have the opportunity to act for film, learn project research and interview techniques and participate in acting masterclasses.

Far Far Away

Far Far Away is our youth programme for 8-13 year olds, which also runs twice a year. We deliver playful and creative workshops, encouraging young people to express themselves creatively, grow in confidence and learn new things about their local area. Starting in March we'll be running sessions at North Kensington Library every Tuesday (4.45-6.15pm) until the end of June. Our spring season will explore the theme "Portrait of a Community" through clowning and comedy, led by a specialist practitioner and culminating in a showcase at the library.

Community Hub

Community Hub is our health and wellbeing programme for all ages which runs throughout the year. You can take part in weekly evening classes which can include yoga, dance, tai chi and kung fu. Community Hub will relaunch in March and run at Portobello Hall on Wednesdays and Thursdays throughout the year.

All of SPID's projects are free to access for anyone. If you're interested in any of the programmes, or know someone who is, just drop us an email at youth@spidtheatre.com and we'll be happy to provide more information on how you can take part.

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 اخرى. 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.

Tagalog

Ang impormasyon sa dokumentong ito ay maaaring makuha sa iba't-ibang format at wika. Kung kailangan niyo ng karagdagang tulong, mangyari lamang na kontakin kami gamit ang mga detalye sa ibaba.

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.