

# Housing Matters

News from your Council



**New homes update**

**Say hello to your Visiting Officers**

**Financial support and advice opportunities**

**Get the gardening bug**



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



Welcome from Cllr Kim Taylor-Smith	2
Say hello to your Visiting Officers	3
Window Safety	4
Major works update	5
Building Safety Act	7
Money Café dates and Money Wise courses	8
Financial Support – Claim what's yours	9
Acklam New Homes reach halfway mark	10
Kensal Road new homes officially named Kelso Cochrane House	11
Grenfell Conversation – creating a plan for change together	11
Domestic Abuse	12
Sports and courses for all the family	13
Helen says there's nowhere better than World's End	14
How to get money for neighbourhood projects	15
Mythbusting resident involvement	16
Making alterations to your leasehold home	17
Get the gardening bug	18
World's End community support	19

## Hello

Welcome to the summer edition of Housing Matters.

Last month I had the great pleasure of attending the naming ceremony of Kelso Cochrane House, a scheme in the first phase of our New Homes Programme. Kelso Cochrane House will provide 38 homes, 28 of which will be at social rent and the remaining ten for key workers.

Kelso's life was tragically cut short 64 years ago when he was attacked and murdered in Notting Hill on his way home. No one was ever brought to justice for this heinous crime, a stain on our justice system.

I therefore felt it very important that we forever commemorate the life of Kelso, in the naming of our one of our first new homes schemes, and was honoured to welcome his family and friends to the event.

Building 600 new homes is just one plank in our mission to make RBKC greener, safer and fairer. We are also investing £600 million into our existing social housing stock, and you can find an update on our major works program later in this edition.

This investment will make our housing safer with new secure door entry systems, fire doors and solutions to tackle damp and mould. It will also be making our housing greener with new double or triple glazed windows, insulation, and gas-free heating sources. So far, we have replaced well over 3000 single glazed windows with double or triple glazing. You can find more information on our greening plans later in this issue.

In other positive news, I was very pleased to hear that our Housing Management Team had received a five-star rating from the British Safety Council. This is a big step in our journey after taking back the management function from the TMO and highlights our commitment to improve and deliver for our residents.

I wish you all a happy summer period and as ever, please get in touch if there is anything I can do to help.

Best wishes,

Cllr Kim Taylor-Smith  
Deputy Leader of the Council



### You've got mail

**Would you like to receive your next Housing Matters by email instead of by post?**

You'd be able to read it on all your digital devices, at home or on the go, and there would be zero postage or recycling when you're done reading. Let us know via email or give us a call.

**Contact the Housing Matters team at [housing.matters@rbkc.gov.uk](mailto:housing.matters@rbkc.gov.uk) or call us on 0800 137 111.**

# Say hello to your Visiting Officers



Once a year, as part of our commitment to providing you with a high-quality housing management service, our friendly Visiting Officers call on every one of our tenanted homes to make sure all is well.

Home visits provide us with an opportunity to talk to you face to face about your needs and requirements, as well as identify those who may need extra help or support.

Many of our residents have voiced their appreciation of the service and have told us about the positive outcomes they have had after raising queries with their Visiting Officer.

One of our residents told us how delighted they were when Felix helped speed up the installation of a new boiler.

Sonia made a real impression on a vulnerable resident when she made a survey of their property, listed repairs and helped follow through to completion.

And Declan identified that while all else was well, a smoke alarm was missing and quickly arranged for one to be installed, resulting in another happy customer.

Visiting Officers can help you with a range of issues, from general repairs to sourcing a cooker for a struggling family, referring to further support, or redesigning a kitchen to house white goods.

During your home visit you can let your officer know about any repairs you need, ask about the services we can offer, get information about any planned work taking place in your area, or ask about any tenancy related matter that may be an issue for you. Make a friend of your Visiting Officer, they are there to help you.

If you have missed out on a visit, please let us know and we'll arrange one for you.

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

# Window Safety



It's definitely heating up out there, and with the warmer weather it's tempting to open up the windows and let in some breeze. But it's important, especially if you live with small children, to make sure you're keeping cool safely.

In the UK, one child under five is admitted to hospital every day after falling from a building. Pre-school children are particularly at risk as they are least able to understand and act on the dangers.

Every home above the first floor should have window restrictors to make sure the windows open a safe amount. If you don't have window restrictors, or if your window restrictors are damaged or not working, please call our repairs team on **0800 137 111**.

## Tips to help keep your family safe:

- Teach children to play away from windows
- Make sure furniture that kids can climb on is away from windows and can't be pushed close to use as a step
- Keep windows closed and locked when not needed or when children are not being supervised
- Only open your windows 10 centimetres when children are in the room.
- Ask about window safety when you visit other people's homes with your children
- Check whether you have window restrictors in your home and add them if not
- Do not remove or alter window restrictors
- Don't allow children to open windows or show them how to use window restrictor

For more information and guidance, please visit the Child Accident Prevention Trust website [www.capt.org.uk/falls-from-open-windows/](http://www.capt.org.uk/falls-from-open-windows/)

## British Safety Council audit

We were recently audited by the British Safety Council to look at our approach to health and safety across housing management. The auditors spent over a week with us including reviewing lots of our fire safety and risk assessment documents, visiting repairs job and major works sites, accompanying caretakers on estate inspections, and interviewing senior managers and leaders across the Housing Management department.

The result is that we were awarded the highest mark – five stars out of five for our approach to health and safety.



# Major Works Update



**Peta Caine**

– Assistant Director,  
Property Services

Hello,

I am pleased to report that we are making great progress on many of our big refurbishment projects across the borough.

We partner with our contractors and other specialists to carry out the work on our estates, and as part of their contracts we require them to make a contribution to benefit the local community. This is known as a 'social value contribution'. This can be anything from providing employment and training opportunities, carrying out improvements to community spaces or even creating community gardens.

Working with our fabulous residents, the project teams have been able to carry out some amazing work across the borough, including:

Clearing and replanting a butterfly garden at Grove House

Creating a meadow garden at Hortensia House

Providing a new bench on the grounds at Treverton Tower

Sourcing a selection of new terracotta pots for flower planting at Brickbarn Close

Providing energy-saving LED light bulbs to residents of Sandhills to help reduce energy bills

A £5,000 donation to Oxford Gardens Primary School to fund art therapy for students affected by the Grenfell Tragedy

Refurbishing the toilets in the Edenham Way Clubroom

I want to take this opportunity to thank all residents who have been involved in these projects. We wouldn't be able to do this without you!

## Replacement doors programme

### What's been done so far?

To date we have installed **3,751 new front doors across ten estates** and replaced many more in our street properties across the borough. These new doors are being expertly installed by our partners at GERDA Security.

### Why is this important?

The doors we are installing will provide a minimum of 30 minutes protection in the event of a fire. We continue to work with GERDA to ensure the new doors are all approved by the Metropolitan Police's 'Secured by Design' standards and offer increased thermal, weather and acoustic protection for our residents.

### What's next?

Over the next six months we'll be replacing a further **900 doors across the borough**.

There are also lots of opportunities to get involved in developing the projects that affect your homes. Contact the Capital Delivery Team at **capital.investment@rbkc.gov.uk**

## Honouring Goldfinger at Trellick

**We are delighted to report that the door installations have been very well received by residents at our iconic Trellick Tower, thanks to a great partnership between the Tenants' Association and the project team!**

It was clear from the start that all parties wanted to honour the original Erno Goldfinger design as closely as possible. With the help of the super-resourceful Tenants' Association, we were able to recreate the original design using innovative 3D printing methods.

We were also able to pick the brains of an architect who worked alongside Goldfinger to get their thoughts on door colours. This whole process emphasises just how passionate our residents are about preserving Trellick Tower and honouring Goldfinger's original brutalist architecture.

Once the residents were happy with the design, orders were placed, and the manufacturing began!

Trellick Tower



**A representative of the Tenants' Association shared their great satisfaction with the project.**



The consultation was meaningful, and the team engaged our group respectfully, listening to our views and implementing the changes we requested resulting in a faithful reproduction of the original listed design.

In the decade that I've lived at Trellick Tower, and represented residents, this is the most collaborative partnership I've been involved in. We would be delighted to see this level of mutual respect and collaboration replicated in future projects. Congratulations to Nitin and his team for leading such a meaningful project.



## The Building Safety act – what you need to know

The Building Safety Act 2022 came into law earlier this year – it sets out safety requirements for landlords of higher-risk buildings. Higher risk buildings are defined as being more than 18m tall, or seven storeys high, with two or more residential units. Some of the provisions of the Act will come into force in October 2023, so we're working to make sure we're compliant by then.

### What can you do?

Now more than ever it is important that our residents continue to work with us to ensure their buildings are kept safe.

To help make sure your building remains safe, your Building Safety Manager or an operative from the council may need access to your home to carry out a repair or inspection. We'll let you know about the work in good time, and you are expected to provide us with reasonable access.

### What the Act means for tenants and leaseholders

The Act will not affect the day to day lives of our residents, so no need to worry.

Ultimately, the Act is there to add an extra layer of scrutiny of landlords, and to ensure we, as your landlord, are doing all we can to keep your buildings safe.

As part of the new requirements each resident living in a higher-risk building will receive a pack of documents, which will include vital information about the safety of your building, its structural details and how it is managed. These packs will be updated and sent every four years in accordance with the new legislation.

The Act has also introduced protections for qualifying leaseholders including:

- not paying towards the cost of removing dangerous cladding on buildings.
- capping the amount that leaseholders will contribute to the cost of fixing non-cladding related safety issues.

Search 'building safety qualifying leaseholder' for more information on who this applies to.

### Your Building Safety Managers

To help make sure that buildings are safe we've got a new team of Building Safety Managers. If you live in one of our buildings classified as higher-risk, you have a dedicated Building Safety Manager. You will see them out and about on your estates so please stop them to say hello or ask any questions you may have. You can also contact your Building Safety Manager by emailing [buildingsafetymanager@rbkc.gov.uk](mailto:buildingsafetymanager@rbkc.gov.uk).



**Dan  
Sheridan**



**Mickey  
Power**



**Tina  
Mistry**

# Come for a cuppa, stay for financial advice and support

**In April, our Financial Inclusion Team launched its initial series of Money Café events at four locations in the borough. The cafés are aimed at residents who are struggling with their rent and other costs, and were so successful that we will continue to run them in the months ahead.**

The format for each café event will be the same: from 10am to 12pm, hot drinks will be available and you can access computers to make grant applications or do online shopping, then during the 1pm to 4pm session, you can drop in for a one-to-one appointment with a money or welfare advisor.

So if you feel you could benefit in some way from attending, check out where and when a café will 'pop-up' near you.

## **Silchester Community Room**

(at the base of Frinstead Tower), W10 6TZ.

Tuesday 4 July, Tuesday 1 August,

Tuesday 5 September

## **Portobello Court Club Room, W11 2DL.**

Friday 14 July, Friday 11 August,

Friday 8 September

## **World's End Community Centre,**

16 Blantyre Street, SW10 ODS.

Wednesday 12 July, Wednesday 9 August,

Wednesday 13 September

## **Kensal Resource Centre, W10 5EQ.**

Thursday 6 July, Thursday 3 August,

Thursday 7 September

Follow **@housingmattersrbkc** on Instagram or keep an eye on your estate electronic notice board for reminders about dates, venues and times.



Evelyn receives her certificate from tutor Rhonda Borel-Chaffin

## **Money Wise**

**"It was absolutely brilliant  
I learnt so much!"**

Local resident Evelyn wanted to get a bit smarter with her money and is feeling confident following her attendance at one of our three-day Money Wise courses.

### **Evelyn said:**

**"It was absolutely brilliant, I learnt so much, from saving money on fuel and shopping, to finding the cheapest broadband. I would highly recommend this course to everyone."**

The courses were designed to help residents better manage their finances by learning handy tips to save money, spot good bargains, and improve their understanding of energy usage.

They were set up by our Housing and Employment Team in partnership with social housing provider, Octavia, back in March.

We'll be running another course starting on 27 June at The Reed in Convent Gardens, W11.

If you're interested, please contact **housingandemployment@rbkc.gov.uk** or call **020 7361 2070**.

Register by 22 June.

You can also visit the cost of living hub on the Council's website at **www.rbkc.gov.uk/cost-living-support-hub**.



# Claim what's yours

Times are tough, so it is important that you are claiming all the benefits you are entitled to and making the most of any discretionary rates available. Find out if you can get:

<b>Help with water bills</b>	Thames Water have schemes to help people who are struggling. Search ' <b>Water sure</b> ' or call <b>0800 980 8800</b>
<b>Emergency grant for white goods</b>	You may be able to access a one-off grant payment to help cover the cost of white goods. Search ' <b>local support payment Kensington</b> '
<b>Help to pay your rent</b>	Discretionary Housing Payments may be able to help if you're getting housing benefit or universal credit but struggling to pay your rent. Search ' <b>Discretionary housing payment Kensington</b> '
<b>Tenancy Sustainment Fund</b>	We offer financial support to residents in need. You can find out more by visiting our Money Cafés (see page 8 for dates and times) or by emailing <b>Financialinclusion@rbkc.gov.uk</b>

## In a financial fix?

Despite any financial support or discounts you may be receiving, there can be occasions when circumstances throw even the most tightly managed budgets off course. If you find yourself in a crisis the organisations listed below may be able to help out with an emergency payment.

### Age UK K&C

020 8969 9105

[www.ageuk.org.uk/kensingtonandchelsea](http://www.ageuk.org.uk/kensingtonandchelsea)

### Citizens Advice K&C

0808 2787 982

[www.citizensadvicekc.org.uk](http://www.citizensadvicekc.org.uk)

### Nucleus Legal Advice Centre

020 7373 4005

[www.nucleus.org.uk](http://www.nucleus.org.uk)

If you need debt advice, support with grant applications, use of a computer, and a nice cuppa, drop in to a Money Café where our friendly staff are on hand to help you. See page 8 for dates, times and locations.

## Pension Credit

**Don't miss out on extra cash!**

**Did you know that up to 850,000 families entitled to Pension Credit have not claimed it?**

Pension Credit means that single people need not live on less than £201.05 a week or £306.85 for couples. On top of that, there may be help with housing costs, council tax and if you are over 75, a free TV licence.

If you reached pension age before 6 April 2016 you could be entitled to extra money, if you've made some provision towards your retirement such as savings or a private pension.

This is called the Savings Credit and could be up to £15.94 for a single person or £17.84 for a couple.

You might still get extra money even if you own your own home or have some savings. It's worth finding out if you are eligible at **[www.gov.uk/pension-credit](http://www.gov.uk/pension-credit)**





## Acklam new homes reach halfway mark

**The halfway mark of the Acklam Road new homes project was celebrated in May with a visit to the site in north Kensington by Cllr Kim Taylor Smith, Lead Member for Grenfell Housing, Housing and Social Investment.**

Cllr Taylor-Smith met with the Acklam Road construction team to look at progress on the site, which is next to Swinbrook Estate, and opposite the Al-Manaar Muslim Cultural Heritage Centre, both of whom have been involved in developing proposals.

Acklam Road is one of the Phase 1 sites in the Council's New Homes Programme and will provide 32 much-needed new homes, including 20 for social rent alongside some for market rent and community facilities. Four of the two bedroom homes will be accessible.

The design of the building aims to make it more sustainable, better for the environment and cheaper for the residents to live in. This is done partly with the air-source heating system, which uses no gas and a minimal amount of electricity to create heat from the outside air, even in the middle of winter. We are also installing thermally efficient windows and doors, to make sure the heat generated can be retained within the building.

All these new homes will be tenure blind, which means they will offer a similar high standard of design inside and out, whether they are social or market rent.

Contractor Morgan Sindall started work on site last summer, with residents expected to be able to move in by summer 2024.

This is the third site in the first phase of our New Homes Delivery Programme which will help to tackle the housing shortage in the borough.

Both Kelso Cochrane House, which is delivering 38 new homes – 28 at social rent and 10 at intermediate rent for key workers and Hewer Street which offers 20 new homes to rent - 10 of which will be offered at intermediate rent for key workers, will see residents moving in this summer.

The Council's New Homes Development Programme is delivering 600 new Council-owned homes across Kensington and Chelsea with at least 300 at social rent.



# Kensal Road new homes officially named as Kelso Cochrane House

**F**amily and friends of Kelso Cochrane, who was murdered in Notting Hill 64 years ago, came together last month to see a new building in North Kensington named in his memory.

175-177 Kensal Road, which is one of Kensington and Chelsea's new homes developments, was officially named Kelso Cochrane House in a ceremony that honoured his legacy and ensured that he is never forgotten. The development will offer 38 new homes – 28 at social rent and 10 for key workers, with the first tenants due to move in this summer.

Kelso's life was tragically cut short when he was attacked and murdered by a gang of white youths in Notting Hill while on his way home on 17 May 1959. No-one was ever convicted of his murder and those responsible are still free.



His friends and family continue to fight for justice to this day and are determined to keep fighting until those who are responsible are brought to justice.

Kelso's family members and Deputy Council Leader Cllr Kim Taylor-Smith unveiled a plaque in the communal garden of Kelso Cochrane House. The ceremony was attended by friends, campaigners and local community members.

## Grenfell legacy conversation Creating a plan for change together



Over 600 bereaved, survivors and residents shared ideas and suggestions with us as part of our 'Change at the Council – a legacy from Grenfell' conversation, which we launched last summer. We have now completed a report on all of the feedback we heard via the surveys, group discussions and one-to-one conversations in person, over the phone and via email.

You can access the report here: [linktr.ee/grenfelllegacycomms](https://linktr.ee/grenfelllegacycomms).

We are very grateful to everyone who shared their views with us and for your patience whilst we analysed the feedback.

The scale of the challenge you have set the Council is clear. Most of you said the Council has not changed or got worse since Grenfell and highlighted a range of areas where significant improvement is required. We hope this comes across in the report.

So far, your ideas have helped to shape the new Council Plan, with many of the key themes underpinning the Council's priorities for the next four years. This can be seen, for example, in the commitment to achieve a fairer Council, and to ensure all residents are – and feel – safe in their homes. Towards the end of the year, we will publish a long-term plan for how the Council acts on the feedback.

Look out for an update in July on how your feedback is being used further and how you can get involved with helping us create that plan for change.

# Domestic Abuse

## Don't suffer in silence

Domestic abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading or violent behaviour. It can include sexual violence by a partner, ex-partner, a family member, or extended family.

If you, or someone you know is a victim of domestic abuse, seek help and advice without delay.

### National Domestic Abuse Helpline

(24 hr Free helpline)

0808 2000 247

### RBKC Advance Domestic Abuse Support

0800 059 0108 or

[angelou@advancecharity.org.uk](mailto:angelou@advancecharity.org.uk)



If you are a Kensington and Chelsea tenant, or household member contact the Council for support and advice, including safer accommodation options.

Call us on **0800 137 111**  
or visit **[www.rbkc.gov.uk](http://www.rbkc.gov.uk)**.

## No tolerance for threats or aggression



We're dedicated to providing residents with quality services that are responsive, effective, and efficient.

There may be occasions when we are not able to give you an immediate answer or we may have to ask you to wait for a service or officer to be available. It's frustrating, but we will try to keep inconvenience to a minimum and help you as much as we can.

Most residents understand that we are doing our best, however, recently we have seen an increase in threats and verbal abuse towards staff. Unfortunately we need to remind residents that we will not tolerate threats or acts of aggression, and without hesitation, we will take the strongest action to protect and support our teams.

Aggressive or abusive calls will be terminated and anyone displaying hostile behaviour in any Council office or reception will be made to leave. Enforcement action such as verbal warnings, tenancy warnings and injunctions may follow.

Please remember to be courteous and respectful to our staff. We will achieve more by working together in mutual respect.

**[HM-NeighbourhoodResidentServices@rbkc.gov.uk](mailto:HM-NeighbourhoodResidentServices@rbkc.gov.uk)**



## Your chance to shine in 2023

**You've had it in the back of your mind to do a course, launch a business or change careers but haven't quite got around to it. Now is your chance to make 2023 your best year yet.**

Kensington and Chelsea Council fund lots of courses for residents from digital skills to gardening and loads in between (including maths, English and ESOL). These take place across the borough in a variety of local spaces which are comfortable, informal learning environments. From a one-day workshop to a more in-depth courses lasting from a term to a year, residents of all ages and stages are welcome, as long as you are over the age of 19.

In addition to learning new skills it's also a great opportunity to meet new friends, develop new interests and explore the borough.

If this sparks your interest, or you know someone who this would appeal to, visit [www.rbkc.gov.uk/adultlearning](http://www.rbkc.gov.uk/adultlearning) where you will find the details of our learning providers and their delivery - contact them directly to get access to their full range of courses and classes. Enrolments are open throughout the year, so it's never too late to join a course.



## Walk, Swim, Skip, Spin

### Something for the whole family

Grab some family time with our free and affordable activities. Whether you're after a quiet dip on your own, or you want to show the kids who's boss on the court, take a look at the K&C Resident Card, which is free for all K&C residents, and offers discounts on many sports and wellbeing activities.

You can also try and keep up with your kids with our weekly drop-in cycling sessions at Dalgarno Trust or Henry Dickens Centre and learn to ride a bike with our beginner adult and improver courses. Head to the Bikeworks website for more:

[www.bikeworks.org.uk/socialcycling/](http://www.bikeworks.org.uk/socialcycling/)





## World's End Estate

**There's nowhere Helen would rather live**

**Clean, safe modern homes are the essential building blocks for a good life in Kensington and Chelsea, but our residents are the ingredient that makes a neighbourhood a community.**

We caught up with Helen Morris who has lived on World's End Estate for close to five decades and there's still nowhere she'd rather live.

### **When did you move to the Worlds End estate?**

I moved to the estate when it was first opened, about 48 years ago. It was so new and fresh that only my part was ready to move into. I had been living in a cramped house in Notting Hill and while I had fond memories to keep, now I had a beautiful new flat near Kings Road.

### **What's special about living on World's End?**



We have so much here! We have a school, an under-five's facility, a youth club, Salvation Army, and Flashpoint Play Centre that caters for every age right here on our doorstep. All my children were brought up here.

We also have a garden with high rise bedding where we grow fruit, vegetables, and herbs that we supply to the Salvation Army. They use what we grow to help feed our community. We spend a lot of time in the garden.

A big part of what makes the estate so good, and has been over the years, is the Salvation Army. In Covid, Major James served over one thousand lunches three days per week to everyone's door. We also have Hash, the head of supported Housing who is so supportive of the older residents. Not least we have worked closely over many years with Samantha DeHaan our engagement officer who has left us recently. She has been a brilliant asset to us, and we'll be forever thinking of her and thanking her for everything she did for us.

### **What's your fondest memory living on World's End?**

My fondest memories of living on the estate are cooking lunch at the over fifty's club for all the residents. Cooking Christmas dinners for up to fifty people, having BBQs in our garden, sharing a birthday with everybody. We always had parties here.

There are still a lot of residents here and families here that I've got to know over the years. Their children and mine have grown up here and now we have great-grandchildren. I love this estate and I won't allow anybody to say anything bad about it. I wouldn't want to live anywhere else.

Do you have a story to share about living in Kensington and Chelsea. We can help put it into words if that helps. Contact

**[HM-residentengagement@rbkc.gov.uk](mailto:HM-residentengagement@rbkc.gov.uk)**

# How to get money for neighbourhood projects



**Like residents, the Council is feeling the pinch as we deal with cuts to central government funding.**

Despite the gloom, the good news is that there are pots of money the Council can bid for on your behalf to make life better for you and your neighbours.

Some pots of money come as a result of levies paid on building developments that have taken place in the borough over recent years. Bodies, such as the Greater London Authority, the National Lottery, and Sports England also have funding that we can apply for.

Recently we have secured funding to enable a 'pantry' project that provides access to healthy and nutritious food at a fraction of the cost, to struggling people and families. We've won a bid for money to bring a redundant set of rooms at Elm Park Gardens to life, so they can be used by residents for events and provide a much needed community space in an area where there is a shortage. And, we've upgraded an outdated sports pitch in Kensal New Town into an up to date multi-use games area, that residents can use for a range of different sports and games.

While some of these pots are available to many different organisations we're keen to make sure we help secure as much as possible to bring resident projects to life.



Multi-use games area

If you have an idea for a project that would benefit your estate or neighbourhood, get in touch with our dedicated Partnerships Coordinator, **[james.gowan-webster@rbkc.gov.uk](mailto:james.gowan-webster@rbkc.gov.uk)** and let's bring those projects to life.

# Mythbusting resident involvement

MYTH

FACT

**Working with the Council to improve your home or neighbourhood will take up all your time.**

Busted! If you're keen to make a difference we'd love to work with you – and you can do it in a style that suits you.

**It's just endless meetings.**

There are loads of ways to work alongside us – some involve regular meetings like being part of a tenant's association, others can be on a project by project basis – for example you could help select a contractor for major works on your estate, or help us improve our letters and leaflets.

**Once you're involved you have to keep doing it forever.**

Although we'd love you to stay, we understand that people's lives and interests change. You can change how you're involved with us to suit your needs. You might start off with the occasional meeting and find you want more – or you might need to ramp it down and just contribute to a survey every now and then. The choice is yours.

**Only people that love the Council get involved.**

Many of the residents we work closely with are some of our strongest critics. They are usually involved because they want to make the Council better, not because they believe we're perfect.

MYTH

FACT

**To find out more about how you can get involved, come along to one of our summer roadshows:**

On Wednesday 28 June we'll be on the Hesketh & Runcorn Estate and on Saturday 22 July we'll be at Henry Dickens Court.





# Making alterations to your leasehold home?

**M**ost of us at one time or another have thought about giving our home a makeover. Replacing those tired old kitchen cupboards? Refreshing that bathroom suite? It's usually not a problem, but please remember that under the terms of your lease agreement, you must let us know that you're doing work in your home.

Anything from a minor alteration, such as installing a new boiler and adding some wall tiles, to major renovations such as changing room layouts or loft conversions all require consent from the Council - this may

include additional consents required from the Council's Building and Planning Department.

If you are planning on giving your home a new lease of life or



expanding to suit growing needs, check in with the Home Ownership Team for guidance on the requirements before starting work.

If you've already got work under way, you must ensure that your contractors are adhering to health and safety conditions set out within the terms of your consent notice. These include keeping communal spaces tidy, free from hazards and taking care not to block fire escape routes. You'll need to make sure the work is only carried out between the hours of 8:30am – 5pm Monday to Friday (excluding Bank Holidays) and make good any damage caused as a result of your work.

For more information visit [www.bit.ly/42Stsfw](http://www.bit.ly/42Stsfw)



## Leaseholder event

Kensington and Chelsea leaseholders, save the date!  
On **Monday 2 October, 4pm to 8pm** we'll be holding our annual Homeowner Event at Kensington Town Hall. Come along, browse the stalls, get expert advice from our various Housing teams and external organisations, including the Leasehold Advisory Service. It'll be a 'one stop shop' for all your leasehold needs!  
For more information get in touch with the Leaseholder team at **[HM-Homeownership@rbkc.gov.uk](mailto:HM-Homeownership@rbkc.gov.uk)**





## Get the gardening bug with Matthew Kurtz



**You have told us how important the gardens, grounds and green spaces are in making your estates enjoyable places to live.**

Since joining us in January this year, Grounds Maintenance Officer Matthew Kurtz has been meeting residents, setting up projects and developing opportunities for everyone to get growing.

“I’m Matthew Kurtz and I’m the Grounds Maintenance Contracts Officer for Kensington and Chelsea. I’ve been at the Council for nearly six months. My role is to make sure the standards of grounds maintenance are being met, and to work with residents to help improve the green spaces where they live.”

“Our team is led by our Environmental Services Manager, Paul Fisher and I work with three project officers, Fola Adesakin, Megan Finnie and Namratha Mohan who design and manage every project that comes to the Environmental Services team. Our Estate Assistant Sarah Lewis keeps all the information on projects up-to-date and ticking over.”

To contact Matthew and his team about any grounds maintenance issues please email **[HM-EnvironmentalServices@rbkc.gov.uk](mailto:HM-EnvironmentalServices@rbkc.gov.uk)**

### What are you currently working on?

“I’m currently working with residents on different estates to advise and support them to achieve what they want from their green space.”

### What is your plan for the service this year?

“My goal for this year is to help start up gardening clubs with residents who are keen to get more involved. I’ll be developing opportunities for people to learn more about gardening and potentially take part in garden activities, like planting days, or learning how to grow plants from seed.

“The success of a gardening club depends on neighbours communicating and working well with each other. It’s more than just raising issues with the grounds, it’s also a place where they can come together, express their ideas and help shape the area into the image that they want to see and experience.

“I’m here to share knowledge and provide support so that ideas are heard and can be brought to life.”

### Get involved

If you are interested in starting a gardening club, or being part of one on your estate, please contact us at **[HM-GardenClub@rbkc.gov.uk](mailto:HM-GardenClub@rbkc.gov.uk)**

# World's End community support

**We wanted to reassure residents at the World's End Estate that the creche at the Under Fives' Centre, and foodbank at the Flashpoint Centre are not closing, and continue to operate as normal.**

The Council is offering support and guidance to both services to ensure they continue to provide a valuable resource for the local community.

Officers from the Council's Communities department will be holding drop-ins at the estate in the coming weeks to offer advice, talk to residents about any issues or concerns you may have, and to help you find local services.

In addition, residents still have access to legal advice on the estate, which will be available throughout the week. This legal advice is paid for by the Council and provided by Citizens Advice and Nucleus.

## Service timetable:

- **Mondays 10am to 1pm,**  
Blantyre Centre Housing Office
- **Tuesdays 12pm to 6.30pm,**  
Chelsea Theatre
- **Wednesdays 9.30am to 12.30pm,**  
Chelsea Theatre - you'll need to book in advance with Citizens Advice (see contacts)
- **Thursdays 10am to 1pm,**  
Flashpoint Centre Foodbank  
2pm to 5pm, Nucleus – you'll need to book in advance with Nucleus (see contacts)
- **Saturday mornings from June,**  
there will be sessions at Chelsea Theatre focussing on income maximisation.

## Contact:

### Nucleus

**020 7373 4005** or [advice@nucleus.org.uk](mailto:advice@nucleus.org.uk)

### Citizens Advice

**0300 330 1174**

or [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## Communities Officer drop-ins

If there's anything we can help with, please talk to our friendly officers who will be on the estate throughout the week. We look forward to speaking with you.

- **Mondays 10.30am to 1.30pm,**  
Chelsea Theatre
- **Tuesdays 12pm to 2.30pm,**  
Salvation Army
- **Wednesdays 10.30am to 1.30pm,**  
Chelsea Theatre
- **Thursdays 12pm to 2pm,**  
Flashpoint Centre Food Bank

To find out more, please email [communityparticipation@rbkc.gov.uk](mailto:communityparticipation@rbkc.gov.uk)



## Wednesday 14 June

marked the sixth anniversary of the Grenfell tragedy. If you would like to discuss support, please contact the Grenfell Health and Wellbeing Service on **020 8637 6279** or go to [www.grenfellwellbeing.com](http://www.grenfellwellbeing.com).

# 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](http://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

### Pembroke Office

Pembroke Road  
37 Pembroke Road, W8 6PW  
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](mailto:LancasterWestoffice@rbkc.gov.uk)

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.

### 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.



2497889

Printed on Carbon Captured paper